

Design tips for complex forms

UXPA 2013

Caroline Jarrett

@cjforms

Agenda

‘Complex’ and ‘simple’ in forms

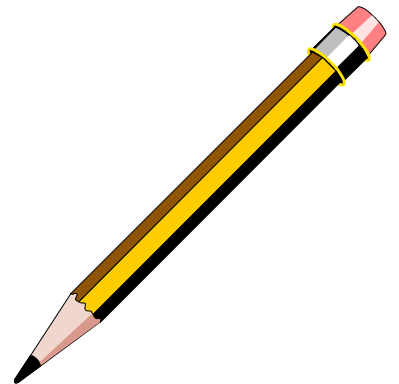
Users and usage of complex forms

Conversation and flow in complex forms

Appearance of complex forms

Let's start with a few forms

- Three forms coming up....
- Is the form simple or complex?
- Why?



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- [Minor Applicant \(Under Age 16\)](#)
- [Where to Apply in the U.S.](#)

Lost or Stolen U.S. Passport



- [Report and/or Replace a Passport
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Renew By Mail



- [Renew a Passport
Have a Passport Book?](#)
- [Apply for a Passport Card by Mail](#)

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- [Change Your Name](#)
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1-888-874-7793 (TDD/TTY)

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What makes a form complex?

- Here are some ideas I had. Do we agree, disagree, add?
- A form is complex if:
 - It looks complicated (many fields, multiple pages)
 - It uses complex terminology or concepts
 - The answers require thought, research, or someone else
 - The task is challenging:
 - Important consequences
 - Required rather than optional
 - Infrequent rather than familiar



Most of all: if users expect it to be complex, it is.

- This form is complex.
Even though we haven't seen it yet.

Apply for a U.S. Passport



- ▶ First Time Adult Applicant
(Age 16 and Older)
- ▶ Minor Applicant (Under Age 16)
- ▶ Where to Apply in the U.S.

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Users and usage of complex forms

Conversation and flow in complex forms

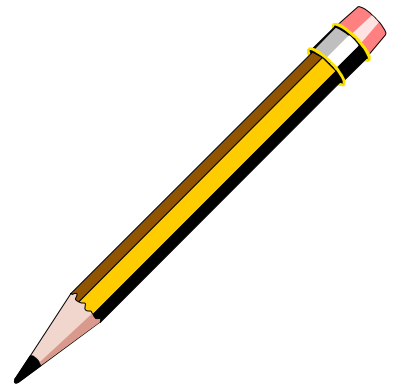
Appearance of complex forms

We know that we need to observe people as they use the forms



How to catch them at it?

- Let's share ideas about how to solve the problem of investigating and observing forms in use when:
 - They are completed very infrequently or
 - The task is split (across people, technology or time)
 - The design cycle is offset from the completion cycle.



Tip

Try a 'replay study'

Users have another go at a complex form:

- In their own environment
- With their real data
- While you watch and take notes.



Observing internal users was easier in the days of paper



Tip

Track a sample of forms through your process

Look for: minimum time, maximum time, mode, errors, loops, customer contacts, staff involvement.
But most of all: for errors.



Tip

Use a question protocol to establish who uses the data

<http://www.uxmatters.com/mt/archives/2010/06/the-question-protocol-how-to-make-sure-every-form-field-is-necessary.php>

<http://bit.ly/94T9N6>

The screenshot shows the UXmatters website interface. The header features the UXmatters logo and the tagline "Insights and inspiration for the user experience community". A navigation bar includes links for Home, Articles by Topic, Issues, Glossary, Authors, About UXmatters, and Contact Us. On the left, a sidebar lists "New on UXmatters" with articles like "How a Local, SMS-based Taxi Service Earned My Loyalty" and "User Experience + Quality Assurance = Usability". The main content area displays a featured article titled "Good Questions" with a sub-header "Asking and answering users' questions" and a green checkmark icon. Below this is the article "The Question Protocol: How to Make Sure Every Form Field Is Necessary" by Caroline Jarrett, published on June 7, 2010. The article text begins with "One of the nicest things about being an author is that, from time to time, people write to say they enjoyed our book, *Forms that Work: Designing Web Forms for Usability*." A quote box contains the text: "A question protocol is a tool for finding out which form fields are required....". Social media sharing icons for Twitter, Facebook, LinkedIn, and others are present. The right sidebar includes a search bar, a "Contact Us About" section with links to "Sponsoring UXmatters", "Writing for UXmatters", and "Joining the UXmatters Team", and a "Subscribe to Our Feeds" section with RSS 2.0 and Atom 1.0 feeds, as well as a link to follow UXmatters on Twitter.

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Good Questions
Asking and answering users' questions

The Question Protocol: How to Make Sure Every Form Field Is Necessary
By Caroline Jarrett
Published: June 7, 2010

One of the nicest things about being an author is that, from time to time, people write to say they enjoyed our book, *Forms that Work: Designing Web Forms for Usability*. Of course, I write back

"A question protocol is a tool for finding out which form fields are required...."

