

<b>E-Government Style Guide for E-Forms</b>		<b>Convention</b>	
		<b>sg-stg 2.0.0</b>	
		<b>WG results</b>	
Summary	<p>The Style Guide for E-Forms constitutes the basis for the harmonised layout of interactive online forms (e-forms) used in e-government applications of Austria's public administration. Since its first version was published on 10 October 2002, it has provided orientation to numerous authorities and, especially, the software developers commissioned.</p> <p>The present Style Guide 2.0 is a completely revised edition taking account of:</p> <ul style="list-style-type: none"> <li>• the Austrian standard ÖNORM A 1021 as published on 1 January 2006 (principles for designing the layout and content of forms), and</li> <li>• experiences made in practical application that mainly resulted from the development of electronic forms with increasing interactivity.</li> </ul>		
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# Style Guide for E-Forms

## 0 Documents related to the Style Guide

The documents listed under point 0.1 were prepared by the Style Guide Working Group set up within the framework of e-government co-operation among federal, regional and local governments in Austria. Additionally, point 0.2 identifies documents that had to be taken into consideration in this work.

All the documents are available on the reference server (<http://reference.e-government.gv.at/>).

### 0.1 Documents prepared by the Style Guide Working Group

#### **Style Guide for E-Forms** (convention sg-stg)

The harmonisation of electronic application procedures is to be maximised in the field of e-government. The Style Guide for E-Forms lays down the basic principles for a harmonised layout of interactive online forms (e-forms) used in Austria's public administration.

#### **Standarddaten für E-Formulare** (Standard Data for E-Forms, explanatory note sg-stdat)

With a view to standardising the layout of forms, this document describes basic data used in forms (e.g. address data) and defines the most important parameters (e.g. field names, field length, field content, field type, etc.).

#### **Standard-Formularbausteine** (Standard Form Modules, information note sg-stfb)

To facilitate the graphic design of e-forms, related standard data (e.g. data on applicants, addresses and contacts) are grouped into modules. Examples for these modules are presented in the document on standard form modules (sg-stfb).

#### **Online-Dialoge** (Online Dialogues, convention sg-od)

For interactive online forms, this document contains recommendations on the dialogue used for accessing forms, on recurring processing dialogues during data input and on the dialogue for submitting the form to the relevant administrative unit.

#### **Online-Dialoge Beispiele** (Examples for Online Dialogues, information note sg-od-bp)

This document contains examples for the implementation of online dialogues for processes such as access to files, identification by means of the citizen card, etc.

## 0.2 Other relevant documents

### **1-2-3 Barrierefrei** (1-2-3 Barrier-Free; white paper on web accessibility)

The Austrian E-Government Act requires that, by 1 January 2008, web sites of public authorities providing information or electronic support for procedures be designed in such a way that they comply with international standards on web accessibility also with regard to barrier-free access for handicapped persons. The document "1-2-3 Barrierefrei" (webacc) was published on the barrier-free design of web sites.

### **ÖNORM A 1021** (standard)

The Austrian standard ÖNORM A 1021 defines minimum requirements for the layout and content of both pre-printed conventional forms and forms generated by means of electronic media (print-outs).

### **XML-Eingangsprotokoll** (XML Entry Protocol, recommendation)

This document lays down the technical details on how to deliver electronic submissions to an electronic entry point. It recommends that an XML record with a pre-defined structure be created at the electronic entry point. Furthermore, it explains how to insert electronic signatures into application records.

# 1 Background

## 1.1 Purpose of the Style Guide

The responsibility for designing forms used in Austria's public administration almost fully lies with the competent administrative units even if the legal basis is the same throughout Austria (e.g. in the field of trade law). With the advent of e-government, it became imperative to largely harmonise the layout and content of forms (in the case of identical legal requirements).

The present Style Guide for E-Forms constitutes the basis for achieving this harmonisation. It presents concrete measures for structuring interactive online forms (e-forms), systematically arranging their content and, finally, designing their layout. Therefrom, standards can be derived for basic data (e.g. name and length of the surname field), which eventually results into modules of related data (e.g. applicant data or address data) that can be harmonised.

The Style Guide aims at motivating more and more citizens and, in particular, companies to use e-government services provided by the authorities to their mutual benefit by offering systematic, harmonised and attractive e-forms.

## 1.2 Target group of the Style Guide

This document is intended for managers of e-government projects and layout designers as well as persons responsible for creating a system of electronic forms. In particular, it addresses organisers whose main tasks relate to the optimisation of business processes.

## 1.3 General information

To make the Style Guide easier to read, it always uses the term "application" (and the related terms "applicant", "building applicant", "orderer", etc.). The Style Guide, however, applies to all types of "submissions" listed in Article 13(1) of the General Administrative Procedure Act (*Allgemeines Verwaltungsverfahrensgesetz*) as well as to the majority of communications received from the private sector. Although the terms to be used are not "application", "applicant" and "authority" in such cases, but rather, for example, "contract", "contractor" and "client", the same concepts can be used.

The figures included in the document are to be understood as examples illustrating the text.

## 2 Objectives and framework conditions

Forms developed in e-government projects of federal, regional and local authorities, should always have the same form and structure. To achieve this objective, the following basic framework conditions apply:

- The technical options of electronic forms are to be used in the best possible way to the advantage of the users. Therefore, their layout may differ from the one of printed forms. This applies to all cases except those in which the layout of forms is laid down in legislative acts in a binding way.
- To design e-forms in a clear way, they are structured in pages and modules (blocks) on principle. Recurring modules (e.g. applicant, address) should always be displayed in the same way. Explanations and help texts are provided upon the user's request.
- In procedures in which persons are identified by means of their citizen card<sup>1</sup>, data that can be taken over from the citizen card or derived therefrom, are to be displayed in the form in read-only fields. These data must not be input manually especially in cases

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<sup>1</sup> For further information, see <http://www.buergerkarte.at>.

in which they are recorded to provide a unique identification of the applicant or his/her representative.

