

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

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display terminals (VDTs) - Part 13: User guidance

## EESTI STANDARDI EESSÕNA

## NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN ISO 9241-13:2001 sisaldab Euroopa standardi EN ISO 9241-13:1998 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 18.06.2001 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN ISO 9241-13:2001 consists of the English text of the European standard EN ISO 9241-13:1998.</p> <p>This document is endorsed on 18.06.2001 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p><b>Käsitlusala:</b></p> <p>This standard provides recommendations for user guidance attributes of software user interfaces and their evaluation. User guidance as defined in this standard is information additional to the regular user-computer-dialogue that is provided to the user on request or is automatically provided by the system. In addition to the general guidance provided in this standard, recommendations concerning dialogue-specific user guidance are provided in parts 12, 14, 15, 16 and 17 of ISO 9241. This standard is applicable to interaction components that aid users in recovering from error conditions. User guidance as covered by this standard includes recommendations specific to prompts, feedback and status, error management and on-line help as well as general recommendations common to all these types of user guidance.</p>	<p><b>Scope:</b></p> <p>This standard provides recommendations for user guidance attributes of software user interfaces and their evaluation. User guidance as defined in this standard is information additional to the regular user-computer-dialogue that is provided to the user on request or is automatically provided by the system. In addition to the general guidance provided in this standard, recommendations concerning dialogue-specific user guidance are provided in parts 12, 14, 15, 16 and 17 of ISO 9241. This standard is applicable to interaction components that aid users in recovering from error conditions. User guidance as covered by this standard includes recommendations specific to prompts, feedback and status, error management and on-line help as well as general recommendations common to all these types of user guidance.</p>
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ICS 13.180, 35.180

**Võtmesõnad:** computer peripheral equipment, data terminal equipment, display devices, ergonomics, instructions for use, office machines, rules(instructions), specifications, text processing

ICS 13.180; 35.180

**English version**

**Ergonomic requirements for office work with visual  
display terminals (VDTs)**

**Part 13: User guidance  
(ISO 9241-13 : 1998)**

Exigences ergonomiques pour travail  
de bureau avec terminaux à écrans  
de visualisation (TEV), – Partie 13:  
Guidage de l'utilisateur  
(ISO 9241-13 : 1998)

Ergonomische Anforderungen für  
Bürotätigkeiten mit Bildschirm-  
geräten – Teil 13: Benutzerführung  
(ISO 9241-13 : 1998)

This European Standard was approved by CEN on 1998-05-30.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

**CEN**

European Committee for Standardization  
Comité Européen de Normalisation  
Europäisches Komitee für Normung

**Central Secretariat: rue de Stassart 36, B-1050 Brussels**

## Foreword

International Standard

ISO 9241-13 : 1998 Ergonomic requirements for office work with visual display terminals (VDTs) – Part 13:  
User guidance,

which was prepared by ISO/TC 159 'Ergonomics' of the International Organization for Standardization, has been adopted by CEN/CS as a European Standard.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, and conflicting national standards withdrawn, by January 1999 at the latest.

In accordance with the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard:

Austria, Belgium, the Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the United Kingdom.

## Endorsement notice

The text of the International Standard ISO 9241-13 : 1998 was approved by CEN as a European Standard without any modification.

NOTE: Normative references to international publications are listed in Annex ZA (normative).

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## Introduction

This part of ISO 9241 deals with user guidance aspects of software user interfaces.

The main purpose of user guidance is to aid the user's interaction with the system by

- promoting efficient system use;
- avoiding unnecessary mental workload;
- providing support to users to manage error situations; and
- providing support for users of different skill levels.

This part of ISO 9241 serves the following types of users:

- the designer of the user guidance, who will apply this part of ISO 9241 during the development process;
- designers of user guidance development tools to be used by dialogue designers;
- the buyer, who will reference this part of ISO 9241 during the product procurement process, and whose end-users will gain from the potential benefits provided by this part; and
- those responsible for ensuring that products meet the recommendations in this part of ISO 9241.

The ultimate beneficiary of this part of ISO 9241 will be the end-user at the visual display terminal (VDT). It was the needs of this user that provided the ergonomic recommendations in this part of ISO 9241. Although it is unlikely that the end-user will read this part or even know of its existence, its application should provide user interfaces that are more usable, consistent and that enable greater productivity.

Application of this part of ISO 9241 involves an understanding of the intended user, the user environment and tasks. User tasks should be listed and key tasks, defined as the most frequent and important tasks, should be explicitly identified.

Recommendations on how to use this part of ISO 9241 can be found in Informative Annex A.

For practical reasons, the following structure has been chosen for presenting the user guidance recommendations:

- common guidance recommendations (see clause 5),
- prompts (see clause 6),
- feedback (see clause 7),
- status information (see clause 8),
- error management (see clause 9),
- on-line help (see clause 10).

## 1 Scope

This part of ISO 9241 provides recommendations for user guidance attributes of software user interfaces and their evaluation. User guidance as defined in this part of ISO 9241 is information additional to the regular user-computer-dialogue that is provided to the user on request or is automatically provided by the system. In addition to the general guidance provided in this part of ISO 9241, recommendations concerning dialogue-specific user guidance are provided in ISO 9241-12, ISO 9241-14, ISO 9241-15, ISO 9241-16 and ISO 9241-17.

This part of ISO 9241 is applicable to interaction components that aid users in recovering from error conditions. User guidance as covered by this part of ISO 9241 includes recommendations specific to prompts, feedback and status, error management and on-line help as well as general recommendations common to all these types of user guidance.

While user support can be provided via other means (e.g., on-line tutorials, on-line documentation, intelligent system performance aids) these types of support are not addressed by this part of ISO 9241-13.

The recommendations in this part of ISO 9241 are formulated to be independent of applications, environment, or implementation technology. They correspond to typical situations involving special needs for information and actions.

As with other parts of ISO 9241, this part of ISO 9241 can apply in all or in part. For example, applications that do not have browsable help would not need to follow recommendations concerning this class of user guidance.

## 2 Normative references

The following standards contain provisions which, through reference in this text, constitute provisions of this part of ISO 9241. At the time of publication, the editions indicated were valid. All standards are subject to revision, and parties to agreements based on this part of ISO 9241 are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below. Members of IEC and ISO maintain registers of currently valid International Standards.

ISO 9241-12:—<sup>1)</sup>, *Ergonomic requirements for office work with visual display terminals (VDTs) — Part 12: Presentation of information.*

ISO 9241-14:1997, *Ergonomic requirements for office work with visual display terminals (VDTs) — Part 14: Menu dialogues.*

ISO 9241-15:1997, *Ergonomic requirements for office work with visual display terminals (VDTs) — Part 15: Command Dialogues.*

ISO 9241-16:—<sup>1)</sup>, *Ergonomic requirements for office work with visual display terminals (VDTs) — Part 16: Direct manipulation dialogues.*

ISO 9241-17:—<sup>1)</sup>, *Ergonomic requirements for office work with visual display terminals (VDTs) — Part 17: Form filling dialogues.*

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1) To be published.