



# Case Study: Designing User Assistance

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Scott DeLoach





# Overview

- Designing around browser limitations
- Balancing functionality and design
- Matching design to user needs and information types
- Supporting vision-impaired users, older users, and the "MTV generation"



# Designing around browser limitations

- Which browsers to support?
- CSS and DHTML
- Flash



# Which browsers to support?

- Internet Explorer has won
- Netscape is dead
- Opera on the rise

[hotwired.lycos.com/webmonkey/reference/  
browser\\_chart](http://hotwired.lycos.com/webmonkey/reference/browser_chart)



# CSS and DHTML sites

## **CSS/DHTML comparison**

[www.xs4all.nl/~ppk/css2tests/intro.html](http://www.xs4all.nl/~ppk/css2tests/intro.html)

## **CSS examples**

[www.csszengarden.com](http://www.csszengarden.com)

## **CSS for printing**

[evolt.org/article/Printing\\_with\\_style/17/26318/index.html](http://evolt.org/article/Printing_with_style/17/26318/index.html)

## **CSS instead of tables**

[www.alistapart.com/stories/practicalcss](http://www.alistapart.com/stories/practicalcss)



# Flash

- 95%+ of users have Flash
- Accessibility problems

## **Recommendations**

- Provide a Flash-free alternative
- Avoid using Flash for navigation



# Balancing functionality and design

- Using instructions to sell items
- Layering information
- Humanizing your UA



# Using instructions to sell items homedepot.com

The Home Depot - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Store Locator | Our Policies | How To ... | Privacy & Security | Help

Appliances | Electrical | Heating & Cooling | Paint & Wall Coverings  
Books | Flooring | Kitchen & Bath | Plumbing  
Building Supplies | Garden Center | Lighting & Fans | Power Tools  
Cleaning & Janitorial | Hand Tools | Outdoor Living | Safety & Security  
Décor | Hardware | Outdoor Power Equip. | Storage & Organization

SHOPPING CART  
Sign in  
Account  
Shop by list  
Check Out  
1 items in cart: \$64.97

Search...  GO

Home > Online Store > Search results for "doorbells"

### Search Results

#### Category Matches

- [Door Bells & Chimes \(14\)](#)
- [Wind Chimes \(13\)](#)

#### Helpful Information

|  |   |   |
|--|---|---|
| <b>Services, Projects &amp; Tips</b> <ul style="list-style-type: none"><li><a href="#">Replacing a Doorbell</a></li><li><a href="#">Everyday Electrical</a></li><li><a href="#">Electrical</a></li></ul> | <b>Corporate Information</b> <p>No matching results found</p> | <b>Related Sites</b> <p>No matching results found</p> |
|--|---|---|

#### Product Matches

( 27 Total ) 1 2 3

|   | Name  | Price      | Qty.                           | Add to Cart         |
|---|---|------------|--------------------------------|---------------------|
|  | <a href="#">Classic Décor, White/Black, St. Tropez Ringmaster Door Chime</a> <ul style="list-style-type: none"><li>Brand: Heath Zenith</li><li>Model: 57/M</li></ul>                                      | \$64.97 EA | <input type="text"/>           | <a href="#">BUY</a> |
|  | <a href="#">Musical Décor, Cream, Low Voltage Musical Chime with 32 Tunes</a> <ul style="list-style-type: none"><li>Brand: Heath Zenith</li><li>Model: 75-3/M</li></ul>                                   | \$49.95 EA | <input type="text" value="1"/> | <a href="#">BUY</a> |
|  | <a href="#">Solid Oak Cover with Three Satin Brass-Finished Tubes, 150 Ft., Wireless Door Chime with Button</a> <ul style="list-style-type: none"><li>Brand: Heath Zenith</li><li>Model: SL6186</li></ul> | \$44.00 EA | <input type="text" value="1"/> | <a href="#">BUY</a> |
|  | <a href="#">Light Oak Cover with Satin Brass-Finished Tubes, Westminster Wireless Door Chime</a> <ul style="list-style-type: none"><li>Brand: Heath Zenith</li><li>Model: SL6182</li></ul>                | \$42.00 EA | <input type="text" value="1"/> | <a href="#">BUY</a> |