- When e-government forms are introduced, the need for enclosures has to be critically reviewed. A reduction of the number of documents to be annexed raises the acceptance of e-forms.
- If, in addition to e-forms, forms are also provided for manual completion, their layout is to be orientated to the design of the e-forms and is to take account of ÖNORM A 1021.
- The wording of texts contained in forms must be user-friendly, easily understandable and clear and must avoid officialese.
- On principle, forms are to be issued in the German language.<sup>2</sup> If foreign languages are absolutely required, one of the following options is to be selected:
  - a) The form is used in the German language, while further information and explanations are made available in selected foreign languages.
  - b) The entire form, including further information and explanations, is made available in the foreign language required.
- E-forms are to be designed in such a way that they can also be filled in by handicapped (e.g. visually impaired) persons. The minimum requirement to be met is Level A conformance with the guidelines of the Web Accessibility Initiative (WAI). Additional requirements are specifically highlighted in this document.
- It must be possible to fill in the form by using a keyboard only.
- The form is to be displayed together with all its components in one browser window.
- Layout and texts must be kept separately in order to allow for simple and fast text modifications without any changes in the layout.
- Coding has to be in line with the W3C HTML/XHTML and CSS standard in order to ensure the proper display and functionality of the form. If JavaScript is used, measures have to be taken to guarantee the application's functionality even when JavaScript is disabled or not available (WAI-A).

### **Design of specialised applications:**

The objectives defined for the harmonisation of e-forms in the present Style Guide are also to be used in the design of applications as far as possible. In particular, this applies to the establishment of form modules and the utilisation of standard data.

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<sup>2</sup> Ruling of the Austrian Administrative Court registered under No. 2000/0026.

## 3 Layout of e-forms

As a rule, the printed forms traditionally used in public administration pack much information into A4-format sheets in way that is hardly easy to read. Nevertheless, it is possible to differentiate recurring form parts that are independent of the procedure in question and parts that cover aspects specific to the procedure in question.

In order to translate such printed forms into e-forms, a structure has to be defined that is in line with the medium so that users can be guided through the process of completing the form with as little problems as possible. Therefore, e-forms are systematically divided into pages containing form modules that are made up of logically related data elements. The sequence of form pages is controlled by means of basic functions. In the case of long forms, this permits the adjustment of individual form pages to the specific situation of the applicant (dynamic e-forms).

### 3.1 Pages of e-forms

E-forms are made up of pages with general functions (standard pages) and pages with special functions (special pages). Special pages are accessed from standard pages, processed there and return control back to the originating page (see Figure 1).

#### 3.1.1 Standard pages

**First page:** This page contains essential information that allows the users to identify whether they have selected the right form, where they can access information on the related procedure and where they find instructions on how to complete and submit the form. In the header and footer of the first page, this information is complemented by the e-government logo, the form's identifier and the user's current position within the e-form.

If there is only one potential recipient, its address is already shown on the first page. Otherwise, the recipient's address should be displayed on the review page at the latest.

The data of a form are summarised into form modules. For short forms, the first page may contain several modules and be the only page, whereas it may make sense for long or complex forms to use the first page for data that subsequently permit the automated customisation of modules required.

**Subsequent page(s):** As the first page alone only suffices for short forms, the modules of long forms are displayed on several pages with identical headers and footers. The headers and footers will almost be the same as on the first page — only the recipient and the brief description of the form will be dropped.

