

Improving mobile usability for claimants

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Layout improvements
Type and text improvements
Form design improvements
Improving online applications with CX principles

Mobile usability refers to the ease with which people can accomplish tasks on smartphones or tablets. A good mobile experience enables people to do the same things they do on a desktop computer while considering mobile devices' constraints, including:

- Smaller screen sizes than desktop computers
- The absence of a dedicated keyboard and mouse, which requires users to use their fingers to interact with the screen
- Limited internet connectivity or bandwidth

Across different mobile devices, the look and feel of an unemployment insurance (UI) application and site may change depending on the screen size, but its functionality and usability should remain the same regardless of the screen size, operating system, data plan, or available internet bandwidth. Mobile usability is not a binary; websites can range from unusable to very easy to use.

The United States Department of Labor (DOL) has compiled best practices states can implement to address common challenges related to mobile usability. Your state UI agency can use this resource to inform and support iterative improvements to the claimant experience as well as entire redesigns of UI application and site.

DOL recommends customer experience improvements that prioritize understanding claimant needs and pain points to increase claimants' access to benefits for which they're eligible; these improvements will also help to increase states' efficiency. The best way to ensure your state UI agency builds and maintains a good mobile experience is by conducting user research and usability testing that includes different devices, operating systems, browsers, and assistive technologies.

About this resource

This guide provides actionable recommendations across the following three areas:



Layout improvements

Changes to your site's layout that support mobile usability



Type and text improvements

Changes to type and text that support mobile usability



Form design improvements

Changes to forms to support mobile usability

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- [Improve mobile usability with media queries](#)
- [Use a design system with built-in accessibility and mobile usability](#)
- [Customer Experience Principles](#)

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