User Interface Design Guidelines for Mobile Applications for Senior Citizens

* means the guideline can be automated

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
Heu	ristic: Visibility of syste	em status			1	
1	Ensure that several	-	1	Ensure that	-	-
	search results are			several search		
	visible on the search			results are		
	engine results page			visible on the		
	without having to			search engine		
	scroll.			results page		
				without having		
				to scroll. [1]		
2*	Expose required	Merge	2	Expose	1	Supplement UI with
	fields by default.			required fields		visual cues to help
	Provide visual cues			by default. [1]		the elderly to be
	to indicate hidden					aware of hidden
	content.					content. [3]
3	Focus on one task at	Add	-	-	2	Focus on one task
	a time instead of					at a time instead of
	requiring the user to					requiring the user
	actively monitor two					to actively monitor
	or more tasks, and					two or more tasks,
	clearly indicate the					and clearly indicate
	name and status of					the name and
	the task at all times.					status of the task at
						all times. [2]

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
4*	Avoid the use of	Add	-	-	3	Avoid the use of
	interaction timeouts					interaction timeouts
	and provide ample					and provide ample
	time to read					time to read
	information.					information. [2]
5	Provide immediate	Add	-	-	4	Provide not only
	feedback not only					visual feedback, but
	visual feedback					also tactile and
	(effective					auditory. [2]
	prompting) but also				5	Provide a mixed
	tactile and auditory					mode of feedback:
	feedback.					visual feedback
						(compulsory)
						accompanied by
						audio feedback. [3]
					6	Make it obvious for
						the elderly when
						an action has been
						taken by providing
						immediate
						feedback. [3]
					7	Provide effective
						prompting and
						feedback during
						and after task
						completion. [4]

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
Heuri	istic: Match between	System and	d the	Real World		
6	Apply designs that	Add	-	-	8	Apply designs that
	take advantage of					take advantage of
	previous elderly					previous elderly
	experience in daily					experience in daily
	life, specifically; in					life, specifically; in
	using computers					using computers
	and feature					and feature
	phones.					phones. [3]
7	Make sure that the	Add	-	-	9	Make sure that the
	"Back" button					"Back" button
	behaves					behaves
	predictably.					predictably. [2]
Heuri	istic: User Control and	d Freedom				
8	Offer a button to	Enhance	3	Offer a button	10	Make it easy for
	increase text size			to increase text		people to change
	directly from the			size. [1]		the text size
	screen.					directly from the
						screen. [2]
9	Offer users the	-	4	Offer users the	-	-
	ability to control			ability to		
	and opt out of			control and opt		
	personalized			out of		
	sections of content.			personalized		
				sections of		
				content. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
10*	Allow users to	Merge	5	Allow users to	-	-
	pause, play, mute			pause, play, and		
	and control the			control the volume		
	volume for video			for all video		
	content or video			content. Display		
	advertisements.			controls clearly and		
	Display controls			prominently. [1]		
	clearly and		6	If video		
	prominently.			advertisements are		
				used, offer controls		
				to pause the video		
				and mute the		
				sound. [1]		
11	Let users opt out	-	7	Let users opt out of	1	-
	of any playlists,			any playlists,		
	previews or any			previews or any		
	type of video			type of video		
	content intended			content intended		
	to extend a			to extend a viewing		
	viewing session.			session. [1]		
12	Use	-	8	Use	1	-
	understandable,			understandable,		
	visible, large click			visible, large click		
	targets for the			targets for the		
	Close action in			Close action in		
	advertisements.			advertisements. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
13*	When showing	-	9	When showing	-	-
	pictures of items,			pictures of items,		
	ensure that they			ensure that they		
	are clear and large			are clear and large		
	enough to be			enough to be		
	legible and			legible and		
	zoomable.			zoomable. [1]		
14	Support user	Add	-	-	11	Support user
	control and					control and
	freedom, choice in					freedom,
	methods allowing					allowing for
	for alternative and					alternative and
	flexible flows of					flexible flows
	interaction.					of interaction.
						[2]
					12	Provide choice
						in methods of
						use to allow
						users to feel
						they are in
						control.
						[4]