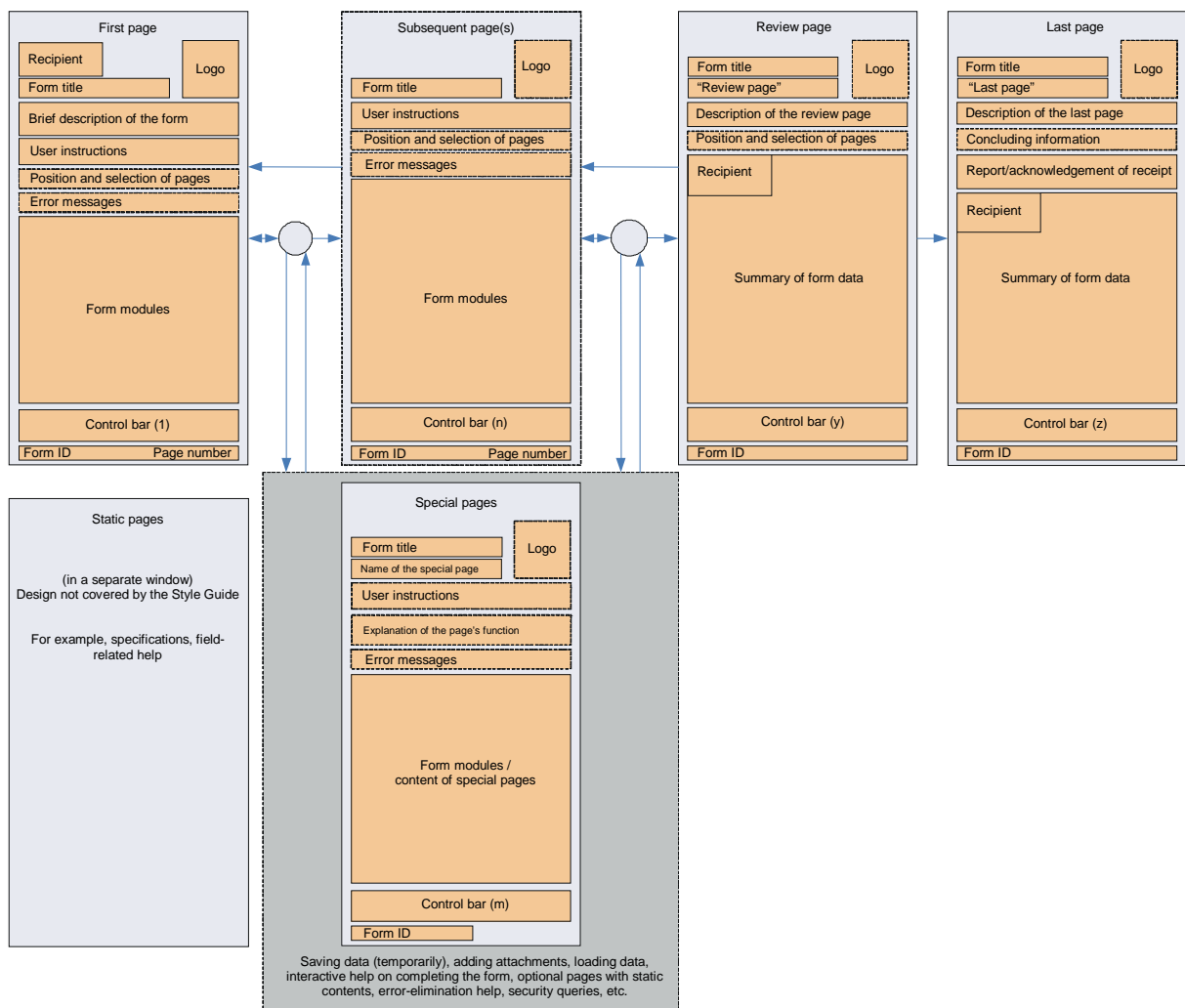


Figure 1: Pages of e-forms

**Review page<sup>3</sup>:** Before an e-form can be submitted, the data input are displayed in a summary so that the user can check them. This page also shows the recipient already indicated on the first page or identified by the system on the basis of the data input.

A more or less comprehensive overall validation of all the data entered into the form can already be performed before the review page is displayed. Messages generated as a result of this check are shown on a special page (see 3.1.2 "Pages with special functions").

<sup>3</sup> For detailed information on the online dialogue, please see the document "Online-Dialogue" (sg-od).

The review page offers control functions, e.g. printing the data input, options for electronic signatures or submitting the form. The rest of this page has the same structure as subsequent pages.

**Last page**<sup>4</sup>: This standard page confirms that the data have been properly transferred to the recipient. In contrast to the review page, the last page does not allow the user to return to form input. It may also provide concluding information (e.g. on a registration number assigned to the form received, on data storage or the next steps in the procedure).

### 3.1.2 Pages with special functions

In addition to standard pages, e-forms may also include pages with special functions that are opened in the course of data input and displayed instead of the page actually accessed. These pages are to be designed in analogy with standard pages. If, for whatever reasons, the content of special pages is displayed in a new browser window, the calling page has to inform the user that a separate window will be opened (WAI conformance).

Examples of special pages:

**Interactive help:** Page offering help on how to complete the form, e.g. search for a postal code/municipality code or an address.

**Saving data:** Function for saving data input in case the user is interrupted or for archiving purposes. The data may be saved on the user's PC or on the provider's system.

**Loading data:** Function for loading the data saved into the form.

**Display of static information:** Page for displaying explanations, information related to the procedure, user instructions and hints on how to fill in data fields.

Note: Static information is usually shown on special pages.

**List of errors:** Page facilitating the correction of errors if they are identified in an overall validation check of the form and if there are dependencies between several pages (see also the chapter "Send/Validate" in the document "XML-Eingangsprotokoll").

**Enclosures:** Page for adding/removing enclosures

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<sup>4</sup> See footnote 3.

## 3.2 Dialogue control

In e-forms, the dialogue is controlled by means of standard (X)HTML buttons. They have to be in line with the relevant browser standards and are summarised in the control bar. The concrete content of the control bar depends on the page type.

Special pages may also be triggered by means of control elements differing from those used to control the dialogue proper. Such control elements may also be placed outside the control bar.

### 3.2.1 Control within standard and special pages

The following control elements are used for navigating through standard pages and for accessing or completing special pages (control elements placed in parentheses are optional):

Control element function		First page	Subsequent page(s)	Review page	Last page	Special page
<b>Next</b>	Goes to the next page	Button	Button			(Button)
<b>Back</b>	Returns to the previous page		Button	Button		(Button)
<b>Cancel</b>	Ends data input and deletes the data entered from the server	Button	Button	Button		
<b>Exit</b>	Terminates the session				Button	
<b>Submit</b>	Submits the form data			(Button)		
<b>Sign &amp; submit</b>	Signs and submits the form data in the case of a single signature			(Button)		
<b>Sign</b>	Signs the form data in the case of multiple signatures			(Button)		

Table 1a: Navigation buttons

Control element function		First page	Subsequent page(s)	Review page	Last page	Special page
<b>Load data</b>	Takes over saved data into an e-form	(Button) or (hyperlink)				
<b>Save</b>	Stores the form data input for loading later on, e.g. when the user is interrupted	(Button) or (hyperlink)	(Button) or (hyperlink)	(Button) or (hyperlink)		
<b>Store</b>	Saves a fully transmitted application, including signature and confirmation on the server or permits downloading (XML format) for storage on a local PC				At least one (button) or (hyperlink)	
<b>Show PDF</b>	The data of the last page are provided in the PDF format for display, print-out and local storage				At least one (button) or (hyperlink)	

Table 1b: Control elements for special pages

### 3.2.2 Other control elements

**Replication function:** for entering data with the same structure — both individual data fields and entire modules — with a variable text assigned to a function button.

**Additional functions related to fields and modules:** If additional functions, such as replicating, editing, searching, copying, sorting or deleting of input fields or modules, are required, these are performed using buttons.

## 3.3 Design of the header

The design of e-form headers and footers is to be in line with ÖNORM A 1021 on principles for designing the layout and content of forms (pre-printed forms, printouts of e-forms) on the one hand and is orientated to enabling handicapped people to use e-government services.