# Using instructions to sell items homedepot.com

The Home Depot - Microsoft Internet Explorer

Home Improvement Projects Index Visit our Credit Center

Fix It Build It Grow It Decorate It Install It Careers Online Store Contact Us

Store Locator Company Info Investor Relations Depot Services Calculators Help Register Gift Cards

Search [Tips](#)

**My Projects**  
You can add How-To projects to your Personal Project File if you [Register Now](#)

**My Home Depot**  
[Store Locator](#)

**Sign Up for Free Online Benefits!**

**SIGN ON**

Home : [Install It](#) : [Electrical](#) : [Everyday Electrical](#) : Replacing a Doorbell

**ELECTRICAL**

**Replacing a Doorbell**  
"Ding dong." If your doorbell is sounding a little sick these days ... or, worse, not sounding at all ... the simplest solution may be to install an entirely new unit. Here's how to install it.

**Stuff You'll Need**

**Tools**

- Screwdriver

**Materials**

- Doorbell button and chime unit
- Masking tape

[Print this List](#)

**Step-by-Step**  
There are 6 steps in this project

**1** Turn off the power to the doorbell system at the main service panel. Remove the doorbell-button mounting screws, and carefully pull the button switch away from the wall.

**2** Disconnect the wires from the button switch, and be sure to tape them to the wall to keep them from slipping into the wall cavity. Connect the wires to the screw terminals of the new switch.

[Add to My Projects](#)

[Print This Project](#)

**Skill Level**

You can replace an existing doorbell unit with basic electrical and mechanical skills.

**How Long?**  
A new doorbell unit will take you only a half-day or less to install.

**Related Topics**

[Switches and Outlets](#)  
[Fans](#)

1 | 2 | [Next](#)



# Layering information dodge.com

Step 4 : Configure Options - Ram Pickup - Microsoft Internet Explorer

Back Forward Stop Home Search Favorites Media Refresh Print

Google Search Web Search Site Options

**DODGE**  
GRAB LIFE BY THE HORNS

**Step 4 : Configure Options**

Configure your vehicle by choosing from the options below. Note that some options are not available with your selected package. Update the price of your vehicle by clicking the 'Recalculate' button.

**Help for Step 4**

1. Certain options have more information available. Simply click on the link for more information.
2. If you select an option that is not part of that model's standard equipment listing, there may be an additional charge.
3. When you have made all of your option selections, click 'Continue'.

**Powertrain**

**Engine**

- [Next Generation 4.7L Magnum\(R\) V8 Engine](#) Included
- [HEMI\(R\) Magnum\(R\) 5.7L V8 SMIPI Engine](#) \$895.00

**Transmission**

- 5-45RFE Five-Speed Automatic Transmission \$1,170.00

**GVWR, Towing, Suspension**

**Axles - Gear Ratios**

- [3.92 Axle Ratio](#) \$50.00
- [3.55 Axle Ratio](#) Included

**Comfort, Convenience**

- Heated Front Seats \$140.00
- [Supplemental Side Curtain Air Bags](#) \$390.00
- Power Folding Trailer-Tow Mirrors \$80.00

**Tires/Wheels**

**Tires**

- P265/70R17 OWL All-Season Tires \$95.00
- P265/70R17 BSW All-Season Tires Included

**Wheels**

- [17" x 8" Chrome Clad Steel](#) Wheels Included
- [20" x 9" Chrome Clad Aluminum](#) Wheels \$1,225.00

**MSRP: \$28,540.00**

Accessories: 0.00

**Sub Total\*: \$28,540.00**

**CONTINUE** **RECALCULATE**

\* [Pricing Information Disclosure](#)  
Once you've made changes, click the Recalculate or Continue button to update the vehicle price.



# Layering information dodge.com

Step 4 : Configure Options - Ram Pickup - Microsoft Internet Explorer

**DODGE**  
GRAB LIFE BY THE HORNS

1 [Build My Vehicle](#)  
2 [Choose Model](#)  
3 [Select Package](#)  
4 [Configure Options](#)  
5 [Pick Colors](#)  
6 [Done](#)

Step 4 : Configure Options

Configure your vehicle by choosing from the options below. Note that some options are not available with your selected package. Update the price of your vehicle by clicking the 'Recalculate' button.

