ISO 9241-13:1998-07 (E)

Ergonomic requirements for office work with visual display terminals (VDTs) - Part 13: User guidance

Contents

Page

1 Scope 1

2 Normative references 1

3 Definitions 2

4 Application of this part of ISO 9241 2
4.1 Appropriateness of user guidance 2
4.2 Applying the recommendations 2
4.3 Evaluation of products 3

5 Common guidance recommendations 3
5.1 Description 3
5.2 General recommendations 3
5.3 Phrasing of user guidance 4

6 Prompts 5
6.1 Description 5
6.2 Prompting recommendations 5

7 Feedback 6
7.1 Description 6
7.2 Feedback recommendations 6

8 Status Information 7
8.1 Description 7
8.2 Status recommendations 8

9 Error management 9
9.1 Description 9
9.2 Error prevention 9
9.3 Error correction by the system 10
9.4 Error management by the user 10
9.5 Error messages 11

10 On-line help 12

10.1 Description 12

10.2 System-initiated help 12

10.3 User-initiated help 13

10.4 Presentation of help Information 13

10.5 Help navigation and Controls 14