Designing for users with anxiety

Do

* give users enough time to complete an action
* explain what will happen after completing a service
* make important information clear
* give users the support they need to complete a service
* let users check their answers before they submit them

Don't

* rush users or set impractical time limits
* leave users confused about next steps or timeframes
* leave users uncertain about the consequences of their actions
* make support or help hard to access
* leave users questioning what answers they gave