Powertrain

| Engine  | Transmission   |
|---|--|
| <input checked="" type="radio"/> <a href="#">Next Generation 4.7L Magnum(R) V8 Engine</a><br><a href="#">Included</a> | <input checked="" type="radio"/> 5-45RFE Five-Speed Transmission<br>\$1,170.00 |
| <input type="radio"/> <a href="#">HEMI(R) Magnum(R) 5.7L V8 SMI Engine</a><br>\$895.00                                |  |

GVWR, Towing, Suspension

Axles - Gear Ratios

- [3.92 Axle Ratio](#)  
\$50.00
- [3.55 Axle Ratio](#)  
[Included](#)

Comfort, Convenience

- Heated Front Seats  
\$140.00
- [Supplemental Side Curtain Air Bags](#)  
\$390.00
- Power Folding Trailer-Tow Mirrors  
\$80.00

Tires/Wheels

Tires

- P265/70R17 OWL All-Season Tires  
\$95.00
- P265/70R17 BSW All-Season Tires  
[Included](#)

Wheels

- [17" x 8" Chrome Clad Steel Wheels](#)  
[Included](#)
- [20" x 9" Chrome Clad Aluminum Wheels](#)  
\$1,225.00

Next Generation 4.7L Magnum(R) V8 Engine - Microsoft Internet Ex...



**OPTION:**

**Next Generation 4.7L Magnum(R) V8 Engine**

Next Generation 4.7L Magnum(R) V8 engine. Magnum is a registered trademark of DaimlerChrysler.

to update the vehicle price.



# Humanizing your UA whitehouse.gov

Ask the White House - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.whitehouse.gov/ask/> Go

President \* News \* Vice President \* History & Tours \* First Lady \* Mrs. Cheney  
YOUR GOVERNMENT KIDS ESPAÑOL CONTACT PRIVACY POLICY SITE MAP SEARCH

 **The White House**  
PRESIDENT GEORGE W. BUSH

EMAIL UPDATES  SEARCH

**In Focus**

- Medicare
- Iraq
- National Security
- Economic Security
- Homeland Security
- More Issues
- En Español

**News**

- Current News
- Video
- Press Briefings
- Proclamations
- Executive Orders
- Radio Addresses

**Appointments**

- Nominations
- Application

**Offices**

- Global Communications
- USA Freedom Corps
- Faith-Based & Community
- OMB
- More Offices

**Major Speeches**

- Iraqi Freedom
- State of the Union
- Economy
- Education
- Homeland Security
- Iraqi Threat
- U.N. Remarks
- 9/11/02 Remarks

**Photos**

- Photo Essays

  
**Ask the White House**

[Privacy Policy](#)

Welcome to "Ask the White House" -- an online interactive forum where you can submit questions to Bush administration officials.

Since its launch in April, citizens have interacted with Cabinet Secretaries, Senior White House Officials and behind-the-scenes professionals at the White House.

Transcripts of every live chat session are available on this page. And we look forward to hosting more Ask the White House online discussions soon. If you would like to suggest a participant to appear on Ask the White House, [click here](#).

  
**Clare Pritchett**  
**Biography**

**Wednesday's Guest:** Clare Pritchett, Director of the White House Visitors Office, will answer questions about White House tours, the Visitors Office and the upcoming Fall Garden Tours on "Ask the White House" this Wednesday at 1pm.

You can submit questions now.

Please enter your first name:

Please enter your location:

Please enter your question:



# Matching design to user needs

- Soliciting feedback
- Supporting children and adults



# Soliciting feedback dreamweaver.com

Macromedia - DreamweaverTechNotes:Common questions about Dreamweaver MX 2004#dream - Microsoft Inte...

