



Design tips for complex forms

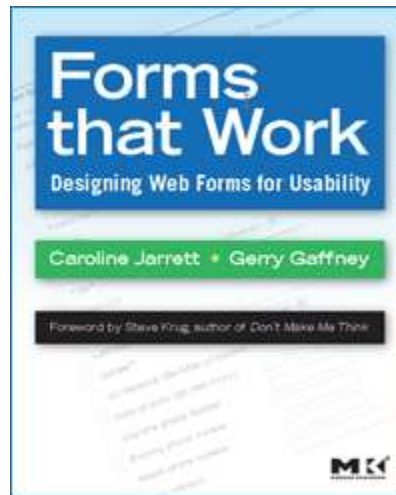
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Clarity 2010 Lisbon

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A lot of forms advice is about forms like this...

TYPICAL WEB FORM

Personal Information

First Name

Last Name

Contact Information

Address

City

County
-- Select County --

Post Code

Country
United Kingdom

Submit | [Cancel](#)

PRIMARY ACTION

SECONDARY ACTION

So what happens if we have to work with this?



Some examples of complex forms

- Lasting power of attorney for health and personal affairs
 - “Living will”

What's in this creation pack along with this guidance:

Information sheet

A thumbnail of an information sheet titled 'What's in this creation pack along with this guidance:'. It contains text and a small diagram.

LPA form

A thumbnail of the LPA form, showing the title 'Lasting power of attorney for health and affairs' and a section for 'Name and address'.

Continuation sheets

A thumbnail of a continuation sheet, showing a table with columns for 'Name', 'Address', and 'Date'.

How to register your LPA

A thumbnail of a document titled 'How to register your lasting power of attorney', showing a blue header and a section for 'Name and address'.

LPA 001 (5 copies)

A thumbnail of the LPA 001 form, showing a section for 'Name and address' and a table for 'Name', 'Address', and 'Date'.

LPA 002 Registration form and related guidance

A thumbnail of the LPA 002 registration form, showing a section for 'Name and address' and a table for 'Name', 'Address', and 'Date'.A thumbnail of the LPA 002 registration form, showing a section for 'Name and address' and a table for 'Name', 'Address', and 'Date'.

Some examples of complex forms

- Claim for housing benefit (help with rent)

start date slots could produce very different results.

6 July 2010 to 5 September

Step 4: Capacities and Disabilities

This section looks for claimant (and partner) **work capacity / health / disability issues or carer functions** (if any) - otherwise skip this step. Should you be one of the few Permitted Work earners (on the higher monetary limit) then you are likely to be awarded substantial benefit so do apply asap. Be sure to **enter any Employment and Support Allowance payments down at Step 8** as other unearned income. Where a partner gets the (higher) ESA support component, a couple might want to swap claim roles to increase potential HB/CTB.

If applicable, enter your (the HB/CTB claimant's) Employment and Support Allowance details for ESA Phase, ESA element and ESA component.

No ESA claim made
Assessment Phase
Main Phase ESA

No ESA element
(IR) income-related
(C) Contribution based

No ESA component
Work-related activity
Support component

And your partner's Employment and Support Allowance details for ESA phase, element and component, if applicable.

No ESA claim made
Assessment Phase
Main Phase ESA

No ESA element
(IR) income-related
(C) Contribution based

No ESA component
Work-related activity
Support component

Disability applies if you (or partner) can match one of these qualifying conditions:-

You get Attendance Allowance, Constant Attendance Allowance, Disability Living Allowance, Invalid Vehicle Scheme or Motability, War Pensioners' Mobility Supplement, Severe Disablement Allowance, Incapacity Benefit (paid at the long term rate) or you are registered blind (or regained your sight in the last 28 weeks)?

Or you (the claimant only) have been off work sick for at least 52 weeks (28 if terminally ill) with medical evidence / sick notes ?