P#	Proposed	Actions	B#	Baseline's	A#	Additional				
	Guidelines			Guidelines		Guidelines				
Heur	Heuristic: Consistency and Standards									
15	Arrange content by	Enhance	10	Arrange content by	13	Arrange				
	topic and			topic, not by ages		information				
	consistent with its			or demographic		consistent with				
	importance, not by			characteristics. [1]		its importance.				
	ages or					[4]				
	demographic									
	characteristics.									
16	Separate	-	11	Separate	ı	-				
	information that is			information that is						
	directed at a			directed at a						
	particular			particular						
	professional			professional						
	audience from			audience from						
	information			information						
	directed at a more			directed at a more						
	general audience			general audience						
	and label the			and label the						
	professional			professional						
	information as			information as						
	such.			such. [1]						

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
17	Use a clear	Enhance	12	Use a clear	14	Use consistent
	navigational			navigational		and explicit
	structure,			structure with		step-by-step
	consistent and			mutually exclusive		navigation. [2]
	explicit step-by-			categories. [1]		
	step navigation.		13	Create clear and		
	Avoid using			descriptive		
	branded language			categories and		
	and jargon in			links for all items		
	menus.			in a navigation		
				interface. Avoid		
				using branded		
				language and		
				jargon in menus.		
				[1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
18	Write in a simple	Add	-	-	15	Write in a language
	language, clear and					that is simple, clear
	adequate that suit the					and adequate to the
	elderly. Avoid					audience. [2]
	ambiguous terms.				16	Use simple wordings
	Employ familiar					that suit the elderly's
	vocabulary for the					semantic field [3]
	elderly to clearly				17	Avoid ambiguous
	indicate UI element's					terms. Employ
	function.					familiar vocabulary
						for the elderly to
						clearly indicate UI
						element's function.
						[3]
19	Use simple and	Add	-	-	18	Use simple and
	meaningful icons.					meaningful icons. [2]
	Supplement text with				19	Supplement text with
	icons, when					icons, when
	applicable and keep					applicable. [3]
	icon distinguishable.					
20	Provide same system	Add	-	-	20	Provide same system
	response to the same					response to same
	user action and					user action
	expectations					consistently. [3]
	consistently.				21	Be consistent with
						user expectations
						and intuition. [4]