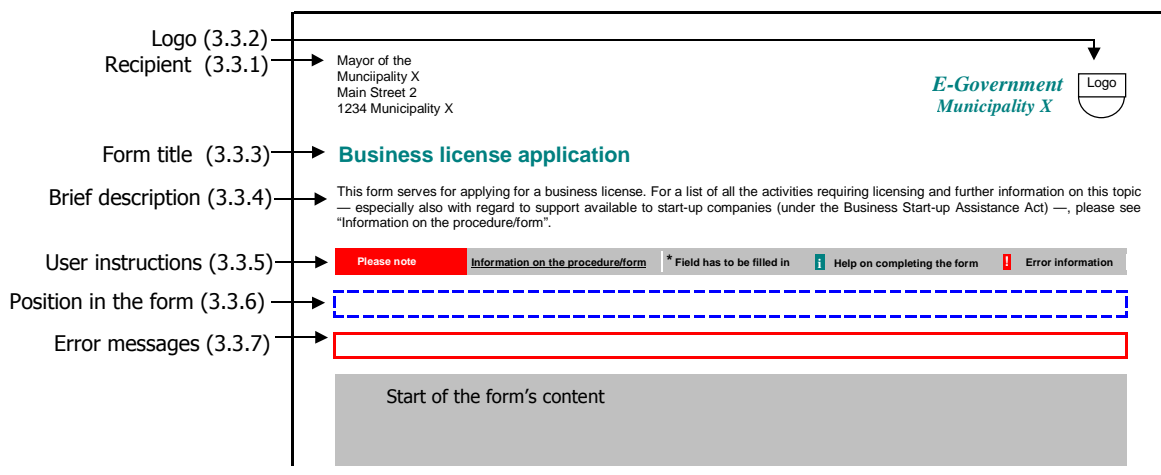


Figure 2: Header of the first page of a form

### 3.3.1 Recipient

Whenever the competent administrative unit has been clarified in advance and therefore is established right from the start, the form always begins with the address of this unit (recipient). If the competent administrative unit only results from the data entered in the form, the system must be able to identify the recipient at the latest on the review page.

Address style in accordance with ÖNORM A 1080: Addresses are to be indicated in a maximum of six lines with left alignment, without underlining or spacing out text and

without any blank lines. The postal code (without country code) and city are to be given in one line. Additionally, the country of destination is to be specified for foreign addresses. City and country are to be capitalised.<sup>5</sup>

### 3.3.2 Logo

All e-forms are marked by the text "E-Government" (in Times New Roman, bold and italic, colour R=0, G=100, B=100). This text may be supplemented by the name of the form provider and its logo.

### 3.3.3 Form title

Each form has a clear title that, as a rule, starts with the subject (= topic, search term) and may be complemented by the type of submission (e.g. application, report, notification). This title is to be aligned left and should use terms that form part of general language and may be used as search terms.<sup>6</sup>

When a form is made available to users for testing without any further processing of data, this is to be clearly indicated by specifying "**Testing without any effects**" below the form title.

### 3.3.4 Brief description

In around 60 words<sup>7</sup>, users are informed about the purpose of the form and the related services.

### 3.3.5 User instructions

The following standard information on how to complete e-forms is shown in the same form and at the same place on all pages of the form:

- Field has to be filled in (mandatory input of data, ALT text: Field has to be filled in)
- Help on completing the form: information and help on how to fill in a data field or a form module (ALT text: Information and help on how to complete the form)
- Error information: missing or incorrect information in a data field (ALT text: Add or correct information)

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<sup>5</sup> Neither the form nor the last page must contain a fax number or e-mail address of the authority that is not included in the authority's announcement according to Article 13(1) of the General Administrative Procedure Act as this may entail legal effects contrary to the announcement according to Article 13(1) of the General Administrative Procedure Act.

<sup>6</sup> Terms included in the services database (under development) are also an obvious choice.

<sup>7</sup> For further details, see the document "Elektronischer Leistungskatalog (lkat)".

Together with that “technical” information, the user instructions also provide a hyperlink to **“Information on the procedure/form”** offering key information on the administrative procedure in question or on the utilisation of the form. This hyperlink may take the user to a special page of the form or to relevant information outside the form.

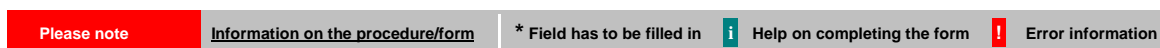


Figure 3: User instructions

This information is presented in a structured form and may vary in length depending on the procedure in question. It may cover the following aspects:

- General information on the procedure/form, perhaps with a hyperlink to the legal bases
- Requirements (Which requirements have to be met?)
- Documents needed (Which documents have to be submitted?)
- Technical information, if necessary (e.g. explanation of specific technical details)
- Competence (Which authority is competent and how can it be contacted?)
- Costs/payment (Which charges and fees have to be paid as a rule?)
- Deadlines (What happens after submitting the form?)
- Any relevant specialised information (hyperlinks)
- User instructions (hyperlink)

### 3.3.6 Position and selection of pages (optional)

In the header — directly below the line with user instructions — or instead of the page number at the end of the form page, numbered buttons or hyperlinks to the individual form pages may be used to indicate the status of the pages (position in the form). The following figure shows an example of such a “locator” using symbols; for further details, see the document “Online-Dialoge” (sg-od).



Figure 4: Position and selection of pages (represented by symbols)

### 3.3.7 Error information

When e-forms are introduced, mechanisms are to be provided that check whether the data are correct with regard to form and substance. As a rule, these checks are performed per page. As a minimum requirement, a complete formal validation has to be carried out before the form is signed/submitted.

If a page-by-page check shows that data are missing or invalid, a list of error messages is displayed in red letters in a box with a red frame inserted in the header (after "User instructions" or after the "Locator" and before the first form module). This list of errors may also offer hyperlinks to the fields affected by the errors.

The data fields in question are identified by an exclamation mark in a red box; a red frame around fields with incorrect data may help the user to find them. The error information must provide a concrete description of the error's cause and permit variable wordings (Figure 5).

If the result of the data check cannot be attributed to a single page, e.g. in the case of dependencies across several pages, the error messages are displayed on a separate error page (special page).

**Please note**   Information on the procedure/form   \* Field has to be filled in   **i** Help on completing the form   **!** Error information

The following data are missing or contain errors:  
 \* The field "Given name" is a mandatory field. Please enter this information.  
 \* The value input into the field "Date of birth" is not valid.