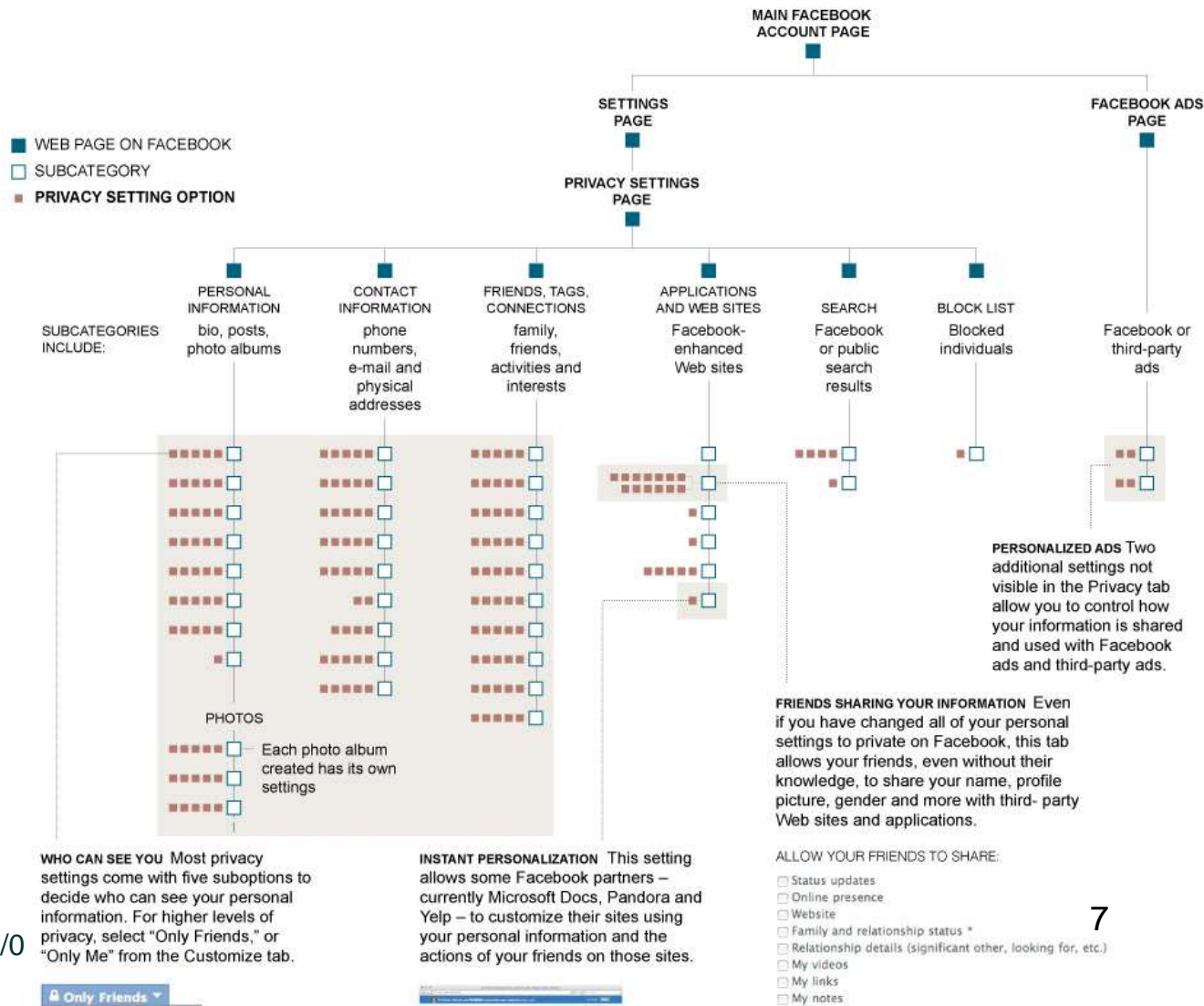
No
Yes

Do you (or your partner) get the highest rate of the care component of Disability Living Allowance?

No
Yes

Some examples of complex forms

- Privacy on Facebook



Some reasons for complexity

- More than one user involved
- Stressful or unclear consequences
- Need to be kept updated over time

- Variable sections
- Questions about difficult concepts
- Variety of sources for the answers

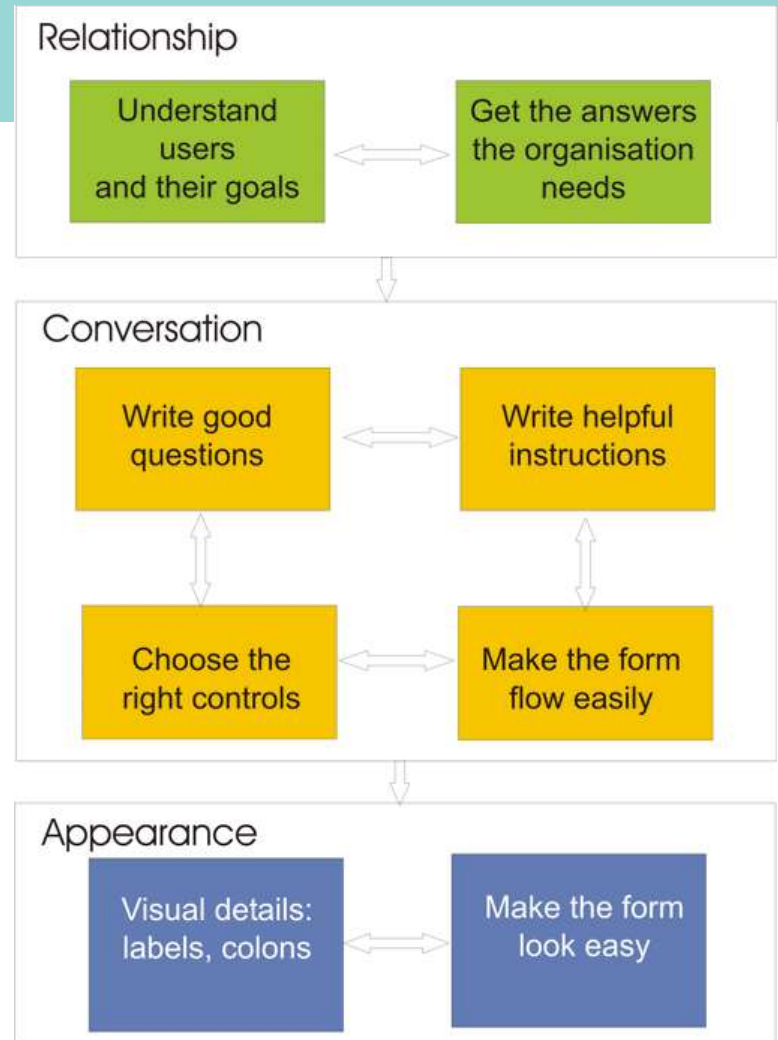
- Multiple pages
- Lots of boxes, lines, and rules

Complexity affects all three layers of the form

- Relationship
 - More than one user involved
 - Stressful or unclear consequences
 - Need to be kept updated over time
- Conversation
 - Variable sections
 - Questions about difficult concepts
 - Variety of sources for the answers
- Appearance
 - Multiple pages
 - Lots of boxes, lines, and rules

Complexity affects all three layers of the form

- Relationship
 - More than one user involved
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- Appearance
 - Multiple pages
 - Lots of boxes, lines, and rules



Relationship

Tips that are about understanding the users and the business process

As with any form, you should be observing people filling in the form, and also observing people dealing with the forms.

