DIN EN ISO 9241-13:2000-08 (E)

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 13: User guidance (ISO 9241-13:1998); English version of DIN EN ISO 9241-13

Contents

Page

1 Scope 5

2 Normative references 5

3 Definitions 6

4 Application of this part of ISO 9241 6
4.1 Appropriateness of user guidance 6
4.2 Applying the recommendations 6
4.3 Evaluation of products 7

5 Common guidance recommendations 7
5.1 Description 7
5.2 General recommendations 7
5.3 Phrasing of user guidance 8

6 Prompts 9
6.1 Description 9
6.2 Prompting recommendations 9

7 Feedback 10
7.1 Description 10
7.2 Feedback recommendations 10

8 Status information 11
8.1 Description 11
8.2 Status recommendations 12

9 Error management 13
9.1 Description 13
9.2 Error prevention 13
9.3 Error correction by the system 14
9.4 Error management by the user 14
9.5 Error messages 15

10 On-line help 16
10.1 Description 16
10.2 System-initiated help 16
10.3 User-initiated help 17
10.4 Presentation of help information 17
10.5 Help navigation and controls 18
10.6 Browsable help 18
10.7 Context-sensitive help 19

Annex A (informative) **Sample procedure for assessing applicability and adherence** 21

Annex B (informative) **Bibliography** 34