**License holder**

Surname \*    Acad. degree

Given name \* **!**    Sex \*

Place of birth \*    Date of birth **!**

Figure 5: Error information

### 3.4 Design of the footer

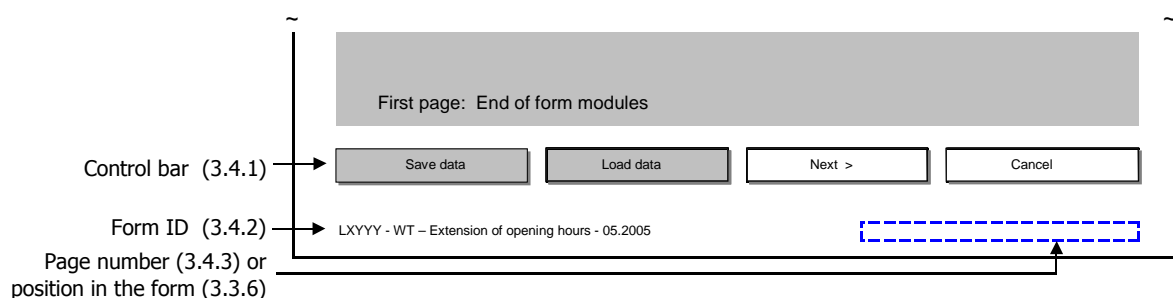


Figure 6: Footer on the first page

### 3.4.1 Control bar

If the control elements listed in Table 1a are displayed as buttons, they are summarised in a control bar. The content of this bar may vary as a function of the page. Identical functions always have to appear in the same place; only similar functions, such as "Cancel" and "Exit", may alternate in one place.

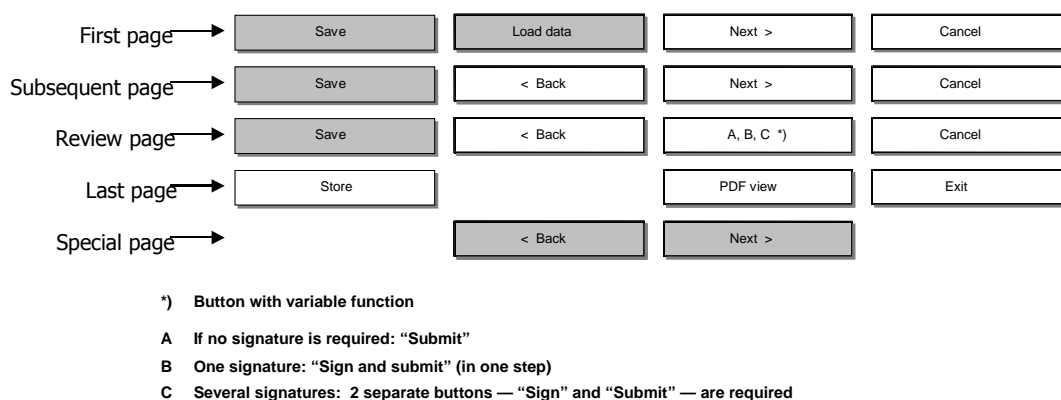


Table 2: Button positions in the control bar (grey: optional)

### 3.4.2 Form identifier

Each form has a unique form identifier. In the administrative field, this identifier should provide information on the provider of the form (identification of the authority in the format LXYY-ZZ), the procedural area (e.g. CH for Construction and Housing), the name of the form and the date when the form was issued. The form identifier may be implemented as a hyperlink so that, for example, the competent unit within the organisation can be determined.

Example:

LXYY-ZZ – CH-construction notification – 05.2005

### 3.4.3 Page number

In a form made up of several pages, the number of the page currently displayed is indicated in the format "Page x of y".

Instead of the page number, the position of the present form page may be shown together with an indication of the current status of the individual pages (see 3.3.6).

## 3.5 Further elements on other pages

### 3.5.1 Header on subsequent pages

The header shown on the subsequent pages of an e-form remains the same and contains the following information: name of the form, e-government logo of the authority, user instructions as well as, if applicable, information on the position and selection of pages according to 3.3.6.

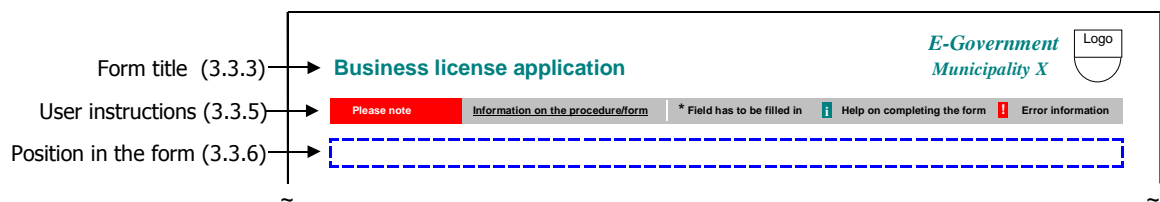
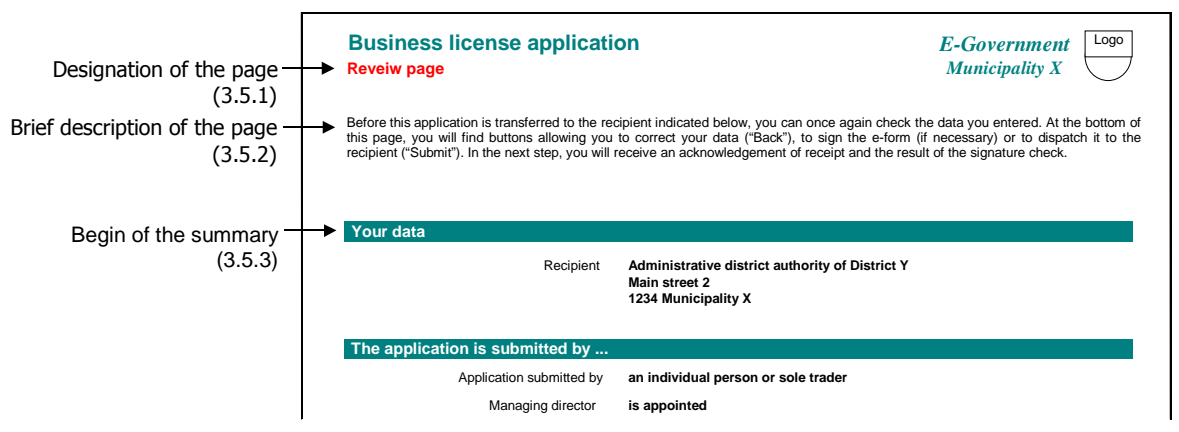



Figure 7: Header on subsequent pages

### 3.5.2 Header on the review page and on the last page

The designation of these pages is specified below the form title. The purpose of the page in question is indicated in a brief description that also explains control options displayed at the bottom of the page.