Tip: Try a 'replay study' where users go back over a complex form with you

- The challenge and complications:
 - To understand how users are interacting with the current form(s)
 - Can't do a conventional usability test because the answers are too complex to replicate in a scenario



The idea:

- A field study, using a neutral set of materials
 - (prototype on computer, paper copies)
 - Participants use your set of materials as a prompt to explain what they would usually do
-
- Example:
 - Dealing with a complex package of government forms, I got users to flip through a fresh set of blank forms to help them recall their experiences

Tip:

Use sample tracking to understand the process

- The challenge:
 - To explore all the details of a business process, not just the easy parts
 - Complex business processes often include offline, online, and multi-channel working
- The complications:
 - Simple forms are dealt with straight away, but some get diverted for special treatment



The idea:

- Choose a sample of forms, e.g. those received on a particular day, in a single hour, in a specific 5 minutes
 - Track those forms through all subsequent processes
 - Identify exactly what happens e.g. emails, calls, special handling
- Examples:
 - Application for university course, a complex benefit, or health insurance

Conversation

Tips that are about helping users to find the answers

A key challenge of any form is finding the answers. A complex form will often need people to gather answers from other sources, or to make important decisions

Tip:

Give them a form when they want a form

- The challenge:
 - There are many different forms e.g. according to type of application, jurisdiction, eligibility



The idea:

- Make sure that you have a single decision page
 - Get users answering questions as quickly as possible
- Examples:
 - Finding a housing benefit form

housing benefit application form - Google Search - Windows Internet Explorer

http://www.google.co.uk/search?hl=en&q=housing+benefit+application+form&meta=

housing benefit application form

File Edit View Favorites Tools Help

Favorites 5 Leading Airline Booking Fo... Suggested Sites Web Slice Gallery

housing benefit application form - Google Search

Web History Search settings Sign in

Google

housing benefit application form

About 8,200,000 results (0.16 seconds) Advanced search

Everything

More

The web

Pages from the UK

More search tools

Apply for **Housing Benefit** or Council Tax Benefit (form HCTB1...

The **Housing Benefit** page gives information on who can claim **Housing Benefit** and Council Tax Benefit, and provides a downloadable claim **form**. ...

www.direct.gov.uk/en/Diol1/DoltOnline/DG_4017614 - [Cached](#)

Housing Benefit : Directgov - Money, tax and benefits

Download a claim **form**. You can download a claim **form**, below, from the Department for Work and Pensions (DWP) website. Download **Housing Benefit** claim **form** ...

www.direct.gov.uk/.../MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/.../DG_10016928 - [Cached](#)

[\[PDF\] Housing Benefit and Council Tax Benefit](#)

File Format: PDF/Adobe Acrobat - [Quick View](#)

filled in and signed the claim **form** for **Housing Benefit** and Council Tax Benefit. • collected any proof to support your claim – but remember not to send ...

www.dwp.gov.uk/advisers/claimforms/hctb1_print.pdf - [Similar](#)

[\[PDF\] HCTB1 Housing benefit and Council Tax Benefit claim form](#)

File Format: PDF/Adobe Acrobat - [Quick View](#)

filled in and signed the claim **form** for **Housing Benefit** and Council Tax Benefit. # collected any proof to support your claim – but remember not to send ...

www.dwp.gov.uk/advisers/claimforms/hctb1.pdf - [Similar](#)

[+ Show more results from www.dwp.gov.uk](#)

[Benefit Application Form](#)

A printable **Housing/Council Tax Application Form** is available for download ... If you wish

Sponsored links

[Housing Benefit Advice](#)

You may be entitled to **housing benefit** or help with your rent.

www.shelter.org.uk

[Join The Revolution](#)

On Nov 4th, Everything Changes. The **Benefits** Revolution is Coming.

www.BenefitsRevolution.co.uk

[Free benefits advice](#)

For single parents. Support from professionals

www.onespace.org.uk

[Housing Benefit Claim Forms](#)

Find the Best Results for **Housing Benefit Claim Forms**

www.Ask.com

[Form Benefit House](#)

All About **Form Benefit** House

Form Benefit House in One Site!

Peeplo.com/Form+Benefit+House

[Application Forms](#)

Internet 100%

Apply for Housing Benefit or Council Tax Benefit (form HCTB1) : Directgov - Do it online - Windows Internet Explorer

http://www.direct.gov.uk/en/Diol1/DoItOnline/DG_4017614

housing benefit application form

File Edit View Favorites Tools Help

Favorites

5 Leading Airline Booking Fo...

Suggested Sites

Web Slice Gallery

Apply for Housing Benefit or Council Tax Benefit (form...