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
21*	Use user interface	Add	-	-	22	Use user interface
	elements, term					elements
	and icon					consistently and
	consistently and					adhere to
	distinguishably					standards and
	across smartphone					conventions if
	UI screens. Adhere					those exist. [2]
	to standards and				23	Use term
	conventions if					consistently across
	those exist.					smartphone UI
						screens. [3]
					24	Keep icon
						distinguishable and
						consistent across
						smartphone UI
						screen. [3]
Heuri	istic: Error Prevention	า				
22	Set a consistent	-	14	Set a consistent	-	-
	style for			style for		
	constructive			constructive		
	actions compared			actions compared		
	to destructive			to destructive		
	actions.			actions. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
23	Provide a	Add	-	-	25	Provide a
	descriptive					descriptive
	confirmation					confirmation
	message for each					message for each
	destructive action					destructive action
	indicating the					indicating the
	action					action
	consequence.					consequence. [3]
24	Arrange elements	Add	-	-	26	Arrange elements
	and provide					to minimize
	warning to					hazards and errors:
	minimize hazards					most used
	and errors.					elements, most
						accessible;
						hazardous
						elements
						eliminated,
						isolated, or
						shielded. [4]
					27	Provide warnings
						of hazards and
						errors. [4]
Heur	istic: Recognition Rat	her Than	Recal	l		
25	Clearly repeat the	-	15	Clearly repeat the	-	-
	user's query.			user's query. [1]		
26	Provide easy-to-	-	16	Provide easy-to-find	-	-
	find contact			contact		
	information.			information. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
Heu	ristic: Flexibility and E	fficiency	of Us	e		
27*	Design for flexibility	-	17	Design for flexibility	-	-
	of display for			of display with		
	different screen			responsive layouts.		
	sizes.			[1]		
28*	Support a variety of	-	18	Support a variety of	-	-
	user inputs.			user inputs.		
	Prioritize accepting			Prioritize accepting		
	voice input for			voice input for		
	simple tasks.			simple tasks. [1]		
29	Use descriptive	Merge	19	If using technology	-	-
	terms, not			related terms,		
	marketing terms, for			consider defining		
	products,			them in place.		
	descriptions, and			Avoid using them if		
	links. If using			they are not		
	technology-related			necessary. [1]		
	terms, consider		20	Use descriptive		
	defining them in			terms, not		
	place. Avoid using			marketing terms,		
	them if they are			for products,		
	not necessary.			descriptions, and		
				links. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
30	Provide a clear	Merge	21	Present	-	-
	explanation of why			personalized		
	personalized			content when users		
	content is being			are likely to expect		
	presented and			it. [1]		
	Present		22	Provide a clear		
	personalized			explanation of why		
	content when users			personalized		
	are likely to expect			content is being		
	it.			presented. [1]		
31	Thoroughly test the	-	23	Thoroughly test the	-	-
	timing of opening			timing of opening		
	menus and other UI			menus and other		
	elements on hover,			UI elements on		
	tap, or activation.			hover, tap, or		
				activation. [1]		
32	When graphical	-	24	When graphical	-	-
	elements appear			elements appear		
	close to a text link,			close to a text link,		
	make those			make those		
	elements part of			elements part of		
	the working link.			the working link. [1]		
33	Provide a search	-	25	Provide a search	-	-
	box that allows at			box that allows at		
	least 18 characters			least 18 characters		
	to be visible at any			to be visible at any		
	given time.			given time. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
34*	Be forgiving of	Merge	26	Consider using	-	-
	typos. Provide			search suggestions		
	query search			for popular search		
	suggestions and			queries. [1]		
	return relevant		27	Create a thorough		
	appropriate results			index and cross-		
				reference terms an		
				average person		
				might search for. [1]		
			28	Return relevant and		
				appropriate results		
				for search queries.		
				[1]		
			29	Be forgiving of typos		
				and provide query		
				suggestions on		
				search results pages.		
				[1]		
35	Make registration or	-	30	Make registration or	-	-
	sign-in optional.			sign-in optional. [1]		
36	If senior citizen	-	31	If senior citizen	-	-
	discounts are			discounts are		
	offered, they			offered, they should		
	should be			be advertised,		
	advertised,			thoroughly		
	thoroughly			described, and easy		
	described, and easy			to take advantage		
	to take advantage			of. [1]		
	of.					

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
37	Explicitly describe	-	32	Explicitly describe	-	-
	the benefits of			the benefits of		
	signing in (or			signing in (or creating		
	creating an			an account) versus		
	account) versus			checking out at as		
	checking out at as			guest. [1]		
	guest.					
38	Accept dashes,	-	33	Accept dashes,	-	-
	hyphens, and			hyphens, and spaces		
	spaces as part of			as part of the string		
	the string of credit			of credit card		
	card numbers.			numbers. [1]		
39	If online chat is	-	34	If online chat is	-	-
	offered, ensure that			offered, ensure that		
	any preliminary			any preliminary		
	information			information		
	provided by the			provided by the user		
	user (name, reason			(name, reason for		
	for chatting) is			chatting) is carried		
	carried over to the			over to the live chat.		
	live chat.			[1]		
40	Provide a search	Add	-	-	28	Make information
	box that allows at					accessible
	least 18 characters					through different
	to be visible at any					modalities. [2]
	given time.					

