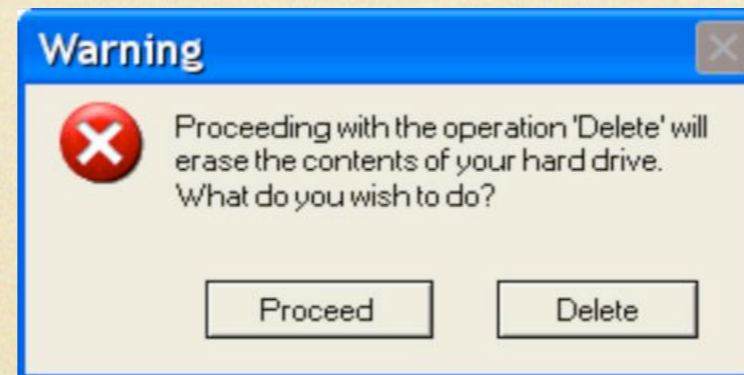


Errors and web design!



The Metropolia Single Sign-on Service login form. It has a dark grey header with the Metropolia logo and the text "Metropolia Single Sign-on Service". Below the header is an orange background area containing two red error messages: "Password is a required field." and "Username is a required field.". Underneath are two input fields labeled "Username" and "Password". At the bottom right, there is a "LOGIN" button.

People make mistakes!



What do people think?



User

Is this my fault?

Am I doing this wrong?

Am I not smart enough?

Feels stupid, embarrassed, loses confidence = stops using your site / app

What do people think?



Developer

You didn't watch the road!
(use software correctly)

You're just too dumb!

Problem with our logic?

- We need to handle errors **before** and **after** they occur
- The best way to handle errors is to prevent them from ever occurring

Poka-yoke

ポカヨケ

Is a Japanese term that means
"fail-safing" or "mistake-proofing".

Its purpose is to **prevent, correct** or
draw attention to errors as they occur.

Poka-yoke

ポカヨケ

- Prevention devices

Overflow prevented!



Poka-yoke

ポカヨケ

- Detection devices

Can't prevent fire!
But I can detect and notify it!



Poka-yoke and webdesign?

- Inline validation
- Errors into opportunities
- Blurring the line

Inline validation

twitter

Join the Conversation

Already on Twitter? [Sign in.](#)

Already use Twitter on your phone? [Finish signup now.](#)

Full name → enter your first and last name
Your full name will appear on your public profile

Username
Your public profile: <http://twitter.com/> USERNAME

Password

Email
 Let others find me by my email address
Note: Email will not be publicly displayed

Terms of Service
[Printable version](#)

Terms of Service
These Terms of Service ("Terms") govern your access to and use of the services and Twitter's websites (the "Services"), and any information, text, graphics, or other materials uploaded, downloaded or appearing on the Services (collectively referred

Inline validation

twitter

Join the Conversation

Already on Twitter? [Sign in.](#)

Already use Twitter on your phone? [Finish signup now.](#)

Full name ✓ ok
Your full name will appear on your public profile

Username → pick a unique name on twitter.
Your public profile: [http://twitter.com/ USERNAME](http://twitter.com/USERNAME)

Password

Email

Let others find me by my email address
Note: Email will not be publicly displayed

Terms of Service [Printable version](#)

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Inline validation

twitter

Join the Conversation

Already on Twitter? [Sign in.](#)

Already use Twitter on your phone? [Finish signup now.](#)

Full name ✓ ok
Your full name will appear on your public profile

Username can't be blank
Your public profile: [http://twitter.com/ USERNAME](http://twitter.com/USERNAME)

Password

Email can't be blank

Let others find me by my email address
Note: Email will not be publicly displayed

Terms of Service [Printable version](#)

Terms of Service
These Terms of Service ("Terms") govern your access to and use of the services and Twitter's websites (the "Services"), and any information, text, graphics, or other materials uploaded, downloaded or appearing on the Services (collectively referred

Inline validation

WRONG!

Welcome! [English \(US\)](#) ▼

Already a member? [Login](#).



[Home](#)


[Sign Up \(Free!\)](#)

[Services](#)

[Blog](#)

[Help](#)

Sign Up

 [Sign up with your Google Account](#)

First Name

Last Name Last name is required

Username

Password

Confirm Password

Email Address

Which Looks Right 14/02/11 02/14/11

I have read and accept the [Terms of Use](#).

Turn the error into advantage!