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To get good answers,
ask good questions



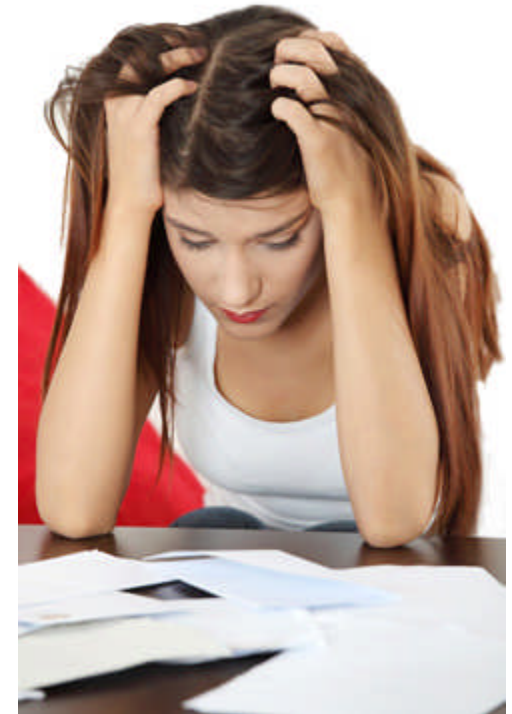
Grade

Meet Maria.

- In Malta, we thought about Maria doing her taxes.

Design tips for complex forms Malta 2012

Caroline Jarrett



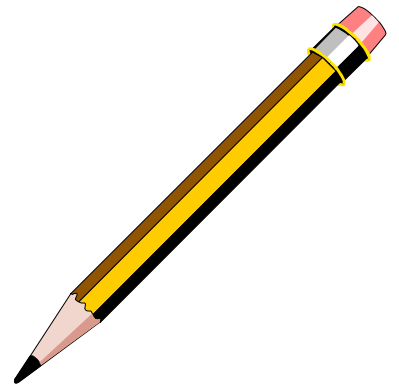
Now, she's a new mother.

- Maria's baby Josef was born in May.
- She's Maltese-American and wants to take him to meet his Maltese grandparents.
- She needs a passport for him.



Where does the answer come from?

- I'm going to show you some of the questions she has to answer.
- Where does Maria get the answer?



About the Applicant

First Name: *

Middle Name:

Last Name: *

Suffix:

Date Of Birth (MM/DD/YYYY): * ?

City Of Birth: * ?

Country Of Birth: * ?

UNITED STATES ▼

State/Territory Of Birth: * ?

Please Select.. ▼

Social Security Number: * ?

Sex: *

☐ Male ☐ Female

Height: *

Feet: ▼ Inches: ▼

Hair Color: *

Please Select... ▼

Eye Color: *

Please Select... ▼

Occupation: * ?

Employer or School: ?

About the Applicant

First Name: *

Last Name: *

Date Of Birth (MM/DD/YYYY): *

Country Of Birth: *

UNITED STATES

Social Security Number: *

Sex: *

☐ Male ☐ Female

Hair Color: *

Please Select...

Occupation: *

Eye Color: *

Please Select...

Employer or School: ?

 The page at <https://pptform.state.gov> says:

Enter your social security number using (XXX-XX-XXXX) format. The SSN is required for IRS reporting purposes.

OK

 The page at <https://pptform.state.gov> says:

Occupation is mandatory for adults and must be completed as descriptively as possible if a title alone with not make it clear. If you are not employed, state so in the occupation field. If you are self-employed, the type of work you perform should be completed in occupation and "self-employed" in employer. Children should enter "student" or "child" in the occupation field.

OK

Eye Color: *

Please Select...

Please Select...

- Amber
- Black
- Blue
- Brown
- Gray
- Green
- Hazel

Some of the help is really helpful

Taking photos of your baby or toddler

When taking a photo of your baby or toddler, no other person should be in the photo, and your child should be looking at the camera with his or her eyes open.

- Tip 1:** Lay your baby on his or her back on a plain white or off-white sheet. This will ensure your baby's head is supported and provide a plain background for the photo. Make certain there are no shadows on your baby's face, especially if you take a picture from above with the baby lying down.
- Tip 2:** Cover a car seat with a plain white or off-white sheet and take a picture of your child in the car seat. This will also ensure your baby's head is supported.

Some of the help is really helpful

Travel Plans

Please complete this section with **known** or **anticipated** travel plans.

Date Of Your Trip (MM/DD/YYYY)? 

Duration Of Trip? 

Countries To Be Visited? 

Note: If you are traveling within two weeks, do not mail in your passport application. If you do, your application may not be completed before your travel date. Please call the National Passport Information Center at 1-877-487-2778 (TDD: 1-888-874-7793) to make an appointment to appear in person at a Passport Agency and receive expedited processing. The automated appointment system is available twenty-four hours a day, seven days a week