Page

Safety

Tools

Directgov

Public services all in one place

Cymraeg | Accessibility | Help | Site index |

A

A

A

Search this site

Go

Home | Contacts | Do it online | Newsroom

Browse by subject

Crime and justice

Education and learning

Employment

Environment and greener living

Government, citizens and rights

Health and well-being

Home and community

Money, tax and benefits

Motoring

Pensions and retirement planning

Travel and transport

Browse by people

Young people

Do it online

Apply for Housing Benefit or Council Tax Benefit (form HCTB1)

Housing Benefit provides help with paying rent and Council Tax Benefit provides help with your council tax, if you are on a low income. This online service is available for England, Scotland and Wales only.

Overview

The Housing Benefit page gives information on who can claim Housing Benefit and Council Tax Benefit, and provides a downloadable claim form. The form, together with any evidence to support your claim will need to be returned to your local council.

To access the form you will need a copy of Adobe Reader. Information on how to download this for free is available on the right panel of this page.

Housing Benefit

More useful links

Check your council tax band

Avoid the traffic - do it online



Tax your vehicle online or declare it off road (SORN)

Pakistan floods



Devastating floods in Pakistan have left an estimated six million people needing urgent food aid

How you can help

17

Done

Internet

100%

The link I needed was on that page, but required scrolling. A lot.





If you're not claiming other benefits

If you're not claiming Pension Credit, Income Support, Employment and Support Allowance or Jobseeker's Allowance you can get a form for Housing Benefit and Council Tax Benefit (including Second Adult Rebate) from your local council.

- ▶ [Find your local council](#)
- ▶ [Council Tax Benefit](#)

Download a claim form

You can download a claim form, below, from the Department for Work and Pensions (DWP) website.

- ▶ [Download Housing Benefit claim form \(PDF document 179 K\)](#) 
- ▶ [Download the interactive Housing Benefit claim form](#) 
- ▶ [Help with PDF files](#)

Claiming in advance

If you know you're moving to a new address, you can claim Housing Benefit up to 13 weeks (17 weeks if you're aged 60 or over) before you move.

You won't usually get any money before you move in.

Backdating your claim

You may be eligible to get your claim backdated. Your local authority can advise you on this.

The following links will let you enter details of where you live and then take you to your local authority website where you can find out more.

- ▶ [Find out about backdating of Housing Benefit claims](#) 
- ▶ [Apply for backdating of Housing Benefit](#) 

Directgov: Check your eligibility for housing benefit - Windows Internet Explorer

http://local.direct.gov.uk/LDGRRedirect/index.jsp?LGSL=69&LGIL=0&ServiceName=Check+your+eligibility+for

File Edit View Favorites Tools Help

★ Favorites | ★ 5 Leading Airline Booking Fo... | Suggested Sites | Web Slice Gallery

Directgov: Check your eligibility for housing benefit

Home RSS Print Page Safety Tools

Directgov

Public services all in one place

Check your eligibility for housing benefit

Find your local authority

To check your eligibility for housing benefit you first need to identify the appropriate local authority. Please choose from the options below, enter your details and click 'Go'. This service is only available in **England**.

Search by:

Postcode ☒ Street, Town ☐ Local Authority ☐

Go ➔

Please enter the postcode in the following style, including capital letters and a space: SW1A 1AA

▶ [Alternatively use a map to find your local authority](#)

Please use the links below to find a local authority in Wales, Scotland or Northern Ireland.

▶ [Find a local authority in Wales](#)

▶ [Find a local authority in Scotland](#)

Done

Internet 100%

Directgov: Check your eligibility for housing benefit - Windows Internet Explorer

http://local.direct.gov.uk/LDGRRedirect/LocationSearch.do?searchtype=1&LGS=69&LGIL=0&Style=&formsub-

File Edit View Favorites Tools Help

★ Favorites | ★ 5 Leading Airline Booking Fo... | Suggested Sites | Web Slice Gallery

Directgov: Check your eligibility for housing benefit

Page Safety Tools

Directgov

Public services all in one place

Check your eligibility for housing benefit

Search results

Based on the information provided we have found the following results.

Local authority service:

- ▶ [Check your eligibility for housing benefit - Central Bedfordshire Council \(Unitary\)](#)

You may also find the following services useful

- ▶ [Apply for backdating of housing benefit - Central Bedfordshire Council \(Unitary\)](#)
- ▶ [Find out about backdating of housing benefit claims - Central Bedfordshire Council \(Unitary\)](#)
- ▶ [Find out about housing benefit - Central Bedfordshire Council \(Unitary\)](#)
- ▶ [Report a change in circumstances affecting housing benefit - Central Bedfordshire Council \(Unitary\)](#)

Done Internet 100%

Central Bedfordshire Council: Page Unavailable - Windows Internet Explorer

http://www.centralbedfordshire.gov.uk/_assist/findURL.aspx?aspxerrorpath=/advice-and-benefits/hou: Google

File Edit View Favorites Tools Help

Favorites

5 Leading Airline Booking Fo...

Suggested Sites

Web Slice Gallery

Central Bedfordshire Council: Page Unavailable

Page Safety Tools

Central Bedfordshire

Accessibility | Contact

us

Welcome to Central Bedfordshire Council

Telephone 0300 300 8000 Email: Customer Services

Home

News

Find district

You are here: Home >

Main menu

Advice and benefits

Business

Community and living

Council and democracy

Education and learning

Environment and planning

Health and social care

Housing

Jobs and careers

Leisure and culture

Transport and streets

Page not Found

The page you are trying to reach cannot be found.

This may be because it is currently unavailable or no page on the Central Bedfordshire Council website currently matches the web address you are requesting.

