





# 3 User Control and Freedom


**Definition** Users often perform actions by mistake. They **need a clearly marked "emergency exit"** to leave the unwanted action without having to go through an extended process.

When it's easy for people to back out of a process or undo an action, it fosters a sense of freedom and confidence.

Exits allow users to remain in control of the system and avoid getting stuck and feeling frustrated.

 **Tip:** Support *Undo* and *Redo*.

 **Tip:** Show a clear way to *exit* the current interaction, like a "Cancel" button.

 **Tip:** Make sure the exit is clearly *labeled* and discoverable.



**1 Exit sign**

*Digital spaces need quick "emergency" exits, just like physical spaces do.*

**2 Undo and redo**

*These functions give users freedom because they don't have to worry about their actions — everything is easily reversible.*

**3 Cancel button**

*Users shouldn't have to commit to a process once it's started — they should be able to easily cancel and abandon.*

