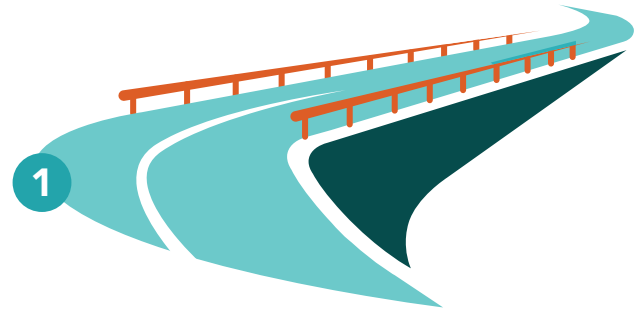# 5 Error Prevention

Definition Good error messages are important, but the best designs **carefully prevent problems** from occuring in the first place. Either eliminate error-prone conditions, or check for them and present users with a confirmation option before they commit to the action.

There are two types of errors: slips and mistakes.

Slips are unconscious errors caused by inattention.

Mistakes are conscious errors based on a mismatch between the user's mental model and the design.

✏️ **Tip:** *Prioritize* your effort: Prevent high-cost errors first, then little frustrations.

✏️ **Tip:** Avoid slips by providing helpful *constraints* and good defaults.

✏️ **Tip:** Prevent *mistakes* by removing memory burdens, supporting undo, and warning your users.

1 *Guard rails*
Guard rails on curvy mountain roads prevent drivers from falling off of cliffs.

2 *Airline confirmation*
The confirmation page before checking out on airline websites gives users another chance to review the flight details.

3 *Date selection on calendar*
Offer good defaults and set boundaries when people book services by dates. Grey out unavailable options.

Review Flights and Pay

Confirm Booking

Nov 17 – Nov 26