Alternative options:

Go to the Central Bedfordshire Council home page

Contact Central Bedfordshire Council

The webmaster has been notified and appropriate action will be taken to correct the issue if required.

A to Z

23

Internet 100%

Tip:

Provide a list of materials for users to assemble

- The challenge:
 - Users have to gather their answers from a range of different sources
- The complications:
 - Users may not realise that they'll need all sorts of bits and pieces



The idea

- Provide a list of the items that the users will need



Even better idea

- Get users to answer a series of questions about the specific items

- Variation
 - Provide a cast of characters (people involved in preparing the form)

Application for a student loan: typical example

Create Account

Please complete the fields below and click Submit to create your Student Aid account.

PERSONAL DATA TO VERIFY YOUR IDENTITY		
Your First Name:	<input type="text"/>	
Your Last Name:	<input type="text"/>	
Email Address:	<input type="text"/>	
SIN:	<input type="text"/> <i>ex: 111222333, no hyphens or spaces.</i>	
Date of Birth:	<input type="text"/>	<input type="text"/>
	YYYY	MM DD

CHOOSE CREDENTIALS FOR YOUR ACCOUNT	
This information will be required each time you access the system.	
Username:	<input type="text"/>
Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
	<i>Password must be at least 8 characters, and must contain at least one uppercase letter, one lowercase letter and one digit.</i>

PASSWORD RESET QUESTION	
Used to reset your password if you forget it.	
Pick something easy to remember, but difficult for others to guess.	
Question:	<input type="text"/>
Answer:	<input type="text"/>
<i>Please do not include personal information that could identify you or another individual in your security question or answer.</i>	

Collection of your personal information is authorized under the authority of the Canada Student Loans Act, Canada Student Financial Assistance Act, and the Student Financial Assistance Act for the purpose of administering the Student Aid program.

If you have any questions, please contact the [Student Financial Aid Division](#).

Submit

Cancel

Application for a student loan: slightly better example

Register and login to student finance online services

Already registered - login

- apply for full-time student finance
- update your bank details
- view payments and correspondence

Continue to Login ➔

- ▶ Find out your login details
- ▶ Received a suspicious email?

New to Student Finance England

Full time students

- ▶ Register and apply for full-time student finance online

Parents & partners

- ▶ Register and support a full-time student finance application

Before you start applying - what you might need

- passport (if you have one)
- university or college details, and the course you're applying to
- course start date
- bank details
- National Insurance number
- income details (if you have an income)
- names and address of anyone who will be supporting your application, if appropriate

Need help? Service updates and FAQs

Check the following Directgov pages if you need advice on your student finance application, or if you have problems logging in and applying.

- ▶ Service updates from Student Finance England

Tip:

Help users to understand the decisions needed

- The challenge:
 - Complex forms may require considerable thought
 - Your organisation knows the about what decisions are needed; the users don't.



The ideas:

- Provide links to appropriate advice
 - Provide a help line number (most users won't use it, but it's reassuring)
 - Set up a checklist or quiz: "Are you ready?"
- Examples: Advance Directives.
 - These forms require decision-making over years
 - Users need to understand those decisions

Maryland, USA has a checklist

Did You Remember To ...

- ☐ Fill out Part I if you want to name a health care agent?
- ☐ Name one or two back-up agents in case your first choice as health care agent is not available when needed?
- ☐ Talk to your agents and back-up agent about your values and priorities, and decide whether that's enough guidance or whether you also want to make specific health care decisions in the advance directive?
- ☐ If you want to make specific decisions, fill out Part II, choosing carefully among alternatives?
- ☐ Sign and date the advance directive in Part III, in front of two witnesses who also need to sign?
- ☐ Look over the "After My Death" form to see if you want to fill out any part of it?
- ☐ Make sure your health care agent (if you named one), your family, and your doctor know about your advance care planning?
- ☐ Give a copy of your advance directive to your health care agent, family members, doctor, and hospital or nursing home if you are a patient there?

Consumer's Tool Kit for Health Care Advance Planning

INTRODUCTION

If you are looking at this tool kit, you are either thinking of making a health care advance directive (such as a living will or durable power of attorney for health care), or you may have already signed one. In either case, you should be aware that just having a written advance directive by itself does not ensure that your wishes will be understood and respected. Studies have shown that standard advance directive forms do little to influence end-of-life decisions without: 1) informed, thoughtful reflection about your wishes and values, and 2) personal communication between you and your likely decision-makers before a crisis occurs.

WHY A TOOL KIT?

Good advance planning for health care decisions is, in reality, a continuing conversation - about values, priorities, the meaning of one's life, and quality of life. To help you in this process, this tool kit contains a variety of self-help worksheets, suggestions, and resources. There are 10 tools in all, each clearly labeled and user-friendly. The tool kit does not create a formal advance directive for you. Instead, it helps you do the much harder job of discovering, clarifying, and communicating what is important to you in the face of serious illness.