On the **last page**, this description may be followed by a **final technical text** on the course of the procedure. An essential element of the last page is the **acknowledgement of receipt** that is designed in analogy with the other modules displayed on the last page. The contents of the acknowledgement of receipt, in particular the result of any signature and certificate checks, are described in greater detail in the document "Online-Dialog" (sg-od).

**Business license application** *E-Government*  
*Municipality X* 

**Last page**

Your application was successfully transferred to the recipient shown below and given the registration number indicated. Please specify this registration number whenever you contact the authority on this matter. At the bottom of this page, you will find buttons allowing you to save and print this form.

**Please note:**  
Registration only becomes effective when all the documents needed and evidence of the required qualification is provided.

**Acknowledgement of receipt**

Registration number	<b>2006-120358</b>
Date and time	<b>10.04.2006 at 15:14:45 o'clock</b>
etc. *)	

**Your data**

Recipient	<b>Administrative District Authority of District Y</b>
	<b>Main Street 2</b>
	<b>1234 Municipality X</b>

**The application is submitted by ...**

Application submitted by	<b>an individual person or sole trader</b>
Managing director	<b>appointed</b>

\*) Further data, e.g. on the signature or certificate check in accordance with the document "Online-Dialoge " (sg-od).

Figure 8 a, b: Header of the review page and last page

### 3.5.3 Summary of the form data

This summary gives a brief overview of the form modules, data elements, free texts and headings for which the user entered data or which form a valid part of the form. The designations of the form modules are displayed in the form's layout, leading texts (?) are right-aligned and the data input are left-aligned (with around 3 spaces between them) and highlighted by bold font. The vertical alignment line divides the form at a ratio of approximately 1:2.

The summary starts with the module heading "Your data" followed by the indication of the recipient. On principle, one data element is presented per line. For the standard module "Address", several data elements may be shown in one line. In that case, the leading texts have to be adjusted accordingly.

#### Example

Street and various numbering elements	→ Street, number
Postal code and city	→ Postal code, city

For an example for the summary's presentation, see the Annex. This example also illustrates the graphic design of the field types defined under 4.2.

### 3.5.4 Header of special pages

The header of special pages is contains the following elements:

Form title with logo — designation of the special page in analogy with the check and last page — user instructions (optional) — brief description of the special page unless its function is self-explanatory — information on errors during input (optional) — control bar at the bottom of the special page. If the form does not automatically return to the standard page, the user has to click on the button “Back” for this purpose.

Designation of the special page (3.6) →

Brief description of the page →

Presentation of the contents →

Control bar →

Figure 9: Header of special pages

## 4 Structure of the form's content

When conventional forms are implemented as e-forms, their structure has to be adjusted to the new medium. Therefore, e-forms are divided into pages where the contents proper are embedded. The contents consist of form elements. Logically related elements are grouped into blocks (form modules) under a common heading.

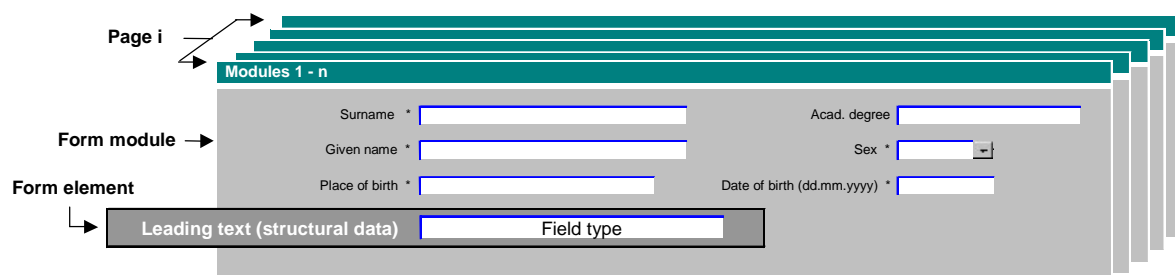


Figure 10: Form elements and form modules

## 4.1 Field types for e-forms

The field types used in e-forms are listed below. The HTML code for these field types as well as other parameters are described in a separate document.

Field type	Function
Input field — single line, without structure (4.1.1)	Input of any type of unstructured alphanumeric data with a definable maximum length. If data to be protected (e.g. password, TAN) are to be hidden, the input field type "password" has to be used. These data will not be displayed on the review page.
Input field — single line, with a pre-defined structure (4.1.2)	Input of data with a fixed structure, such as dates, whole numbers, decimal numbers or codes with a pre-defined format.
Input field — several lines (4.1.3)	Input of unstructured, alphanumeric data with a variable length, e.g. description of projects, reasons for submitting an application.
Checkbox (4.1.4)	Decision for or against the option presented
Single selection from a list of values (4.1.5)	Selection of a single value from a pre-defined list of possible values
Multiple selection from a list of values (4.1.6)	Selection of several values from a pre-defined list of possible values

Table 3: Field types for e-forms

### 4.1.1 Input field with a single line and without structure

**Field length:** The maximum length of a field is defined in line with standards, if available, in particular with regard to inter-agency databases, registers and information systems. The document "Standarddaten für E-Formulare" (sg-stdat) contains recommendations for important basic data.

**Display:** If necessary for the attractive design of modules, the input fields may be slightly shorter or longer. The input of the number of characters defined must always be ensured.