File Edit View Favorites Tools Help

macromedia Your Account International Help

Home Products MX 2004 Support Developers Solutions Downloads Company Store Search

To ensure the best possible Internet Experience, please download the latest version of the free Macromedia Flash Player

Home / Products / Dreamweaver / Support / TechNote Index /

## Dreamweaver TechNote

### Common questions about Dreamweaver MX 2004

- [What is Dreamweaver MX 2004?](#)
- [Do I have to know HTML or XHTML to use Dreamweaver MX 2004?](#)
- [Can I view and edit the HTML code?](#)
- [What version of HTML and JavaScript does Dreamweaver MX 2004 write?](#)
- [What version of CSS does Dreamweaver MX 2004 support?](#)
- [What Macintosh operating system is required to run Dreamweaver MX 2004?](#)
- [What protocol does the new Secure FTP functionality support?](#)
- [Does Dreamweaver MX 2004 support accessibility efforts?](#)
- [How well does Dreamweaver MX 2004 work with Fireworks MX 2004 and Flash MX 2004?](#)
- [Can I work with ASP, ASP.NET, CFML, JSP, PHP and other non-HTML languages in Dreamweaver MX 2004?](#)
- [Can I make e-commerce sites with Dreamweaver MX 2004?](#)
- [Does Dreamweaver MX 2004 support XML?](#)
- [How do Dreamweaver Templates work?](#)
- [Does Dreamweaver MX 2004 come with templates or can I import FrontPage templates?](#)
- [What do Dreamweaver Library items do, and how are they different from snippets?](#)
- [Can I make pages in languages other than English with Dreamweaver MX 2004?](#)
- [What are Dreamweaver Extensions?](#)
- [Does Dreamweaver MX 2004 support Extensions written for Dreamweaver MX?](#)
- [What is the Dreamweaver Exchange?](#)
- [What training is available for Dreamweaver MX 2004?](#)
- [What is HomeSite+?](#)

#### What is Dreamweaver MX 2004?

Dreamweaver MX 2004 is the professional visual design solution for building websites and Internet applications. Dreamweaver's powerful features allow you to automate production and enhance team efficiency. Dreamweaver facilitates workflow through integration with other web applications, Macromedia Contribute, Fireworks and Flash, Microsoft Office, and leading e-commerce and application servers. Moreover, Dreamweaver can be customized using HTML, JavaScript, and XML for advanced website development. Dreamweaver builds better websites and Internet applications faster.

ID: 14714  
Product: Dreamweaver  
Versions: 2004  
OS: All  
Browser: All  
Server: All  
Database: All  
Former ID: N/A

**Provide Feedback**  
How useful was this document?

less      more  
1 2 3 4 5

How can the document be improved?

(300 characters or less - you will not receive a reply.)



# Designing for children nasa.com

NASA - Kids Home - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

+ Low Bandwidth  
+ Non-Flash Version  
+ Contact NASA

FIND IT @ NASA :  + GO

+ INFO FOR MOM & DAD    + INFO FOR TEACHERS    + CHILDREN'S PROTECTION ACT

+ Home  
Greetings Kid Earthlings!  
- KIDS MAIN PAGE

**GAMES**  
**ART & STORIES**  
**ACTIVITIES**

**NEW FOR KIDS!**

**MORE COOL STUFF...**

**did you know?**  
There are over 100 billion stars in the Milky Way galaxy. If you tried to count them one by one, it would take you over 3,000 years!

**what does it mean?**  
(Click on a word below to find out what it means)

- + Acid rain
- + aerodynamic
- + aeroelastic
- + aerodynamics
- + aeronautics
- + aileron

+ more words...

**Celebrating Our Differences**  
The more we learn about each other, the better we understand each other.  
[+ View](#)

|     |     |     |     |     |
|-----|-----|-----|-----|-----|
| 100 | 100 | 100 | 100 | 100 |
| 200 | 200 | 200 | 200 | 200 |
| 300 | 300 | 300 | 300 | 300 |
| 400 | 400 | 400 | 400 | 400 |

**Chandra Jeopardy Game**  
Come play this cool game of Jeopardy, where up to 4 people can play at once.  
[+ View](#)

**Forces on an Airplane**  
See how the four main forces act on airplanes! Lift, thrust, weight, and drag.  
[+ View](#)

**Astronauts Take a Dive**  
See why astronauts swim while they are training!  
[+ View](#)

**PlaneMath Enterprise**  
Design your own airplane.  
[+ View](#)

Log on to NASA's Earth Crew webcast!