List of "Tools" for Health Care Advance Planning

There Are 10 "Tools" in This Tool Kit:

Notice of Copyright and Notes to Second Edition

Tool #1	How to Select Your Health Care Agent or Proxy
Tool #2	Are Some Conditions Worse than Death?
Tool #3	HOW DO YOU WEIGH ODDS OF SURVIVAL?
Tool #4	PERSONAL PRIORITIES AND SPIRITUAL VALUES IMPORTANT TO YOUR MEDICAL DECISIONS
Tool #5	AFTER DEATH DECISIONS TO THINK ABOUT NOW
Tool #6	CONVERSATION SCRIPTS: GETTING PAST THE RESISTANCE
Tool #7	THE PROXY QUIZ FOR FAMILY & PHYSICIAN
Tool #8	WHAT TO DO AFTER SIGNING YOUR HEALTH CARE ADVANCE DIRECTIVE
Tool #9	GUIDE FOR HEALTH CARE PROXIES
Tool #10	RESOURCES: ADVANCE PLANNING FOR HEALTH CARE

Advice from the American Bar Association

STARTING THE DISCUSSION

There's no "right" way to start. Nor is there a "right" time. Nor does the discussion necessarily have to be somber and mournful. Here are some suggestions for getting started:

- Start with a story of someone else's experience:

"Do you remember what happened to so-and-so and what his family went through? I don't want you to have to go through that with me. That's why I want to talk about this now, while we can."

"Neither Richard Nixon nor Jackie Kennedy was placed on life support. I wonder if they had living wills and made what they wanted clear in advance."

- Blame it on your attorney:

"Mr. Darrow, my lawyer, says that before I complete some legal documents, I need to talk over with you some plans about end-of-life medical care."

Tip: Use layered guidance

- The challenge:
 - Complex questions and concepts require a lot of explanation



The idea






- 80/20 rules apply to guidance on forms.
 - Put guidance for the most common items directly on the form
 - Guidance for less common items can be placed in separate help files
 - Guidance for very uncommon items could be further hidden away
- Example: guidance for boxes on tax returns

From the UK tax return online

This section explains who can and cannot file a return online using this service



You can use this service if in the tax year ending 5 April 2010 you received

- employment income
- self-employment income
- partnership income
- UK property income 
- pensions 
- UK interest, dividends etc 
- foreign income 
- capital gains (If you are entitled to the annual exempt amount) 

Find out which financial information you will need to complete your return online.

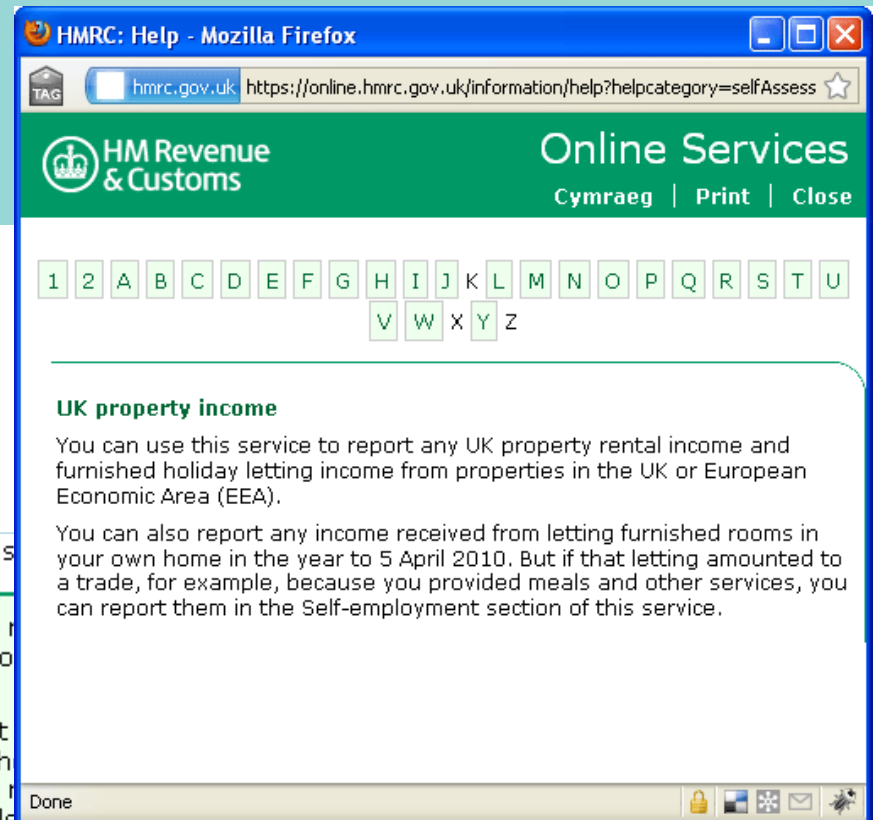
It is very important that you enter the correct amount in the appropriate box on the return. Errors or mistakes can lead to you being asked to pay the wrong amount of tax, and can take time to correct.



Help icons are provided throughout if you need specific help or information whilst completing your return.



Find out more about using the [File a return service](#) ▶



Rent out a room
in my home?

And more detailed



UK property notes

Tax year 6 April 2009 to 5 April 2010

Contacts

Please phone:

- the number printed on page TR 1 of your tax return
- the Helpline on 0845 9000 444
- the Orderline on 0845 9000 404 for helpsheets

or go to
www.hmrc.gov.uk

Complete the *UK property* pages if, in the year to 5 April 2010 you received:

- rental income and other receipts from UK land and/or property
- income from letting furnished holiday accommodation in the European Economic Area (EEA)
- premiums arising from leases of UK land
- an inducement to take an interest in any property for letting (reverse premium).

But use the *Self-employment* pages for any income from:

- canals, inland navigations and docks
- mines and quarries, including sandpits, gravel pits and brick-fields
- rights of markets and fairs, tolls, bridges and ferries
- farming, market gardening or other commercial occupation of land
- hotels and guest houses
- letting furnished accommodation in your home that amounts to a trade, for example, if you run a guest house or offer bed and breakfast, rather than just taking in a lodger
- way leaves if the land to which the way leave relates is used in your trade.