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
41	Place UI elements,	Add	-	-	29	Place UI
	specifically sensitive					elements,
	elements, in a					specifically
	visible area and					sensitive
	preferably					elements, in a
	reachable by the					visible area and
	user's thumb.					preferably
						reachable by the
						user's thumb. [3]
Heu	ristic: Aesthetic and N	/linimalist	Desig	n		
42	Prioritize	Merge	35	Prioritize	ı	-
	accessibility and			accessibility and		
	readability. Present			readability. [1]		
	information in an		36	Present information		
	easy-to-scan			in an easy-to-scan		
	format. Divide			format. Divide		
	information into			information into		
	chunks of content			chunks of content		
	labeled with clear			labeled with clear		
	headings and			headings and		
	descriptions. Focus			descriptions. [1]		
	on common tasks		37	Prioritize information		
	and answering			on the page. Focus		
	frequently asked			on common tasks		
	questions.			and answering		
				frequently asked		
				questions. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
43*	Use information-	Merge	38	Use information-	-	-
	layering techniques			layering techniques		
	to present long or			to present long or		
	complex content.			complex content.		
	Avoid the use of			[1]		
	scrolling.		39	Make it easy for		
				users to compare		
				offerings or		
				information without		
				excessive scrolling.		
				[1]		
			40	When possible,		
				limit the use of		
				pull-down menus		
				and scrolling lists.		
				[1]		
44	Design layouts that	-	41	Design layouts that	-	-
	invite scrolling by			invite scrolling by		
	avoiding the			avoiding the		
	"illusion of			"illusion of		
	completeness."			completeness." [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
45*	Ensure font size is	Enhance	42	Ensure font size	30	Make sure text
	at least 16 points			is at least 12		uses types, styles
	on mobile. Use			points by default		and sizes
	large-sized fonts,			on desktop and		appropriate to
	sans serif, non-			at least 16		older adults, that
	condensed			points on		is, for instance, but
	typefaces, non-			mobile. [1]		not exclusively:
	italic, and left					large-sized fonts,
	justified.					sans serif, non-
						condensed
						typefaces, non-
						italic, and left
						justified. [2]
46*	Ensure that there	Enhance	43	Ensure that	31	Do not use pure
	is strong contrast			there is strong		white or rapidly
	between the text			contrast		changing contrast
	and/or graphics			between the		backgrounds. [2]
	color and the			text color and	32	Use high-contrast
	background color.			the background		color
	Do not use pure			color. [1]		combinations of
	white or rapidly					font and/or
	changing contrast					graphics and
	backgrounds.					background to
	Avoid using blue,					ensure readability
	green and yellow					and perceptibility;
	in close proximity.					avoid using blue,
						green and yellow
						in close proximity.
						[2]