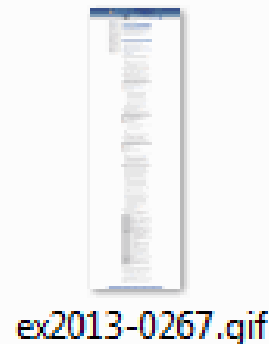
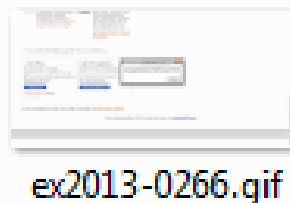
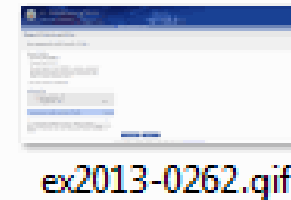
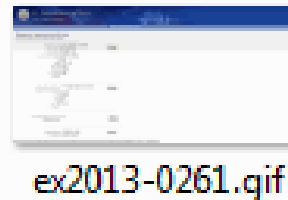
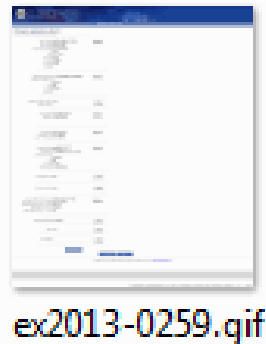
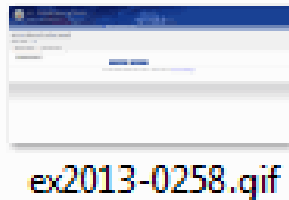
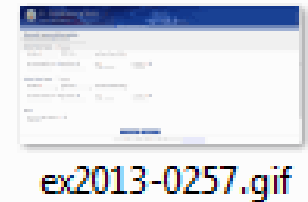
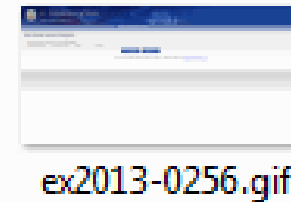
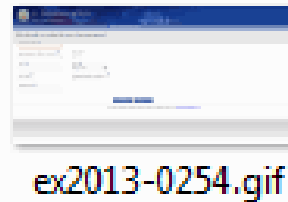
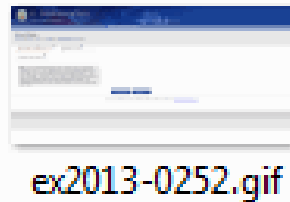
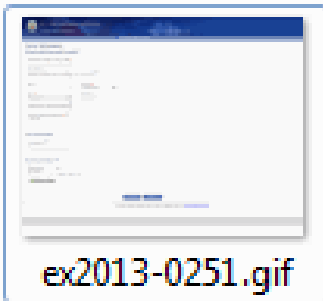
Tip

Put just enough help where the user needs it



Image credit: Flickr, Betsy Weber

Maria has more challenges ahead...



Tip

Provide a list of stuff to assemble and deal with

SUBMIT A PASSPORT APPLICATION FOR A MINOR UNDER AGE 16:

Read and understand **Steps 1 - 9** before leaving this page.

1. Complete Form DS-11: *Application For A U.S. Passport*
2. Submit Form DS-11: *Application For A U.S. Passport In Person*
3. Submit Child's Evidence of U.S. Citizenship
4. Submit Evidence of Relationship Between Child and Parent(s)/Guardian(s)
5. Present Identification of Parent(s)/Guardian(s)
6. Submit a Photocopy of Each Parent/Guardian ID Document To Be Presented (Step 5)
7. Provide Parental Consent
8. Pay the Applicable Fee
9. Submit One Passport Photo

STEP 1: Complete Form DS-11: *Application For A U.S. Passport*

Complete Form DS-11: *Application for a U.S. Passport* . Please note, you:

- **Must not sign** the application until instructed to do so by the

Sometimes more than one person
has to fill in the form.



An example: UK 'living will'

Before review

LPA PA 1907

Office of the Public Guardian
Lasting Power of Attorney
Property and Affairs

For official use only
Date of registration

Introduction

This is a Lasting Power of Attorney (LPA). It allows a person (the donor) to choose someone (the attorney(s)) to make decisions on their behalf. The attorney(s) can only use the LPA after it has been registered with the Office of the Public Guardian (OPG).

Getting started

Before you complete any part of this LPA you **must** read the prescribed information on the next three pages so that you understand the purpose and legal consequences of making an LPA. You should also read the separate notes on how to complete this LPA which are available from the OPG.

There is information for the donor, attorney(s) and the certificate provider(s) available from the OPG. If you have any questions about how to complete this LPA please contact the OPG.

Office of the Public Guardian
Archway Tower
London N19 5SZ
Telephone 0845 330 2963

STAMP

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After review

LPA PA 1907

Lasting Power of Attorney
Property and Affairs

For official use only
Date of registration

This is a Lasting Power of Attorney (LPA). It allows you (the donor) to choose someone (the attorney) to make decisions on your behalf. Your attorney(s) can only use the completed LPA after it has been registered with the Office of the Public Guardian (OPG).

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Before you complete this LPA you **must** read the prescribed information on the next three pages so that you understand the purpose and legal consequences of making an LPA. You should refer to the separate notes on how to complete this LPA when you are directed to because they will help you to complete it.

Things you will need to do to complete this LPA

- decide who to appoint as your attorney(s) in the LPA
- decide if you want to appoint a replacement attorney in case your attorney(s) cannot act for you
- decide whether you want anyone to be notified when an application is made to register your LPA and, if you do, who you want to be notified
- choose at least one independent person to provide a certificate at Part B of the LPA
- fill in part A of the LPA. Your certificate provider(s) will need to complete Part B. Your attorney(s) will need to complete Part C
- have a witness to your signature at the end of Part A of the LPA

What to do after completing this LPA

An LPA can only be used after it has been registered with the OPG, so you will need to think about when you want it to be registered. There is a fee to register an LPA. Further information about how to register an LPA and what happens following registration is available from the OPG.

Information for you, your attorney(s) and your certificate provider(s) is available from the OPG. If you have any questions about how to complete this LPA please contact the OPG.

Office of the Public Guardian
Archway Tower
London N19 5SZ
0845 330 2900
www.publicguardian.gov.uk

OPG
STAMP

Important - This form **cannot** be used until it has been registered by the Office of the Public Guardian and stamped on **every** page.

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Office of the Public Guardian Lasting Power of Attorney Property and Affairs

Before:
Introduction
mentions 2+
other people

Introduction

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There is information for the donor, attorney(s) and the certificate provider(s) available from the OPG. If you have any questions about how to complete this LPA please contact the OPG.