**Dr. Mae Jemison**  
Mission Specialist aboard the Shuttle Endeavour in September of 1992.  
[+ View](#)

**AceAir**  
The AceAir Challenge  
Come and try the AceAir Challenge!  
[+ View](#)

**How things Fly!**  
Graphical lesson on how things fly.  
[+ View](#)



# Designing for teachers nasa.com

NASA - Features and News - Microsoft Internet Explorer

File Edit View Favorites Tools Help

 NATIONAL AERONAUTICS AND SPACE ADMINISTRATION

+ Low Bandwidth  
+ Non-Flash Version  
+ Contact NASA

FIND IT @ NASA :  + GO

+ ABOUT NASA + NEWS & EVENTS + MULTIMEDIA + MISSIONS + POPULAR TOPICS + MyNASA

+ Home

**For Educators**  
(Post Secondary)

- FEATURES AND NEWS

- + LEARNING RESOURCES
- + INTERNET RESOURCES
- + MULTIMEDIA RESOURCES
- + CONTACTS FOR EDUCATORS
- + FELLOWSHIPS AND GRANTS
- + STUDENT OPPORTUNITIES

Choose another category:

- + For Educators K-4
- + For Educators 5-8
- + For Educators 9-12
- + For Informal Educators

**NASA FACT**

Did you know that the first African-American woman in space was Dr. Mae Jemison? She was selected for the astronaut program in June 1987 and served as the science mission specialist on STS-47 Spacelab-J (September 12-20, 1992).

+ More NASA Facts...



 Education Schedule →

Welcome to NASA's page for educators. NASA is committed to inspiring the next generation...as only NASA can. We are dedicated to offering educators essential NASA-related educational resources and information.

**EDUCATIONAL FEATURES**

-  **Galileo Mission Ends**  
The spacecraft will plunge into Jupiter's atmosphere on September 21.  
[+ Read More](#)
-  **NASA's College Recruitment Program**  
Discover a career that's out of this world!  
[+ Read More](#)
-  **Mission Education "Extra"**  
This feature highlights printed educational products, multimedia, and assorted other materials and Web sites that help support mission education.  
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-  **Saturn, Cassini & the Classroom Connection**  
The Cassini-Huygens mission to Saturn provides a fascinating education program.  
[+ Read More](#)
-  **NASA Langley's Distance Learning**  
NASA Langley's Center for Distance Learning enhances grade K-16 curriculums by providing educators with FREE multimedia instructional programs.  
[+ Read More](#)

[+ View Archive](#)

**RELATED MULTIMEDIA**

-  **Images from Galileo**  
Take a look at the legacy of the Galileo mission.  
[+ View](#)
-  **What's Driving Hurricane Isabel?**  
NASA satellites lift Isabel's hood and reveal the engine powering this storm.  
[+ View](#)  
[+ View Archive](#)

**RELATED NASA SITES**

Office of Equal Opportunity Programs



# Matching design to information types

- E-commerce support
- FAQs
- Overviews



# E-commerce neimanmarcus.com

Neiman Marcus Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

*Neiman Marcus*

|   |                                  |                               |                                    |
|---|----------------------------------|-------------------------------|------------------------------------|
| <b>How may we assist you?</b><br>We're here 24 hours a day to help. | <b>Phone</b><br>▶ 1.888.888.4757 | <b>E-mail</b><br>▶ Just Click | <b>Online Chat</b><br>▶ Just Click |
|---|----------------------------------|-------------------------------|------------------------------------|

SIGN IN

**Registered Customer Sign-In**

Your User Name:

Password\*:

\*Can't recall your password?  
Click for [Password Assistance](#).

**SIGN IN**

**Checkout Without Signing In**

If you are not a registered customer or prefer not to save your personal information at NeimanMarcus.com, click CHECKOUT below. You will be given the choice to store your information at the end of checkout.

