

SUCCESS CRITERION 3.3.5 · LEVEL AAA

Help



“A little help goes a long way. Especially when it's just a click away.”

Who this helps: All users, particularly those with Cognitive Impairments

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Help

Context-sensitive help is available for users who need assistance while navigating or interacting with a website.

Principle 3: Understandable

Guideline 3.3: Input Assistance

What each role can do

Product manager

Ensure context-sensitive help is readily available across the platform.

Designer

Design an intuitive help system that users can easily access without disrupting their workflow.

Developer

Implement a help feature that provides relevant, context-sensitive assistance.

Tester

Test the help feature for accessibility, ensuring it provides valuable support for users' needs.

Once it is fixed



> “Whenever I hit a snag, your instant help was there to guide me. It's like having a wise friend always by my side!”

WCAG Quotes

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

mpaiva.com/wcag-quotes/3-3-5-help

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