This is a Lasting Power of Attorney (LPA). It allows you (the donor) to choose someone (the attorney) to make decisions on your behalf where you lack capacity to make them for yourself. Your attorney(s) can only use the completed LPA after it has been registered with the Office of the Public Guardian (OPG).

Getting started

Before you complete this LPA you **must** read the prescribed information so that you understand the purpose and legal consequences of the LPA. There are also separate notes on how to complete this LPA when you are disabled. You must read these before you complete it.

Things you will need to do to complete this LPA

- decide **who to appoint as your attorney(s)** in the LPA
- decide if you want to appoint **a replacement attorney** in case your attorney(s) cannot act for you
- decide whether you want **anyone to be notified** when an application is made to register your LPA and, if you do, who you want to be notified
- choose **at least one independent person to provide a certificate** at Part B of the LPA
- fill in part A of the LPA. Your certificate provider(s) will need to complete Part B. Your attorney(s) will need to complete Part C
- have **a witness to your signature** at the end of Part A of the LPA

What to do after completing this LPA

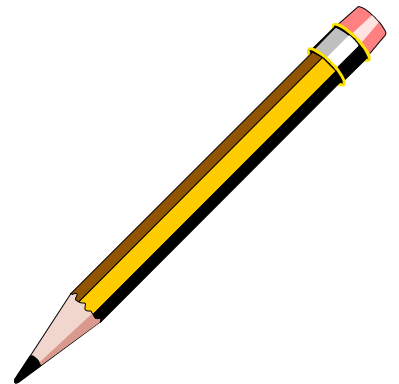
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Information for you, your attorney(s) and your certificate provider(s) is available from the OPG. If you have any questions about how to complete this LPA please contact the OPG.

After:
Introduction
mentions 5+
other people

How many people for Maria's form?

- Hazard a guess: who is involved?
- What if Maria is a single mother?



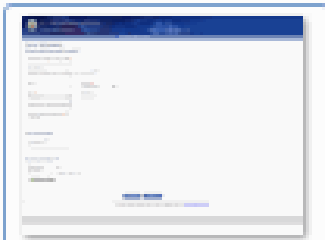
Tip

Provide a list of actors
and their roles

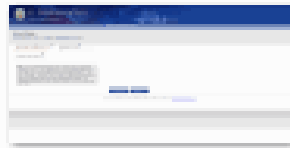
The Persons.

M ^{R.} <i>Horner,</i>	<i>Mr. Hart:</i>
<i>Mr. Harcourt,</i>	<i>Mr. Kenaston.</i>
<i>Mr. Dorilant,</i>	<i>Mr. Lydal.</i>
<i>Mr. Pinchwife,</i>	<i>Mr. Mobun.</i>
<i>Mr. Sparkish,</i>	<i>Mr. Haynes.</i>
<i>Sir Jaspas Fidget,</i>	<i>Mr. Cartwright.</i>
<i>Mrs. Margery Pinchwife,</i>	<i>Mrs. Bowtel.</i>
<i>Mrs. Alithea,</i>	<i>Mrs. James.</i>
<i>My Lady Fidget,</i>	<i>Mrs. Knep.</i>
<i>Mrs. Dainty Fidget,</i>	<i>Mrs. Corbet.</i>
<i>Mrs. Squeamish.</i>	<i>Mrs. Wyatt.</i>
<i>Old Lady Squeamish.</i>	<i>Mrs. Rutter.</i>

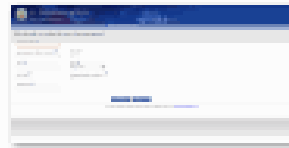
This step is a review



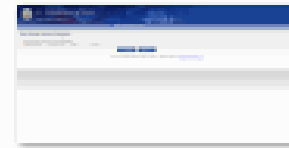
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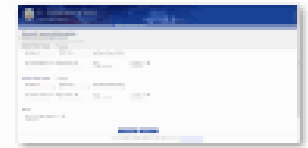
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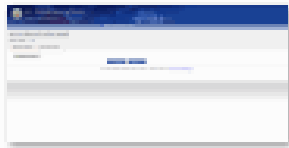
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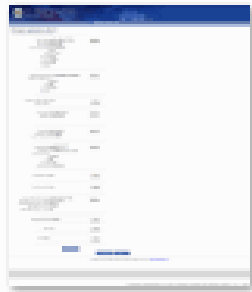
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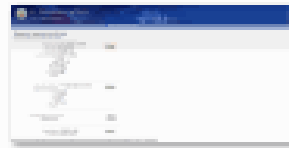
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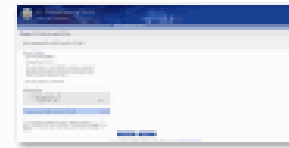
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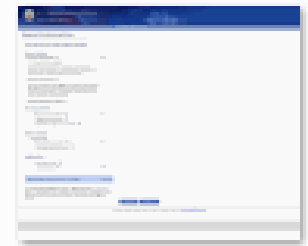
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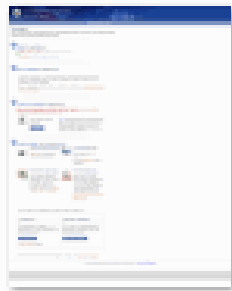
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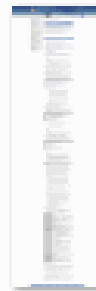
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ex2013-0265.gif



ex2013-0266.gif



ex2013-0267.gif

Date Of Trip: **09/12/2013**
Duration Of Trip: **TWO WEEKS**
Countries To Be Visited: **UK, MALTA**



Emergency Contact: **JANET SUTCLIFFE**
Relationship: **PARTNER**
Street Address : **120 WASHINGTON AVENUE**
Apartment Number:
City: **RACINE**
State: **WI**
Zip Code: **53401**
Contact Phone: **2341231234**



Oh, I made a
mistake.