Only registered customers can view their online order history.

**CHECKOUT**

|   |                                  |                               |                                    |
|---|----------------------------------|-------------------------------|------------------------------------|
| <b>How may we assist you?</b><br>We're here 24 hours a day to help. | <b>Phone</b><br>▶ 1.888.888.4757 | <b>E-mail</b><br>▶ Just Click | <b>Online Chat</b><br>▶ Just Click |
|---|----------------------------------|-------------------------------|------------------------------------|



# Frequently-asked questions (FAQs) adidas.com

thestore.adidas.com - help page - Microsoft Internet Explorer

Contact Us: [email](#) or call 1-800-982-9337

**HELP**   [FAQ](#) \ [Ordering](#) \ [adidas Products](#) \ [Site Help](#) \ [Privacy & Security](#)

**FAQ**

- ▶ [Contact Us](#)
- ▶ Top 10 Questions

**Contact Us**

**Email**  
[customerservice@thestore.adidas.com](mailto:customerservice@thestore.adidas.com)

**Phone number**  
1-800-982-9337

**Hours**  
M-F: 9 a.m. to 9 p.m. Eastern Time  
Sat: noon to 5 p.m. Eastern Time  
Sun: closed

**Top 10 Questions**

**When will my order ship?**  
Provided we have no problems processing payment, all orders placed before 11:00 a.m. Eastern Time should ship the same day and all orders placed after 11:00 a.m. Eastern Time ship the next business day.

**You're out of stock in what I want. When will you have more stock in?**  
If something is out of stock on thestore, you have a couple of options. First, try our Store Finder (link at the bottom of the page) to find an adidas retailer in your area. Second, send us an email and we'll let you know if and when we'll be getting back into stock on that item. If we aren't getting anymore in, we'll do our absolute best to find a similar product for you.

**What is your exchange policy?**  
Because we want you to be 100% satisfied, you can return your purchase(s) made at thestore.adidas.com at any time. Please follow the instructions on the Return Goods Form. The Return

[CLOSE WINDOW](#) ⇨



# Overviews neimanmarcus.com

Neiman Marcus Online - Microsoft Internet Explorer

File Edit View Favorites Tools Help

ASSISTANCE | SHOPPING BAG | YOUR ONLINE ACCOUNT | DESIGNER INDEX SEARCH

Neiman Marcus

APPAREL FOR HER SHOES & HANDBAGS JEWELRY & ACCESSORIES BEAUTY & FRAGRANCE MEN'S & ELECTRONICS HOME & ENTERTAINING GREAT GIFTS

### Search Our Sale Items

These results will only include sale merchandise.

Keyword(s) For example: pants or evening bag

Price Range  Category

Designer

Size

**SEARCH**

[Sign up for email updates.](#) and you'll be one of the first to know about our upcoming sales.

### SALE SEARCH

It's easy to find what you're looking for with our Sale Search. Enter as many fields as you wish. Remember: If you enter more search criteria, you will receive fewer (but more accurate) results.

**Keyword(s)**  
Type in a word or phrase.  
For example: Pants or evening bag

**Price Range**  
Select the price range.  
For example: Under \$300

**Category**  
Select the category.  
For example: Women's Apparel

### Search Our Sale Items

These results will only include sale merchandise.

Keyword(s) For example: pants or evening bag

Price Range  Category

Designer

Size

**SEARCH**

**Designer**  
Type in the designer you're looking for.  
For example: kate spade

**Size**  
Enter the size you want.  
For example: Medium

**Search**  
Click here to start your search.

iphase powered

BRIDAL REGISTRY | CATALOG QUICK ORDER | INCIRCLE REWARDS | SALE

FOR FASHION AND SALE NEWS,  
Enter e-mail address here

Personal Shopper | Careers | Site Map | Store Locator | Security & Privacy Guarantee

© 2003, Neiman Marcus



# Matching design to information groups

- Vision-impaired users
- Older users
- "MTV generation" users



# Supporting vision-impaired users

- US Government Section 508
- W3C Web Accessibility Initiative (WAI)



