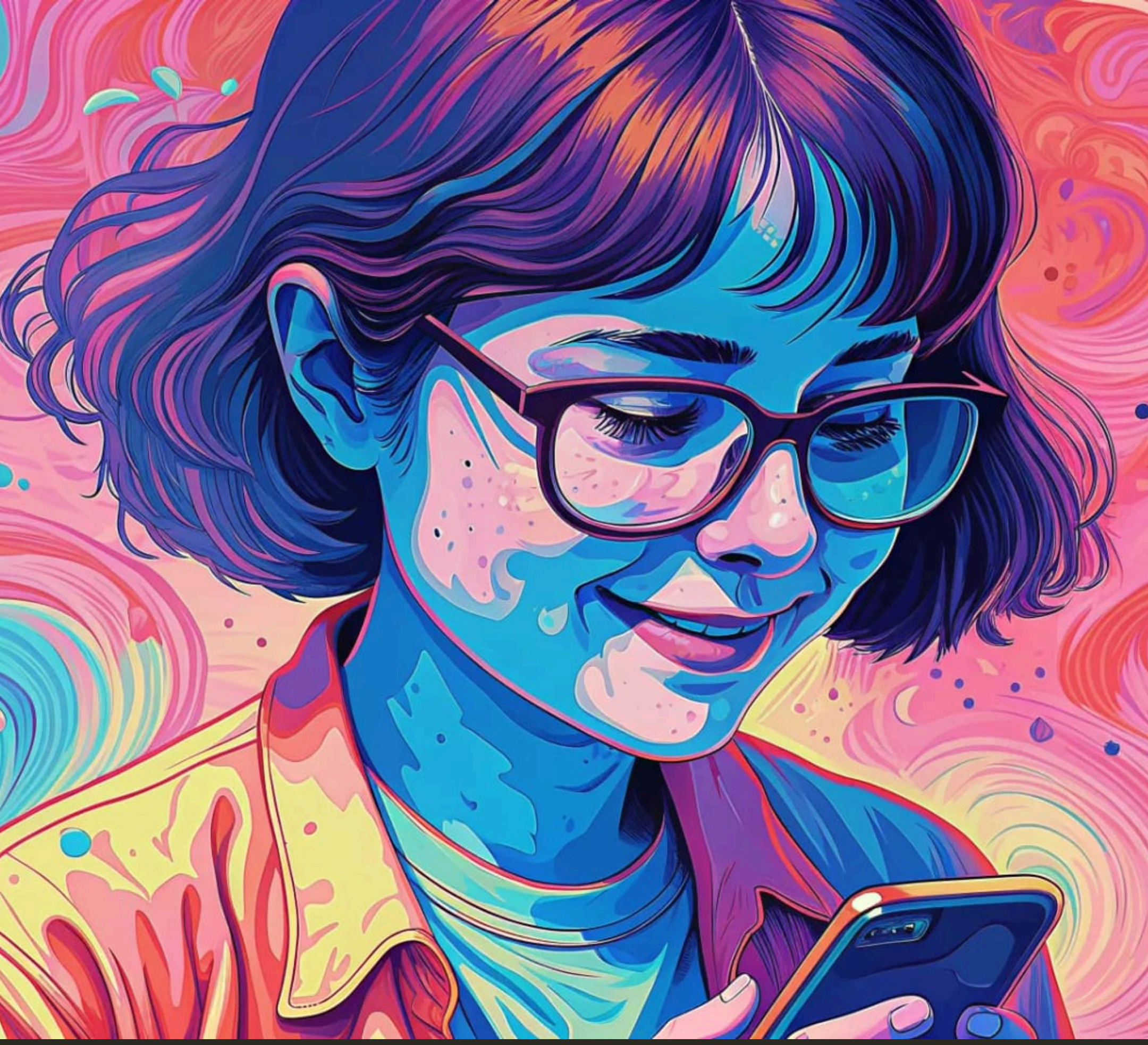


SUCCESS CRITERION 3.2.6 · LEVEL A

Consistent Help



“Whether I'm lost or just curious, knowing where to find help is a relief. Keep it consistent!”

Who this helps: All users, particularly those with cognitive impairments

SUCCESS CRITERION 3.2.6 · LEVEL A

Consistent Help

When web pages within a set provide help mechanisms, such as contact information or self-help links, these mechanisms are presented in the same order to maintain consistency across the site.

Principle 3: Understandable
Guideline 3.2: Predictable

What each role can do

Product manager

Standardize the placement and presentation of help mechanisms across the platform.

Designer

Design the layout so that help options are consistently located and accessible across different pages.

Developer

Structure the HTML to maintain a consistent order for help mechanisms within the site's navigation or footer.

Tester

Verify that help mechanisms appear in a consistent location and order across the website, enhancing predictability for users.

Once it is fixed



> “Finding help where and when I expect it turns a moment of frustration into a positive experience. Cheers for the consistent support!”

WCAG Quotes

Every WCAG 2.2 success criterion, told by the person it helps.

mpaiva.com/wcag-quotes/3-2-6-consistent-help

The quotes are written to illustrate the criterion. They are not testimonials from real people.