Oh no – looks like I'll
have to click through
every page again.

Who should we contact in

First & Last Name: ?

JANET SUTCLIFFE

Street Address / RFD# Or P.O. Box: ?

1213 WASHINGTON AVENUE

Apt/Suite#:

City: ?

RACINE

State: ?

WI - WISCONSIN

Zip Code: ?

53401

Telephone Number (no dashes): ?

2341231234

Relationship: ?

PARTNER

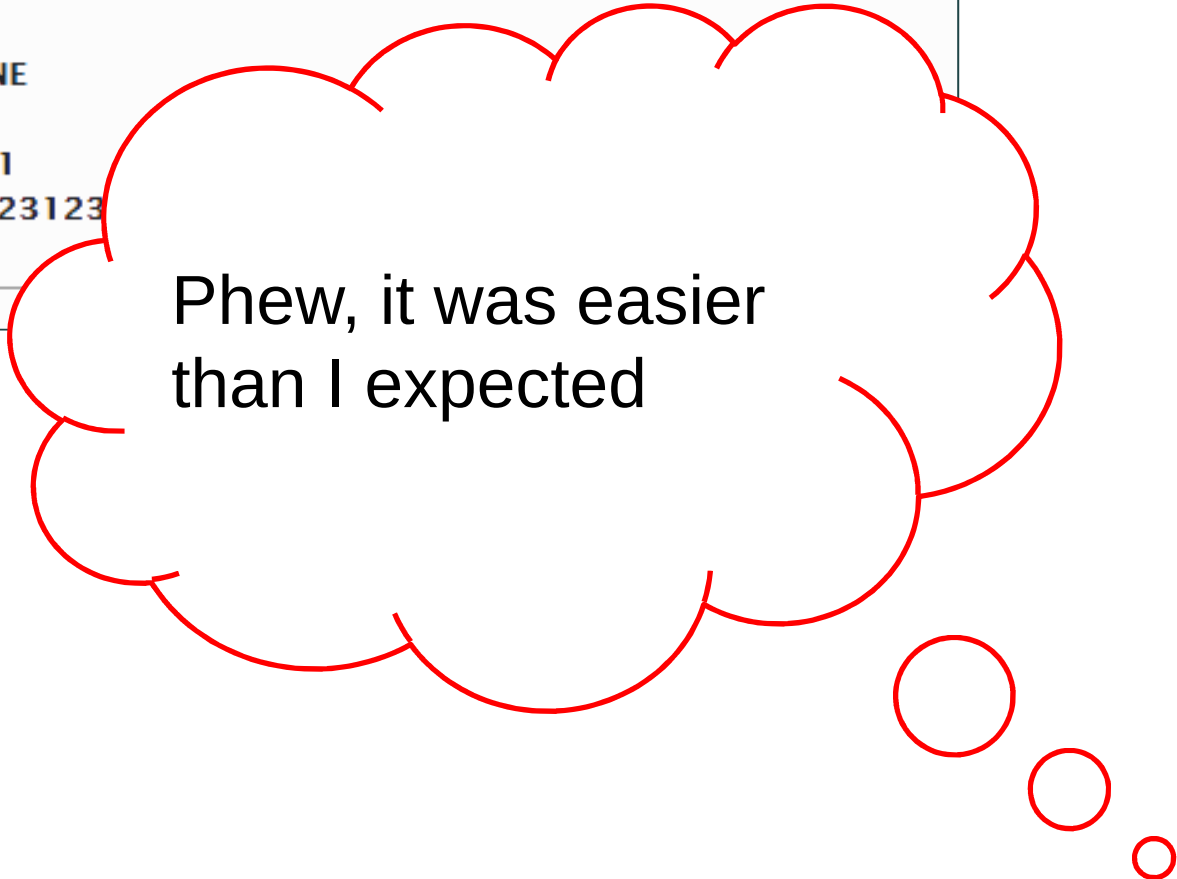
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Date Of Trip: **09/12/2013**
Duration Of Trip: **TWO WEEKS**
Countries To Be Visited: **UK, MALTA**

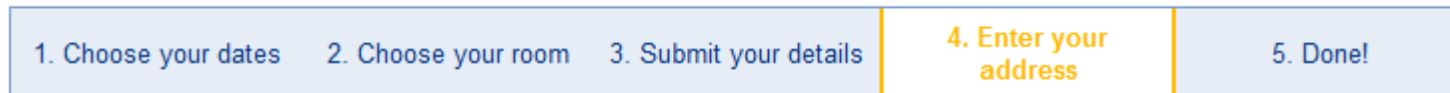


Emergency Contact: **JANET SUTCLIFFE**
Relationship: **PARTNER**
Street Address : **1213 WASHINGTON AVENUE**
Apartment Number:
City: **RACINE**
State: **WI**
Zip Code: **53401**
Contact Phone: **234123123**