# Vision-impaired guidelines

- ALT tags for graphics
- Content understandable without CSS
- Text alternatives for all multimedia
- Textual cues for important and required information
- Headers `<TH>` for tables



# Section 508/WAI Tools

## **Screen reader simulation**

[www.webaim.org/simulations/screenreader](http://www.webaim.org/simulations/screenreader)

## **Low vision simulation**

[www.webaim.org/simulations/lowvision.php](http://www.webaim.org/simulations/lowvision.php)

## **Remove colors, CSS, and check ALT tags**

[www.508compliant.com/tools.htm](http://www.508compliant.com/tools.htm)

## **Bobby Validation Tool**

[www.cast.org/bobby](http://www.cast.org/bobby)



# Section 508/WAI sites

## **Lift for Dreamweaver**

[www.usablenet.com/lift\\_dw/lift\\_dw.html](http://www.usablenet.com/lift_dw/lift_dw.html)

## **Section 508 website**

<http://www.section508.gov>

## **WAI Website**

[www.w3.org/WAI](http://www.w3.org/WAI)



# Supporting older users

Fastest growing group on the Web  
Least experienced group

- Large font size
- Simple design
- Ample space between links
- High contrast
- Ample white space



# Supporting older users medicare.com

The screenshot shows the MedicareMD.com website in a Microsoft Internet Explorer browser window. The browser's address bar displays "http://www.medicare.com/". The website's header features the MedicareMD logo and a navigation menu with links for Home, About Us, and Contact Us. A sidebar on the left lists various Medicare topics, including Coverage Basics, Supplemental/Medigap Coverage, Eligibility and Enrollment, Publications Download, Helpful Contacts, Fraud & Abuse, Diabetes Questions, and Frequently Asked Questions. The main content area includes a "Free Quote" section with a zip code input field and a "Go" button. Below this, there are four informational sections: "What costs Medicare doesn't cover?", "Should I sign up for Medicare Part B?", "What do I do if I've lost my Medicare Card?", and "Choosing a Nursing Home". Each section provides a brief overview and a "Learn More" link.

MedicareMD.com - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

Address http://www.medicare.com/ Go Links

Google lucas film Search Web Search Site Options Lucas film

 MedicareMD™

- Home
- About Us
- Contact Us

Medicare Topics

- Coverage Basics
- Supplemental/Medigap Coverage
- Eligibility and Enrollment
- Publications Download
- Helpful Contacts
- Fraud & Abuse
- Diabetes Questions
- Frequently Asked Questions



**Free Quote**  
Compare Supplemental/Medigap Coverage Costs from Leading Carriers...

Enter zipcode

**The purpose of this site is to provide up to date Medicare and Medicare related information, help with finding answers to your questions and providing various services related to this topic. This website is privately owned and operated by MedicareMD and MedX Technology Corporation. We are not associated, authorized, affiliated with, or sponsored by any government. Official government links for Medicare can be found throughout this site and in our helpful contacts section.**

**What costs Medicare doesn't cover?**  
Get specifics on what Medicare covers and avoid unnecessary out of pocket expenses for such things as prescription drugs.  
[\[ Learn More \]](#)

**Should I sign up for Medicare Part B?**  
Need answers to this and other questions about Medicare eligibility or enrollment? Get helpful answers now.  
[\[ Learn More \]](#)

**What do I do if I've lost my Medicare Card?**  
Don't worry, it happens all the time! Here are the simple instructions you need to get a replacement card.  
[\[ Learn More \]](#)

**Choosing a Nursing Home**  
Important decisions like this shouldn't be left up to chance. Publication HCFA-10121 will help you ask the right questions!  
[\[ Learn More \]](#)

Internet



# Supporting the "MTV generation"

High expectations

Experienced users

- fonts, photos, multimedia, color
- Slang
- Short and focused topics



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Questions regarding the MTV "In Memory" T-shirt program

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If you have any additional questions regarding the MTV "In Memory" T-shirt program, please email Patty Storck at HALO Branded Solutions at [patty.storck@halo.com](mailto:patty.storck@halo.com) or call 847-600-3000.

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