The screenshot shows the Finnish Wikipedia search results page. At the top right, there is a link to log in or create an account: "Kirjaudu sisään tai luo tunnus". Below this is a search bar containing the text "Käyttöliittymäsuunnittelukirjallisuus". The main heading is "Hakutulokset". Below the heading is a search bar with the same text and an "Etsi" button. There are radio buttons for search engines: "MediaWiki-haku" (selected), "Google", "Yahoo", "Bing", and "Wikiwix". Below the search bar is a navigation bar with links: "Sisältösivut", "Muut mediat", "Ohje- ja projektisivut", "Kaikki", and "Laajennettu". The search results section is empty, with the message "Hakusi ei tuottanut tulosta." and a red link: "Luo sivu **Käyttöliittymäsuunnittelukirjallisuus** tähän wikiin." The footer contains links for "Yksityisyydensuoja", "Tietoja Wikipediasta", and "Vastuuvapaus", along with logos for "WIKIMEDIA project" and "Powered By MediaWiki".

Kirjaudu sisään tai luo tunnus

Toimintosisivu

Hakutulokset

MediaWiki-haku Google Yahoo Bing Wikiwix

[Sisältösivut](#) [Muut mediat](#) [Ohje- ja projektisivut](#) [Kaikki](#) [Laajennettu](#)

Hakusi ei tuottanut tulosta.

Luo sivu *Käyttöliittymäsuunnittelukirjallisuus* tähän wikiin.

Yksityisyydensuoja Tietoja Wikipediasta Vastuuvapaus

Turn the error into advantage!



Käyttöliittymäsuunnittelukirjallisuus



Congratulations! You are one of the **FIRST** to search for this topic in Squidoo. Why not be one of the first to **BUILD A LENS** on it?.

one of the first to BUILD A LENS on it?.

Congratulations! You are one of the FIRST to search for this topic in Squidoo. Why not be

Blurring the line

Prevent!

The image shows a screenshot of a Google search interface. The search bar contains the text "Usability". Below the search bar, a list of suggestions is displayed: "usability", "usable", "usabo", "usablenet", and "us bank". A callout bubble labeled "Prevent!" points to this list. Below the suggestions, the search results are shown. The first result is titled "Usability" and is from the website "www.ergosign.de". A callout bubble labeled "Detect!" points to this result. Below this, there are two Wikipedia entries: "Usability - Wikipedia, the free encyclopedia" and "Web usability - Wikipedia, the free encyclopedia".

Google

Everything
Images
Videos
News
Shopping
Books
Blogs
More

Any time
Latest
Past 24 hours
Past 2 days
Past week
Past month
Past year

Usability

usability
usable
usabo
usablenet
us bank

About 30,000,000 results (0.10 seconds)

Usability
UI Design, Icon Design, Styleguide, Usability Tests, UX Consulting
www.ergosign.de

Usability - Wikipedia, the free encyclopedia
Usability is the ease of use and learnability of a human-made object. The object of use can be a software application, website, book, tool, machine, ...
Introduction - Definition - Investigation - ISO standards
en.wikipedia.org/wiki/Usability - Cached - Similar

Web usability - Wikipedia, the free encyclopedia
Web usability is the application of usability in those domains where web ...
en.wikipedia.org/wiki/Web_usability - Cached - Similar

Show more results from wikipedia.org

Downside of Poka-yoke

- No one will ever realize how clever you were
- Users don't see the errors that **could have** happened.