Phew, it was easier
than I expected

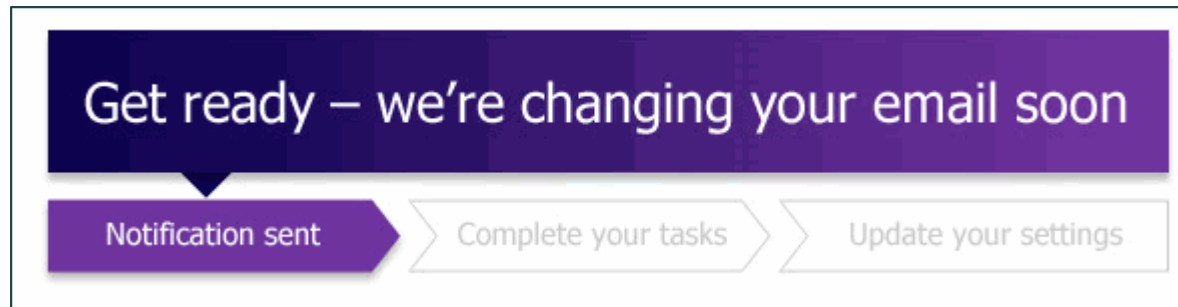
Simple forms may progress



[Credit Card Billing Address](#) > [Delivery Address](#) > [Shipping Details](#) > [Order Summary](#) > [Order Payment](#)



Complex forms often don't.



Easy but worrying

Horrendous

Even worse

A summary menu updates as you finish the chunks of the form in any order

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

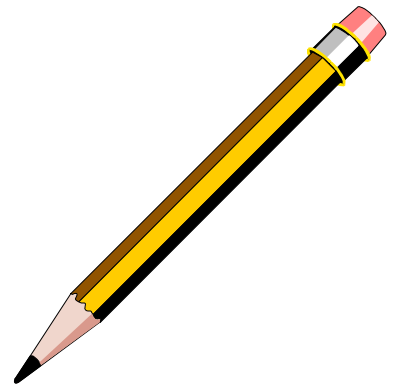
Use summary menus rather than progress indicators



Image credit: shutterstock.com

What about save-and-resume ?

- If people need to set aside their form and come back to it, how do you handle that now?
- Can they resume on a different device?
- How do you identify them?
- How long do you keep partial attempts?



Tip

Work hard to ensure great save-and-resume



Agenda

‘Complex’ and ‘simple’ in forms

Users and usage of complex forms

Conversation and flow in complex forms

Appearance of complex forms

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: *	Address: *
Last Name: *	
Company:	City: *
Phone: *	County:
E-mail: *	Postcode: *
Password: *	Country: United Kingdom *
Password Confirm: *	

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

Email

Confirm email

[why we ask?](#)

Billing Address

Billing Address 2 (optional)

City (or APO / FPO)

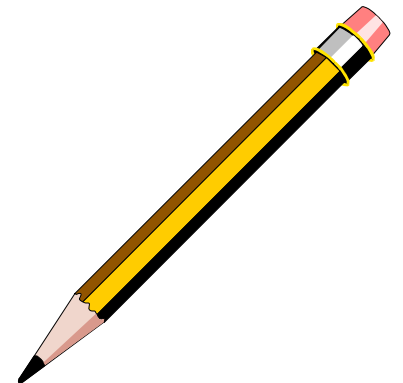
Country

UNITED STATES OF AMERICA ▼

State / Province

▼

Zip / Postal Code



Two column form.
What is the reading order?