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
47	Display words	-	44	Display words	-	-
	horizontally.			horizontally. [1]		
48	When error	-	45	When error	-	-
	messages are			messages are		
	triggered by			triggered by		
	interactive			interactive		
	elements, place			elements, place		
	error messages in			error messages in		
	close proximity to			close proximity		
	the element.			to the element.		
				[1]		
49	Use graphics or	Enhance	46	Use graphics to	33	Aim at creating an
	images that add			aid		aesthetical user
	value, contain			comprehension.		interface, by using
	informative			Supplement text		pictures and/or
	content and are			with visual		graphics
	easy to see.			elements but do		purposefully and
	Supplement text			not replace text		adequately to
	with visual			entirely. [1]		minimize user
	elements but do		47	Use images that		interface clutter and
	not replace text			add value and		avoid extraneous
	entirely. Avoid			contain		details. [2]
	extraneous			informative		
	details.			content. [1]		
			48	Ensure images are		
				easy to see. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
50	Provide text labels	-	49	Provide text labels to	1	-
	to distinguish			distinguish following and		
	following and			sharing actions on social		
	sharing actions on			media. [1]		
	social media.					
51	Visually	-	50	Visually differentiate	-	-
	differentiate			interactive elements from		
	interactive			static elements. [1]		
	elements from					
	static elements.					
52*	Create large	-	51	Create large interactive	1	-
	interactive targets			targets with adequate		
	with adequate			spacing around the target.		
	spacing around the			[1]		
	target.					
53	Clearly	Merge	52	Clearly differentiate paid	-	-
	differentiate paid			results or listings from		
	results or listings			organic results [1]		
	from organic					
	results. Paid		53	Promotions created by		
	advertisements for))	the organization itself		
	outside			should match the site's		
	organizations			style. Paid advertisements		
	should be			for outside organizations		
	designed to look			should be designed to		
	like			look like advertisements,		
	advertisements,			not site content [1]		
	not site content			Thou site content [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
			54	Separate company-		
				created posts from		
				sponsored social		
				media content. [1]		
54	Provide closed	-	55	Provide closed	-	-
	captioning and a			captioning and a		
	transcript for videos.			transcript for videos.		
				[1]		
55	Avoid overly distracting	-	56	Avoid overly	1	-
	advertisements.			distracting		
				advertisements. [1]		
56	Be mindful of major	Merge	57	Be mindful of major	-	-
	navigational redesigns.			navigational redesigns.		
	Adhere to common			[1]		
	navigation design		58	Adhere to common		
	conventions that are			navigation design		
	appropriate to the			conventions that are		
	device being used.			appropriate to the		
				device being used. [1]		
57*	Follow design	-	59	Follow design	_	-
	conventions when			conventions when		
	presenting a search			presenting a search		
	field. Place the search			field. Place the search		
	function in an easily			function in an easily		
	recognizable location			recognizable location		
	appropriate to the			appropriate to the		
	device being used.			device being used. [1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
58*	Display search query text	-	60	Display search query text	-	-
	in a large font and ensure			in a large font and ensure		
	proper contrast between			proper contrast between		
	text color and background			text color and background		
	color.			color. [1]		
59*	Avoid using a Reset button	-	61	Avoid using a Reset button	-	-
	in most forms.			in most forms. [1]		
60	Clearly differentiate the	-	62	Clearly differentiate the	-	-
	actions and controls for			actions and controls for		
	creating a new account,			creating a new account,		
	signing in with an existing			signing in with an existing		
	account, and continuing as			account, and continuing as		
	a guest.			a guest. [1]		
61	If you must ask for the	Merge	63	If you must ask for the	-	-
	users' occupation, be sure			users' occupation, be sure		
	to offer a choice for			to offer a choice for retired		
	retired and deal with the			and deal with the entry		
	entry intelligently on the			intelligently on the		
	backend. Do not ask users			backend. [1]		
	to fill in a salutation in the		64	Do not ask users to fill in a		
	order form. If you must			salutation in the order		
	collect this information,			form. If you must collect		
	offer a dropdown list of			this information, offer a		
	choices.			dropdown list of choices.		
				[1]		

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
62*	Avoid the use of	Add	-	-	34	Avoid the use of
	animation and fast-					animation and fast-
	moving objects.					moving objects. [2]
63	Do not rely on color	Add	-	-	35	Do not rely on
	alone to convey					color alone to
	information. Be aware					convey information.
	of color blindness.					Be aware of color
						blindness. [2]
64*	Use color	Add	-	-	36	Use color
	conservatively,					conservatively,
	limiting the maximum					limiting the
	number of colors in					maximum number
	use to four.					of colors in use to
						four. [2]
65	Allow sufficient white	Add	-	-	37	Allow sufficient
	space to ensure a					white space to
	balanced user					ensure a balanced
	interface design.					user interface
						design. [2]
66	Make links and	Add	-	-	38	Make links and
	buttons clearly visible					buttons clearly
	and distinguishable					visible and
	from other user					distinguishable from
	interface elements.					other user interface
						elements. [2]