Conclusion

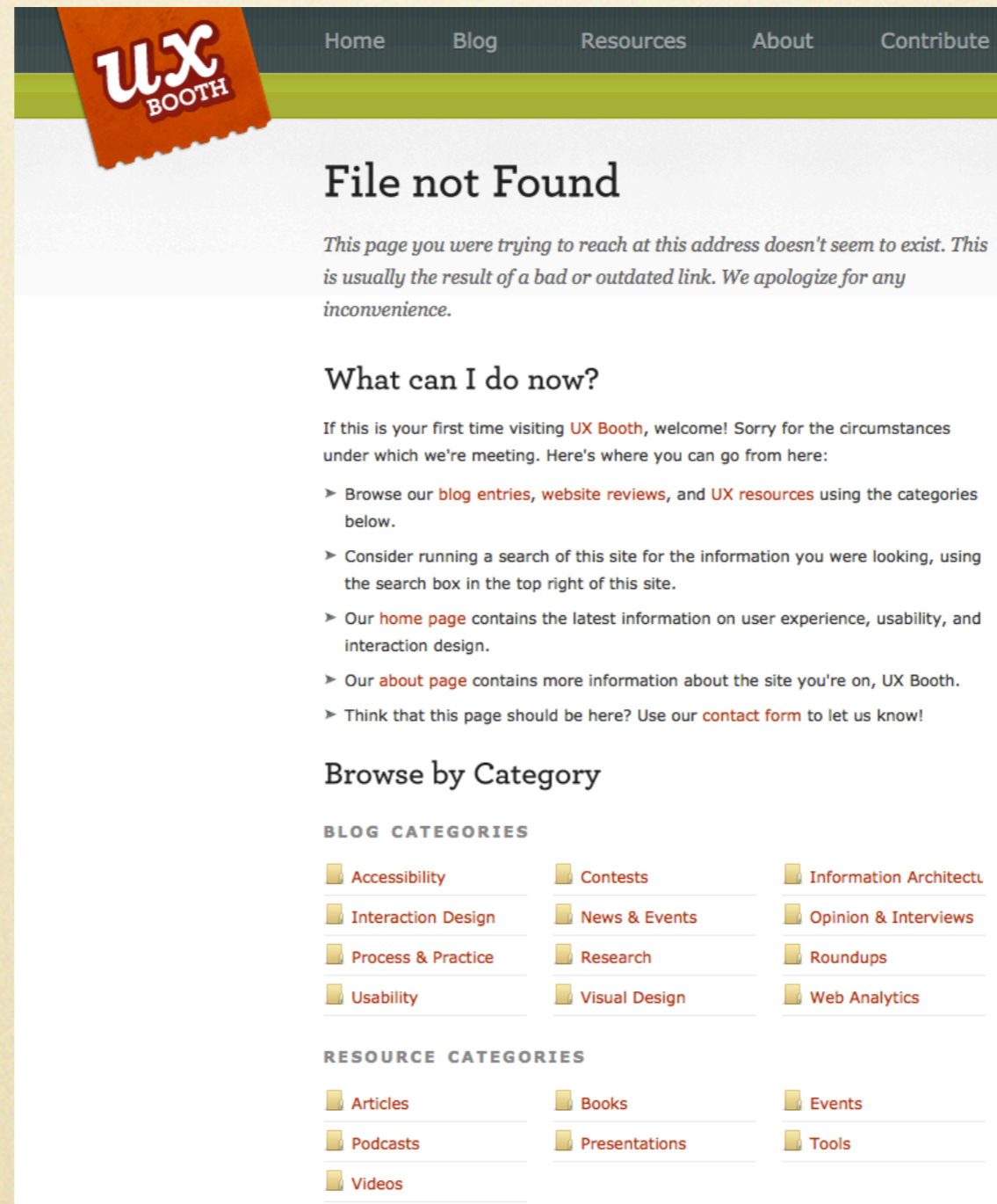
Don't tell that the user has done something wrong!

Design the system in such way that the user **never** has a change to make a mistake!

Make the users feel smart! Or smart enough!



404 - page not found



UX BOOTH

Home Blog Resources About Contribute

File not Found

This page you were trying to reach at this address doesn't seem to exist. This is usually the result of a bad or outdated link. We apologize for any inconvenience.

What can I do now?

If this is your first time visiting **UX Booth**, welcome! Sorry for the circumstances under which we're meeting. Here's where you can go from here:

- ▶ Browse our [blog entries](#), [website reviews](#), and [UX resources](#) using the categories below.
- ▶ Consider running a search of this site for the information you were looking, using the search box in the top right of this site.
- ▶ Our [home page](#) contains the latest information on user experience, usability, and interaction design.
- ▶ Our [about page](#) contains more information about the site you're on, UX Booth.
- ▶ Think that this page should be here? Use our [contact form](#) to let us know!

Browse by Category

BLOG CATEGORIES

- [Accessibility](#)
- [Interaction Design](#)
- [Process & Practice](#)
- [Usability](#)
- [Contests](#)
- [News & Events](#)
- [Research](#)
- [Visual Design](#)
- [Information Architecture](#)
- [Opinion & Interviews](#)
- [Roundups](#)
- [Web Analytics](#)

RESOURCE CATEGORIES

- [Articles](#)
- [Podcasts](#)
- [Videos](#)
- [Books](#)
- [Presentations](#)
- [Events](#)
- [Tools](#)

Get the user back on track!

Where you can start?

- Get all error messages on paper
- Review them... (does it make sense?)
- Think if you could prevent it