Use other pages of your tax return for any income from:

- way leaves if the land to which the way leave relates is used neither in your trade nor in your property rental business (box 16 on page TR 3)
- post-cessation receipts (that is rental income received after the property

Rent out a room
in my home as
my main trade?

And more detailed

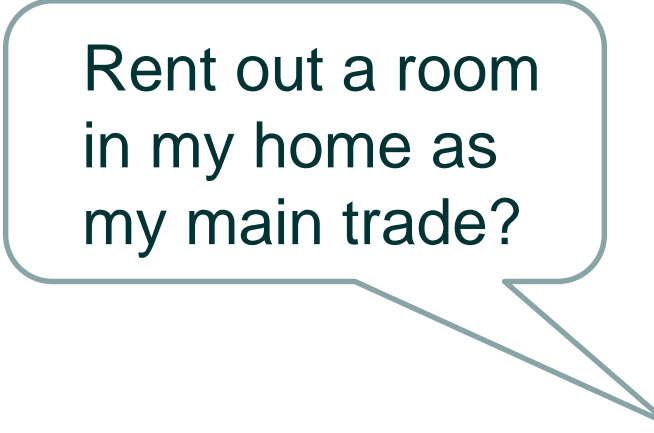
Box 4 *If you are claiming Rent a Room relief and your rents are £4,250 or less*

If you let a furnished room or rooms in your own home (excluding a room used exclusively as an office) and your total income was less than the Rent a Room exemption, £4,250 (or £2,125 if let jointly), put 'X' in the box. 'Total income' means the rents for the year to 5 April 2010 plus any income from services you provided. If that is your only letting income that is all you have to do on the *UK property* pages.

But, if your total income from this sort of letting was more than £4,250 you can choose between:

- paying tax just on the excess over £4,250 (or £2,125 if let jointly) – without taking off any expenses. If so, include your total income in box 18 and the exempt amount (£4,250, or £2,125 if let jointly) in box 35, or
- calculating your profit from letting in the usual way – that is, total income (included in box 18) minus allowable expenses (boxes 22 to 27), leaving box 35 blank. You may want to do this if, for instance, you have made a loss.

The Rent a Room scheme is described in more detail in *Helpsheet 223 Rent a Room for traders*.



Rent out a room
in my home as
my main trade?

Rent out a room
in my home as
my main trade?

And more detailed



Help Sheet 223

Tax year 6 April 2008 to 5 April 2009

Rent a Room for traders

If your trade involves providing furnished accommodation, this Help Sheet will help you fill in the *Self-employment* pages (short or full) of your Tax Return taking into account the Rent a Room scheme, if it applies. If the provision of furnished rooms does not amount to a trade do not fill in the *Self-employment* pages; fill in the *UK property* pages instead.

Rent a Room scheme

Rent a Room applies only to owner occupiers and tenants who receive rent from letting furnished accommodation in their only or main home. If your gross receipts (before expenses and including any amounts received for meals, goods and services provided, such as cleaning or laundry) and any balancing charges do not exceed £4,250 you will be exempt from Income Tax on any profits made. You can however, opt out of Rent a Room; you may want to do this if you have made a loss.

If your gross receipts are more than £4,250 you can choose between paying tax on:

- your actual profit (gross rents minus actual expenses and capital allowances), or
- gross receipts (and any balancing charges) minus £4,250 - with no deduction for expenses or capital allowances.

Fema explains the information you need, and lots of help before, during and after applying

Apply for Assistance

Step 1 → →



Before you Apply

- [What is disaster assistance?](#)
- [Do I qualify for assistance?](#)
- [What information do I need to apply?](#)
- [What items are covered by disaster assistance?](#)
- [What are my rights?](#)
- [Frequently Asked Questions](#)
- [CLC Participating Hotels](#)

Step 2 → →



Apply for Assistance

Apply by Phone:

- Call (800) 621-3362.
- Call TTY (800) 462-7585 for people with speech or hearing disabilities.
- [Trouble getting through?](#)
- [Need additional information?](#)

Apply online through the new [Disaster Assistance](#) site for consolidated disaster information

Step 3 → →



After you Apply

- What is the status of my application?
- Can I change my info?
- What happens next?
- How can I spend the money?
- Why was I denied assistance?
- Can I have my case reviewed?
- How do I make a payment?
- [more](#)

A conversation that flows

Tips that are about organizing the flow of a complex form

The usual ideas about providing screen-by-screen validations often break down for complex forms

Tip: Use a summary menu instead of a progress indicator

- The challenge:
 - It helps users if they can see how much they have done on the form, but the form doesn't 'progress' from screen to screen



The idea

- Use a summary menu so that users can choose which part of the form to do next
- Example:
US government Central Contractor Registration form

The summary menu changes as you finish chunks of the form

Registration Tools	
Instructions	View TPP
Show Errors	Delete Profile
CCR Help	Renew Profile
Handbook	Quit CCR

Registration Menu	
Required Information	Status
General Information	✓
Corporate Info	✓
Goods / Services	✓
Financial	✓
Points of Contact	!
Optional Information	Status
EDI	NR
DUNS +4	NR
D&B Monitoring	NR

Registration Status
Incomplete Registration

Corporate Information

! Missing or Invalid Data * Required Data V View-Only Data (Edits not allowed)