P#	Proposed	Actions	B#	Baseline's	A#	Additional
	Guidelines			Guidelines		Guidelines
67	Adopt "tap" as the	Add	-	-	39	Adopt "tap" as the
	main gesture to					main gesture to
	interact with the UI.					interact with the UI.
	Avoid or minimize the					[3]
	use of tricky gestures:				40	Avoid, or minimize
	"drag and drop", and					the use of tricky
	"tap and hold".					gestures: "drag and
						drop", and "tap and
						hold". If used then
						provide an
						alternative way for
						the elderly to
						perform the task
						corresponding with
						these gestures. [3]
68	Group information	Add	-	-	41	Group information
	visually, place most					visually (make good
	important information					use of color, text,
	in front, and avoid					topics, etc.). [2]
	unnecessary				42	Place most
	information on the					important
	screen.					information in front.
						[3]
					43	Avoid unwanted
						information on the
						screen. [3]

P#	Proposed	Actions	B#	Baseline's	A#	Additional				
	Guidelines			Guidelines		Guidelines				
Heu	Heuristic: Recognize, Diagnose, and Recover from Errors									
69	Present error	Merge	65	Present error	-	-				
	messages in direct,			messages in direct,						
	clear, descriptive, non-			clear, descriptive, non-						
	threatening language			threatening language						
	and describe the			and describe the						
	actions that users can			actions that users can						
	take to correct the			easy to follow to						
	error.			correct the error. [1]						
			66	Describe the actions						
				that users can take to						
				correct the error. [1]						
70*	Correct common	-	67	Correct common	-	-				
	misspellings, offer			misspellings, offer						
	autocomplete when			autocomplete when						
	relevant and direct			relevant and direct						
	users on how to			users on how to						
	correct errors.			correct errors. [1]						
Heu	ristic: Help and Docume	ntation								
71	Consider providing	-	68	Consider providing	-	-				
	online chat options. If			online chat options. If						
	offering online chat,			offering online chat,						
	do not automatically			do not automatically						
	pop up the feature.			pop up the feature.						
	Instead, make the			Instead, make the						
	chat feature easy to			chat feature easy to						
	notice and easy to			notice and easy to						
	dismiss.			dismiss. [1]						

P#	Proposed	Actions	B#	Baseline's	A#	Additional			
	Guidelines			Guidelines		Guidelines			
72*	Supplement UI with	Add	1	-	44	Supplement UI			
	tooltips, e.g. when a					with tooltips,			
	specific gesture is					e.g. when a			
	required to perform a					specific gesture			
	certain task.					is required to			
						perform a			
						certain task. [3]			
Heuristic: Pleasurable and Respectful Interaction									
73	Avoid patronizing	-	69	Avoid patronizing	-	-			
	language when			language when					
	planning content to			planning content to					
	include on your site.			include on your site.					
				[1]					
74	Create content for a	-	70	Create content for a	-	-			
	broad range of			broad range of					
	interests. Do not			interests. Do not					
	assume that all			assume that all					
	seniors are interested			seniors are interested					
	in the same or			in the same or limited					
	limited topics.			topics. [1]					
75	When creating	-	71	When creating	-	-			
	content, write in a			content, write in a					
	style that is direct			style that is direct and					
	and emphasizes facts.			emphasizes facts. [1]					

P#	Proposed	Actions	B#	Baseline's	A#	Additional		
	Guidelines			Guidelines		Guidelines		
76	Suggest likely options	-	72	Suggest likely options	-	-		
	and use predictive			and use predictive				
	text with common			text with common				
	responses.			responses. [1]				
Heuristic: Privacy								
77	Allow users to view,	-	73	Allow users to view,	-	-		
	understand and			understand and				
	control the data that			control the data that				
	they share.			they share. [1]				
78	Ask for only	-	74	Ask for only necessary	-	-		
	necessary			information. [1]				
	information.							

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