**Extra Help (AAA)**

**SC Shortname: Extra Help for**

**SC Text**

Extra Help: Provide *easily available beginner's help* or human help.

**Suggestion for Priority Level**

AAA

**Related Glossary additions or changes**

*beginner's help*: Help that:

* does not assume people are familiar with the Internet
* does not assume people use other Internet services such as email or ‘social media’
* does not use Internet jargon
* explains the use of any design patterns other than standard HTML controls of underlined links, buttons and text boxes
* uses symbols at the beginning of most paragraphs and headings
* gives detailed instructions on how to complete critical tasks

easily available (or easily available mode or setting), one or more of the following is true:

* can be set one time with as a wide a scope as possible (such as using the standards of the OS, ETSI or GPII when available);
* with the option to save or to change the setting, where available interoperably, but also for the scope of the set of web pages;
* is reachable from each screen where it may be needed, and the path and the control conforms to all of this document.

**What Principle and Guideline the SC falls within.**

Principle 3, Help users avoid and correct mistakes. Guideline 3.3 “Input Assistance”

**Description**

It is hard to find a user interface design that is obvious to all users. Human help or beginner’s help gives flexibility and support to people who are struggling with the interface.

Although providing extra help may be a burden, there are content providers who want to be as inclusive as possible. They may look to these guidelines for direction on how to include everyone. This might include educational sites, or site owners who truly believe that their content is important to everyone. It is therefore important to have some AAA criteria to provide this guidance.

Beginner's help is useful for people who are new to using the Internet or for people who learn slowly or have an impaired memory and therefore do not remember terms and design.

Help content enables a user to conveniently access information needed to understand how to use the website effectively. Users who need help content are usually already confused.

Human help includes:

* Live help option. Note: It must be easy and clear to close the window.
* A phone number that will automatically call via an interoperable Voice over IP specification.
* A simple Contact Us form.
* Using available standard methods to get human help, such as using the 0 digit on voice menu systems.

**Benefits**

This Success Criterion enables user to

* access quick answers to user questions
* easily get human help

See

* [Gap analysis Table 4: Help and support](https://rawgit.com/w3c/coga/master/gap-analysis/#table-4-help-and-support)
* [User needs Tables](https://rawgit.com/w3c/coga/master/gap-analysis/table.html) Table 3: Entering data, error prevention & recovery
* [Background research document](https://w3c.github.io/wcag/coga/user-research.html)
* [Semantics for adaptive interfaces](https://w3c.github.io/personalization-semantics/)
* [Personalization and Preferences](https://rawgit.com/w3c/coga/master/issue-papers/personalization-preferences.html)
* [Voice Menu Systems](https://rawgit.com/w3c/coga/master/issue-papers/voice-menus.html)
* [COGA Techniques](https://rawgit.com/w3c/coga/master/techniques/index.htm)

**Testability**

This Success Criterion can be tested manually.

**Test Procedure**

* Identify if this is a critical service according to the definition
* If this is a critical service, confirm that there is one of the following:
  + beginners help
  + human help

Expected Results: Section saying ‘Passes checks 1 and 2

**Techniques**

* Providing a live help option. Note: It must be easy and clear to close the live help session.
* Providing a phone number that will automatically call via an interoperable Voice over IP specification.
* Providing a simple contact us form.
* Using available standards to get human help such as using the 0 digit on voice menu systems.
* Using coga semantics to enable extra help on standards controls
* Using coga semantics to enable symbols
* Adding icons and graphics.
* Using coga semantics
* Advisory: providing both human help and beginners help
* Advisory: providing beginners help for non-critical content
* Advisory: providing human help for non-critical content

**Working groups notes (optional)**