* Type of Relationship with U.S Federal Government (Required information, check one)

- ☒ Contracts
- ☐ Grants
- ☐ Both (Contracts & Grants)

* Type of Organization (As defined by the IRS) (Required information, check one)

- ☒ Corporate Entity, Not Tax Exempt
- ☐ Corporate Entity, Tax Exempt
- ☐ Partnership
- ☐ Sole Proprietorship
- ☐ U.S. Government Entity (If selected, then choose one subgroup below)
 - ☐ Federal Government (If selected, choose all subgroups that apply.)
 - ☐ Federal Agency
 - ☐ Federally Funded Research and Development Corporation
 - ☐ State Government
 - ☐ Local Government (If selected, choose all subgroups that apply.)
 - ☐ City
 - ☐ County
 - ☐ Inter-municipal
 - ☐ Local Government Owned
 - ☐ Municipality
 - ☐ School District

Tip:

Work hard to have great save/resume features

- The challenge:
 - Users have to assemble data from several sources, so they are unlikely to fill in the form in one session.



The idea

- Ensure that they can save the form and get back to where they were without difficulty
- Have a retention policy
 - Decide how long you will retain partially-completed forms
 - Decide whether or not you will tell the user about this
- Example:
 - In a review of job application forms on 6 top-rated UK local government web sites, only one site had good save and resume features

Appearance

Tips that are about making complex forms look good.

A long, difficult form is a daunting thing for a user.

Tip: Avoid two-column forms

- The challenge:
 - You have a large number of fields and the form looks dauntingly long
 - It's tempting to use two (or even more) columns to crush the fields into a smaller space




The idea

- If your users will use the form constantly as part of their everyday work, do contextual enquiry to find out whether a tightly-packed layout will be more or less efficient for them
 - If your users encounter the form infrequently, avoid two-column forms. Even if your form is well-designed, users often see poorly-designed examples and will bring that experience with them to your form.
- Examples:
 - Two-column forms are easy to mess up, giving a poor reading order

Two column form.

What is the reading order?

New customer Checkout

 Register/Login — **Address** — Shipping — Summary — Payment/Place Order — Confirmation

Customer information	Billing address
First Name: <input type="text"/> *	Address: <input type="text"/> *
Last Name: <input type="text"/> *	<input type="text"/>
Company: <input type="text"/>	City: <input type="text"/> *
Phone: <input type="text"/> *	County: <input type="text"/>
E-mail: <input type="text"/> *	Postcode: <input type="text"/> *
Password: <input type="text"/> *	Country: <input type="text" value="United Kingdom"/> *
Password Confirm: <input type="text"/> *	

Two column form.


What is the reading order?

enter billing information
(as it appears on your credit card or billing statement)


Billing First name	Billing Last name
<input type="text"/>	<input type="text"/>
Email	Confirm email
<input type="text"/>	<input type="text"/> why we ask?
Billing Address	
<input type="text"/>	
Billing Address 2 (optional)	
<input type="text"/>	
City (or APO / FPO)	Country
<input type="text"/>	UNITED STATES OF AMERICA ▼
State / Province	Zip / Postal Code
<input type="text"/> ▼	<input type="text"/>

Two column form.


What is the reading order?

Register 


Preferred User ID *


Title *
- 


Family Name *

Country / Territory of Residence *
- Please Select - 

Email *

Frequent Flyer Programme
- Please Select - 

Meal Preference for This Flight
Standard meal 

☒ I would like to receive  eNews with the latest news and offers




*** Required fields (Input in English)**

Password *


Re-enter Password *

Given Name *

Passport Number

Date of Birth *
DD  MMM  YYYY 

Contact Number *


Business 

Country

Area

Number

Frequent Flyer Number

Continue 

Tip: Segment the form by topic; and if multiple users are involved, by user

- The challenge:
 - You have a large number of fields and the form looks dauntingly long



The idea

- Cut the form into smaller sections. It will seem less difficult.
 - Don't go crazy! You want chunks that are big enough to create topics.
- Example:
 - not the most complicated, but a type of form many of us are familiar with:
the event submission

Splitting everything up makes it look as if nothing goes together

Date of Event: REQUIRED!	Month: <input type="text" value="January"/>	Day: <input type="text" value="1"/>	Year: <input type="text" value="2005"/>		
Title of event: REQUIRED!	<input type="text"/>				
Sub-title:	<input type="text"/>				
Description of event, exactly as you want it to appear (1,000 characters max): <div><input type="text"/></div>					
Role	Title	First Name	Middle Name or Initial	Last Name	Pseudonym
Moderator 1:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Credit: (e.g. painter)	<input type="text"/>				
E-mail:	<input type="text"/>				
Moderator 2:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Stripping out some of the lines creates better chunks (and makes the form look shorter)

Date of Event: REQUIRED!					
Month:	<input type="text" value="January"/>	Day:	<input type="text" value="1"/>	Year:	<input type="text" value="2005"/>
Title of event: REQUIRED!					
<input type="text"/>					
Sub-title:					
<input type="text"/>					
Description of event, exactly as you want it to appear (1,000 characters max):					
<input type="text"/>					
Role	Title	First Name	Middle Name or Initial	Last Name	Pseudonym
Moderator 1:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Credit: (e.g. painter)	<input type="text"/>				
E-mail:	<input type="text"/>				
Role	Title	First Name	Middle Name or Initial	Last Name	Pseudonym
Moderator 2:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Question time

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