**Alignment:** Left

### 4.1.2 Input field with a single line and with a pre-defined structure

**Format/units:** If the data have to be input in a specific format, this is to be indicated in the leading text in parentheses. The leading text also has to specify measurement units and currency units. If a form module contains several fields with the same input format, this may be indicated in the line containing the name of the module.

Dates are to be given in the format day (if necessary), month (if necessary) and year (four digits) with a full stop as a separator.

Currencies are to be indicated using the international three-character currency code and tagged as an abbreviation (HTML) for WAI conformance (e.g. EUR, USD).

If one line contains several fields with the same format, the specification of the format must not be repeated. Points (.) are to be used as a decimal symbol.

**Alignment:** Texts are to be left-aligned, while figures are to be right-aligned.

Examples of information on formats:

Social security number (nnnn ddmmyy)    School entry (mm.yyyy)    Weight in kg    Amount in EUR (xxxx.xx)

### 4.1.3 Input field with several lines

**Display:** Fields for multiple-line input are displayed with a minimum of three lines. The beginning of such input fields depends on the layout of the form module (as a rule, at the first alignment line, in other cases at the left margin).

Figure 11a, b: Input field with several lines and without structure

### 4.1.4 Checkbox for consents/declarations

**Display:** The user has to check a box that, as a rule, is positioned at the first alignment line or, in the case of longer texts, at the left margin.

Figure 12: Utilisation of checkboxes

#### 4.1.5 Single selection from a list of values

**Display:** A list is provided for selection either as a drop-down list or a multi-line list with radio buttons directly in the form. The latter variant is only recommended for lists containing less than ten items.

For drop-down lists, a user prompt (e.g. → please select) or a default value has to be indicated. Long lists are to be structured by means of headings.

The figure shows three examples of single selection form elements:

- Example 1:** A form field titled "Preferred means of transport for Class A dangerous goods \* i". It contains five radio button options: "Lorry" (selected), "Railway", "Ship", "Others", and "Not specified".
- Example 2:** A form field titled "Means of transport \* i". It contains five radio button options: "Lorry" (selected), "Railway", "Ship", "Others", and "Not specified".
- Example 3:** A form field titled "Type of company \* i". It contains a dropdown menu with the text "-> Please select".

Figure 13a – c: Single selection

In lists provided with radio buttons, a default value and a zero option (e.g. "not specified") have to be offered.

If a list is not appropriate because of the great number of options, interactive help is offered for filling in (see 3.1.2).

#### 4.1.6 Multiple selection from a list of values

**Display:** The relevant items are selected by checking boxes or from a list of values.

If the text describing the items is short, the boxes are arranged horizontally — starting at the first alignment line. If the text is long, the boxes are to be positioned vertically, however only when there are a maximum of ten options. In the case of longer lists of values, two buttons (add, remove) are to be provided and the items selected are to be shown in a second list.

The designation of the list of values is indicated in a separate line above the checkboxes. This designation may be followed by the symbol "i" with a hyperlink to help information if this information applies to the entire list of values. If help information is provided for individual items, the symbol "i" is placed directly after the box.

If appropriate, it should be possible to provide clarifications (additional fields) on an item selected, in particular if the list includes the item "Others".

**Infrastructure of the approved establishment** \*i

Electricity from the public supply system

Generator

Water from the public drinking water supply system

Own well (approved by the authorities)

Connection to the public sewerage system

**Infrastructure** \*i

Electricity from the public supply system

Generator

Water from the public drinking water supply system

Own well (approved by the authorities)

Connection to the public sewerage system

**Infrastructure of the establishment**

Please select

Infrastructure available

Electricity from the public supply system  
Water from the public drinking water supply  
Own well (approved by the authorities)  
Connection to the public sewerage system

Add >

< Remove

Generator

**Sports practiced intensively before the age of 30 years** i

Cycling       Horseback riding       Skiing       Swimming

Windsurfing       Playing tennis       Hiking       Others

Figure 14a – d: Selection of relevant items

#### 4.1.7 Conditional input fields

For input fields linked by if-then relationships, the following static variants are provided with a view to avoiding frequent access to the server.

## Single selection and additional data

Input fields that only have to be filled in when a specific item is selected from a list are taken into account in the form's layout. If such a conditional field has to be filled in, it is marked by an asterisk (\*).

Diabetes \* 

If yes:                      Height in cm                       Weight in kg

\*) Yes, No, I do not know

Citizenship\* 

If "Other citizenship":

Country


Date of issue

\*) Austria, Hungary, ....., Switzerland, Other citizenship

Figure 15a, b: Single selection and additional data

## Multiple selection and additional data

If several items in a list with a maximum of ten items need to be supplemented by a few additional data, a static solution like the one shown in Figure 16 is to be provided. The arrow pointing to the supplementary fields is placed directly after the text of the checkbox and is made up of characters (-->).

Equipment of the establishment \*  (please also specify supplementary data for equipment available)

Heating -->                      Type of heating

Ventilation, air-conditioning

Liquid natural gas -->                      Total stock in m3

Toilets -->                      Number

None of the above

Figure 16: Multiple selection and additional data

For longer lists with several conditional data fields, conditional form modules are to be used.

## Mandatory selection

If at least **one** field out of several logically related data fields has to be filled in, this is usually indicated in an introductory text.

Figure 17 shows a form header with the text "Contact (at least one field has to be filled in)" and an information icon "i" on the right. Below the header are four input fields: "Phone 1", "Phone 2", "E-mail", and "Fax". The "E-mail" field has a mandatory selection icon "i" at its start.

Figure 17: Mandatory selection

## 4.2 Definition of form modules

Form modules allow for a clear structuring of the form's contents. Moreover, it is possible to define standard modules with recurring data, i.e. with the same designations and data formats (length, type). Such basic data that frequently occur in e-forms are described in detail in the document "**Standarddaten für E-Formulare**" (**sg-stdat**).

### 4.2.1 Module names

Each form module has a unique name taken from the terminology of the relevant subject matter (e.g. building applicant or holder of the business license instead of applicant). This name is aligned at the left margin and may have a background in a colour in line with the corporate design of the authority issuing the form. If help is provided on how to fill in an entire form module, this is pointed out by the symbol "**i**" at the right margin of the heading line.