Register 

Preferred User ID *

Title *

Family Name *

Country / Territory of Residence *

Email *

Frequent Flyer Programme

Meal Preference for This Flight

☒ 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 *

Contact Number *

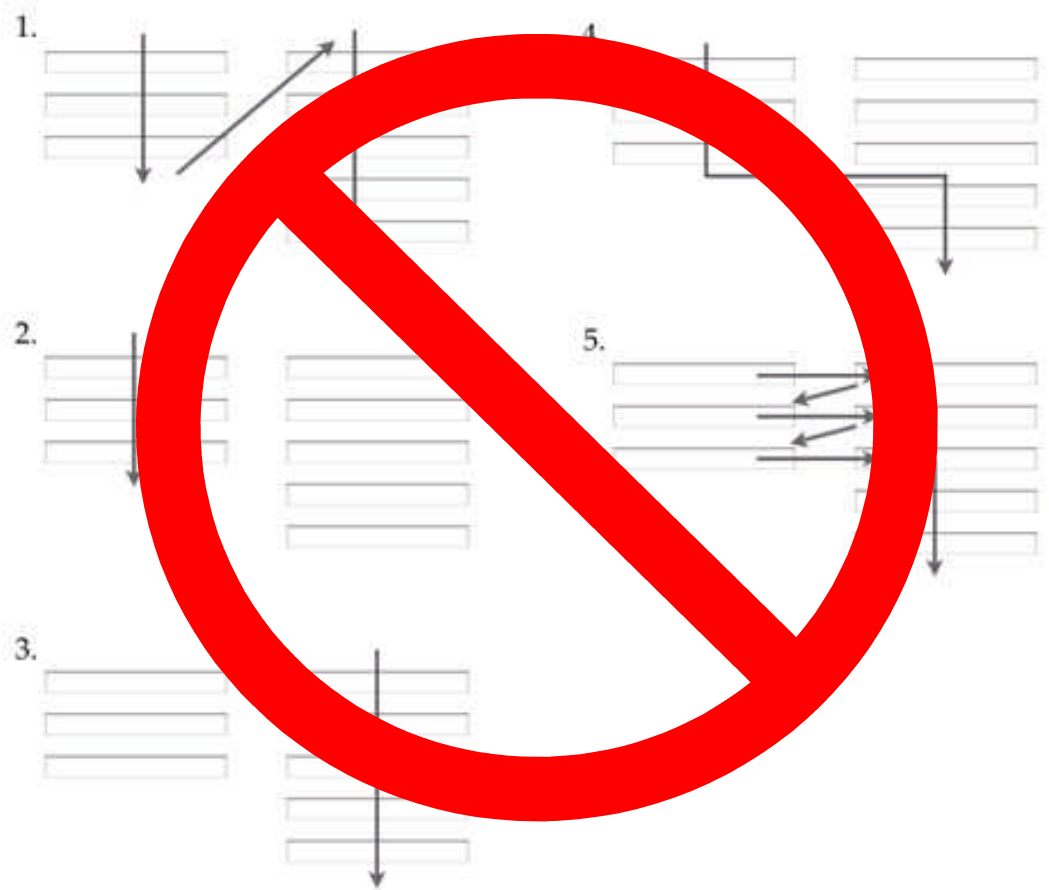
Frequent Flyer Number

Continue 

Tip

Avoid multi-column layouts

<http://baymard.com/blog/avoid-multi-column-forms>



Which layout appeals more? A

SUBMIT A PASSPORT APPLICATION FOR A MINOR UNDER AGE 16:

Read and understand **Steps 1 - 9** before leaving this page.

1. Complete Form DS-11: *Application For A U.S. Passport*
2. Submit Form DS-11: *Application For A U.S. Passport* In Person
3. Submit Child's Evidence of U.S. Citizenship
4. Submit Evidence of Relationship Between Child and Parent(s)/Guardian(s)
5. Present Identification of Parent(s)/Guardian(s)
6. Submit a Photocopy of Each Parent/Guardian ID Document To Be Presented (Step 5)
7. Provide Parental Consent
8. Pay the Applicable Fee
9. Submit One Passport Photo

STEP 1: Complete Form DS-11: *Application For A U.S. Passport*

Complete Form DS-11: *Application for a U.S. Passport* . Please note, you:

- **Must not sign** the application until instructed to do so by the



Which layout appeals more? B

STEP 5: Present Identification of Parent(s)/Guardian(s)

When applying for a minor under age 16, **both** parent(s)/guardian(s) must **present** acceptable identification at the time of application.

Primary Identification (One of the following):

- ☒ Previously issued, undamaged U.S. passport
- ☒ Naturalization Certificate
- ☒ Valid Driver's License
- ☒ Current Government Employee ID (city, state or federal)
- ☒ Current Military ID (military and dependents)

NOTES:

- If none of these items are available, please see [Secondary Identification](#).
- **If you apply at an Acceptance Facility and submit out-of-state primary identification, you must present a second ID**, as well. For example, if you apply in Maryland with a Virginia Driver's License, you must present a second ID containing as much of the following information as possible: your photo, full name, date of birth, and the document issuance date.



Which layout appeals more? C

4

What to Submit With Your Application(s)



One Recent Passport Photo

[Click here](#) to view details on submitting a passport photo



Correct Passport Fees

Your total passport fees are: \$105.00

See the [Passport Fees](#) for more information.



Proof of U.S. Citizenship

Birth Certificate, Certificate of Naturalization, Consular Report of Birth Abroad, Citizenship Certificate or a previous U.S. passport. See Section 2 of [How to Apply in Person for a Passport](#).



Proof of Relationship

Birth Certificate with BOTH parents' names, Adoption decree with BOTH adopting parents' names, etc. Parent(s)/Guardian(s) must provide a photo ID at the time of application. For more information see Section 3 of [Special Requirements for Children Under Age 16](#).



Which page appeals more? **A**

Who should we contact in case of an emergency?

First & Last Name: ?

Street Address / RFD# Or P.O. Box: ?

Apt/Suite#:

City: ?

State: ?

Zip Code: ?

Telephone Number (no dashes): ?

Relationship: ?

<< Previous

Next >>



Which page appeals more? B

Passport Acceptance Facility Search Page

This site will allow you to find the nearest location to apply for a passport. It is provided by the Department of State's Bureau of Consular Affairs, Office of Passport Services/Customer Service, which designates many post offices, clerks of court, public libraries and other state, county, township, and municipal government offices to accept passport applications on its behalf. This page allows you to search by one of three search scopes - Zip Code, State, or State/City. Once you enter your criteria, click on the "Search" button to view a list of the nearest designated passport application facilities.

Search By: ☒ ☐

ZIP Code: ☒ Closest facilities
☐ All facilities within miles

State:
City:

Additional Search Criteria:

☐ Handicap Access

☐ Photo On-site

☐ Photo Nearby

Search

Please note that information on this site changes weekly. If you wish to provide feedback on using this site, [click here](#).

Which page appeals more? C

Application for U.S. Passport

Before you may enter your personal information to get a passport, you must review the Department of State's [Privacy and Computer Fraud and Abuse Acts Notices and Disclaimers](#).

This link opens a new page. Once you have read the notice and disclaimer, close that window and click on the box below to indicate you have read them.

☐ I have read the Privacy and Computer Fraud and Abuse Acts Notices and Disclaimers.

Submit

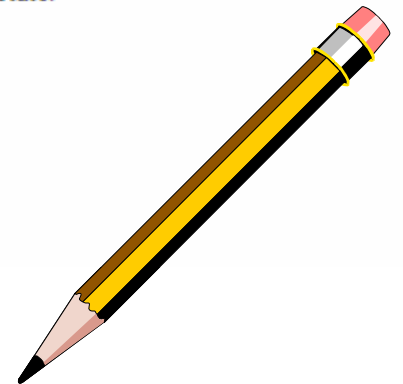
Cancel

To report technical problems with this web site, please email us at passportweb@state.gov



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All those screenshots were from the passport application

SUBMIT A PASSPORT APPLICATION FOR A MINOR UNDER 16

Read and understand **Steps 1 - 9** before leaving this page.

