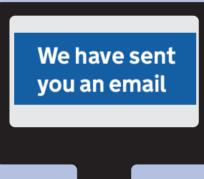
Designing for users with anxiety



give users enough time to complete an action

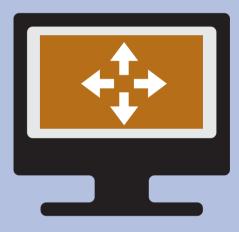


explain what will happen after completing a service



leave users confused about next steps or timeframes





Don't...

rush users or set impractical time limits



make important leave users information clear uncertain about the consequences of their actions give users the make support support they or help hard to need to complete access a service let users check leave users their answers questioning what before they answers they gave submit them





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