



Keeping the user in perspective, what care is to be taken while developing errors page of a website?



Enter Y / N after checking the content under description

Description	(Y/N)
Best practices	
Recommendations for Anticipating & preventing errors	
Ensure that field labels are meaningful to users	
Use consistent terminology (In registration page, if you use Login use Log out after logging in. Likewise Sign in / Sign out, Sign on / Sign off, Log in / Log out, Log on / Log off)	
Try to ensure that your interface can be understood without users needing to refer to instructions (If instructions are to be placed, keep it to absolute minimum)	
Consider including tool tips (Small text descriptions that appear when the user moves the cursor over the button / link)	
Provide links to gather detailed information	
For important transactions, reproduce the information that the user has entered and ask them to confirm its accuracy prior to submission	
Confirm the submitted information by email	
Ensure that confirmation pages / confirmation emails present the most important information clearly, near the start of page	
Provide contact mechanisms so that users who have made a mistake can easily access help	
Use appropriate form elements (Providing drop downs if the web page contains multiple fields)	
Indicate required formats, for example, show an example of the expected format next to a date field	
Provide a pre-defined list of acceptable values where appropriate. A common example is the "title field" in a form: often, the options Mr., Mrs. Ms and so on are provided in drop down	
Provide appropriate default values. For example if the most of your users are based in the USA then any country field should default to USA	



Use a red asterisk (*) to indicate a mandatory field	
Keep online forms short, and minimize the amount of information that users must enter.	
Be flexible, for example, allow users to enter parenthesis, hyphens and spaces when typing phone or fax numbers	
Handling 404 Errors	
Write your own 404 error page to avoid presenting the user with a generic error message. When presenting a 404 error message, don't use the jargon "404". Instead, use a simple heading such as "Page not found"	
Provide a clear link to the homepage of your website	
Consider including search functionality on the error page, so that users faced with an error can choose to search for the content they want	
Monitor log on an ongoing basis to identify & fix 404 errors that occur	
Displaying errors in forms clearly	
Display errors clearly on the form so that users can see where the error occurs and understand how to fix it.	
Showing errors within a form	
When you're designing the error display don't use a modal dialog box. Once the users have dismissed the dialog box, they're unlikely to remember more than one or two errors.	
Pitfalls	
Failing to anticipate error message	
Using jargon error message	
Not providing any way for users to recover from an error	