1. Complete Form DS-11: *Application For A U.S. Passport*
2. Submit Form DS-11: *Application For A U.S. Passport*
3. Submit Child's Evidence of U.S. Citizenship
4. Submit Evidence of Relationship Between Child and Parent(s)/Guardian(s)
5. Present Identification of Parent(s)/Guardian(s)
6. Submit a Photocopy of Each Parent/Guardian ID Document (Step 5)
7. Provide Parental Consent
8. Pay the Applicable Fee
9. Submit One Passport Photo

STEP 1: Complete Form DS-11: *Application For A U.S. Passport*

Complete *Form DS-11: Application for a U.S. Passport* you:

- **Must not sign** the application until instructed to do so by the

STEP 5: Present Identification of Parent(s)/Guardian(s)

When applying for a minor under age 16, **both** parent(s)/guardian(s) must **present** acceptable identification at the time of application.

Primary Identification (One of the following):

- ☒ Previously issued, undamaged U.S. passport
- ☒ Naturalization Certificate
- ☒ Valid Driver's License
- ☒ Current Government Employee ID (city, state or federal)
- ☒ Current Military ID (military and dependents)

NOTES:

- If none of these items are available, please see [Second Identification](#).
- **If you apply at an Acceptance Facility and submit out primary identification, you must present a second ID.** For example, if you apply in Maryland with a Virginia Driver's License, you must present a second ID containing as much of the following information as possible: your photo, full name, birth, and the document issuance date.

4 What to Submit With Your Application(s)



One Recent Passport Photo

[Click here](#) to view details on submitting a passport photo



Correct Passport Fees

Your total passport fees are: \$105.00

See the [Passport Fees](#) for more information.



Proof of U.S. Citizenship

Birth Certificate, Certificate of Naturalization, Consular Report of Birth Abroad, Citizenship Certificate or a previous U.S. passport. See Section 2 of [How to Apply in Person for a Passport](#).



Proof of Relationship

Birth Certificate with BOTH parents' names, Adoption decree with BOTH adopting parents' names, etc. Parent(s)/Guardian(s) must provide a photo ID at the time of application. For more information see Section 3 of [Special Requirements for Children Under Age 16](#).

Who should we contact in case of an emergency?

First & Last Name:

Street Address / RFD# Or P.O. Box:

City:

Zip Code:

Relationship:

Apt./Suite#:

State:

Telephone Number (no dashes):

Passport Acceptance Facility Search Page

This site will allow you to find the nearest location to apply for a passport. The Department of State's Bureau of Consular Affairs, Office of Passport Services, which designates many post offices, clerks of court, public libraries, townships, and municipal government offices to accept passport applications. This page allows you to search by one of three search scopes - Zip Code, State, or City. You enter your criteria, click on the "Search" button to view a list of passport application facilities.

Search By: ☐

ZIP Code:

☐ Closest

☐ All facilities

State:

City:

Additional Search Criteria:

☐ Handicap Access ☐ Photo On-Site

Please note that information on this site changes weekly. If you are using this site, [click here](#).

Application for U.S. Passport

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This link opens a new page. Once you have read the notice and disclaimer, close that window and click on the box below to indicate you have read them.

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To report technical problems with this web site, please email us at passportweb@state.gov



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Norway mandated Elmer 2 guidelines for government forms in 2006

Examples

Example 1 Overview (All Areas)

Navigation Area

Input Area

Information Area

Click in the menu to select a page.

Introduction

Licence Applicant

Manager

Licensed Premises

Arrangement

Summary

Licensed Premises

Information on relating to the Premises

Name of Establishment

Address/Postal Address

Postal Code/City

Telephone [without spaces]

Name of Establishment Owner(s)

Org. number	Name of Enterprise	Address/Postal Address	Postal Code	Ownership Interest

Add Row

< Previous Next >

Include all companies/self employed individuals with a minimum of 10% ownership interest. You will be asked to provide information on personal owners/shareholders elsewhere in the form.

Button Row

Tip

Create a simple set of rules and apply them everywhere



Image credit: Fraser Smith glenelg.net

Agenda

‘Complex’ and ‘simple’ in forms

Users and usage of complex forms

Conversation and flow in complex forms

Appearance of complex forms

Summary

We've looked at tips about relationship

- Try a 'replay study'
- Track a sample of forms through your process
- Use a question protocol to establish who uses the data

Relationship

Goals achieved

And tips about conversation

- Put just enough help where the user needs it
- Provide a list of stuff to assemble and deal with
- Provide a list of actors and their roles
- Provide summary menus rather than progress indicators
- Work hard to achieve great save-and-resume

Conversation

Easy to understand
and answer

And tips about appearance

- Avoid multi-column layouts
- Create a simple set of rules and apply them everywhere

Appearance

Lovely and legible

A great form works well across all three layers

Appearance

Lovely and legible

Conversation

Easy to understand
and answer

Relationship

Goals achieved



More tips <http://www.slideshare.net/cjforms>

Design tips for surveys 2012

Caroline Jarrett

User Interface Engineering / Rosenfeld Media Seminar



Design tips for complex forms Malta 2012

Caroline Jarrett



Design tips for complex forms 2011

Caroline Jarrett

J.Boye Conference Denmark



Design tips for complex forms

Caroline Jarrett

Clarity 2010 Lisbon

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