








Inclusive Digital Design

Low digital literacy

Do's

				
Allow users to start and stop processes across different communications channels.	Accompany key takeaways with clear calls to action.	Provide clear step by step instructions, to support key information and action points.	Use progress indicators to show task advancement.	Provide mobile responsive designs.
				
Make it easy to reset passwords and build on tasks.	Support older browsers and devices.	Group related content together to improve discoverability.	Use repeatable icons and visual cues to build user familiarity and confidence.	Provide equivalent alternatives to auditory and visual content.

Don'ts

				
Assume users have prior knowledge of digital tools.	Play videos and audio content automatically.	Use technical terminology.	Limit the time available to complete tasks.	Show error messages too quickly.