Figure 18 shows two examples of form module headers. The first is "Managing director" with a teal background and an information icon "i" on the right. The second is "Managing director" with a yellow background and an information icon "i" on the right.

Figure 18: Name of the form module ("i" is optional)

### 4.2.2 Structure of modules

Form modules have a uniform light grey background and, if the grey shade is 15% or higher, a frame is not required. On principle, input fields (write fields) are white (see example in the Annex).

For the sake of clarity, only one or two data elements are displayed per line. In the case of addresses and checkboxes with short texts, up to four logically related data elements are still acceptable per line.

The data elements are to be orientated to **alignment lines** that have the same position throughout the form (at least the first alignment line). The relative distance between the left margin and the first alignment line is 25% +/- 5%. To the right and left of the form module, empty space with a width of 10 to 15 px is to be provided.

Figure 19: Layout of form modules

To ensure the correct display of forms in case of changes in scale, all sizes and positions of form elements are specified in relative units (e.g. % or "em").

With a view to on-screen display, the number of form elements placed next to each other is to be selected in such a way that horizontal **scrolling** is avoided as far as possible.

If the user must **not input** data in a specific field (for example, because the data come from another source, such as the citizen card or from specialised applications, and are only displayed), the field's background has a lighter shade of grey than the module. These read-only fields cannot be edited.

To save space, modules may be summarised; for the sake of clarity, they should be visually separated by a line (see Annex).

Groups of data may be provided with headings.

### 4.2.3 Leading texts

Leading texts of fields:

- are right-aligned and come before the user instructions on data types,
- may also be placed above the input fields in order to avoid line feeds (user instructions are placed after the leading text in this case, too),
- are arranged in such a way that a screen reader can read the entire leading text before the input field,
- are not worded as a request (e.g. please input ...) nor as a question (e.g. which sports do you practise?) with a view to the review and final page,
- should not contain any abbreviations that are not generally understood, and
- do not end with a colon.

If a line contains two or more input fields, the distance between the end of the first field and the start of the leading text for the second field has to be four times as big as the distance between the leading text and the related input field (see Figure 19).

In lists with checkboxes or radio buttons, the name of the list is placed before the first item of the list. The texts describing the items of the list follow directly after the checkboxes or radio buttons.

### 4.2.4 User instructions: form and position

Between the leading text and the data element, two fields with a width of 3 em are provided to point to help information on the data element and to errors. The following characters or graphic elements are used as symbols:





Type of information	Position	Description of the symbol Font: Times New Roman
Mandatory field		2-3p bigger than the leading text, bold
Help on how to fill in the form		2-3p bigger than the leading text, bold, green with R=B=0, G=around 90
No user instructions		
Information on errors or incorrect data always in the first field		2-3p bigger than the leading text, bold, red with R=250, G=B=0

Table 4: Symbols for user instructions

## 4.3 Tables

Tables are made up of rows and columns. When the number of columns is defined, consideration has to be given to on-screen display and the printing of the review and last page. Hence, larger tables have to be split up appropriately.

Tables are presented in separate modules:

- The name of the module (i.e. the title of the table) may be complemented by information on how to fill in the table.
- The cells may be populated by the system with read-only text or figures, filled in by the user or calculated automatically. The data can be left-aligned, centred or right-aligned.
- For spreadsheets, the mathematical operations to be offered should as a minimum include the calculation of horizontal and vertical sums across columns and rows.
- Rows and columns may be added dynamically. The following layout is to be used for tables in which the number of rows and columns can be modified.

Calculation of the project to be supported (amounts in a whole number of EUR)					
Type of income	Plan for the 1 <sup>st</sup> half-year	Plan for the 2 <sup>nd</sup> half-year	Plan Total	Comment	Row selection
Tickets	<input type="text" value="17,000"/>	<input type="text" value="16,000"/>	<input type="text" value="33,000"/>	<input type="text"/>	<input type="checkbox"/>
Sales	<input type="text" value="700"/>	<input type="text" value="1,000"/>	<input type="text" value="1,700"/>	<input type="text"/>	<input type="checkbox"/>
Own funds	<input type="text" value="15,000"/>	<input type="text" value="9,000"/>	<input type="text" value="24,000"/>	<input type="text"/>	<input type="checkbox"/>
Sponsoring	<input type="text" value="1,000"/>	<input type="text"/>	<input type="text" value="1,000"/>	<input type="text" value="From umbrella organisation"/>	<input type="checkbox"/>
Advertising	<input type="text" value="2,000"/>	<input type="text" value="2,000"/>	<input type="text" value="4,000"/>	<input type="text" value="Poster campaign"/>	<input type="checkbox"/>
Rental income	<input type="text" value="1,000"/>	<input type="text" value="7,000"/>	<input type="text" value="8,000"/>	<input type="text"/>	<input type="checkbox"/>
Others	<input type="text" value="1,000"/>	<input type="text" value="1,000"/>	<input type="text" value="2,000"/>	<input type="text"/>	<input type="checkbox"/>
Totals	<input type="text" value="37,700"/>	<input type="text" value="36,000"/>	<input type="text" value="73,700"/>		

Development of annual income (amounts in whole numbers of EUR)					
Type of income	2003	2004	2005	2006	Average 2003 - 2005
Tickets	<input type="text" value="33,000"/>	<input type="text" value="37,000"/>	<input type="text" value="37,400"/>	<input type="text"/>	<input type="text" value="35,800"/>
Sales	<input type="text" value="1,700"/>	<input type="text" value="2,400"/>	<input type="text" value="2,700"/>	<input type="text"/>	<input type="text" value="2,267"/>
Own funds	<input type="text" value="24,000"/>	<input type="text" value="24,000"/>	<input type="text" value="25,000"/>	<input type="text"/>	<input type="text" value="24,333"/>
Sponsoring	<input type="text" value="1,000"/>	<input type="text" value="1,700"/>	<input type="text" value="1,700"/>	<input type="text"/>	<input type="text" value="1,467"/>
Advertising	<input type="text" value="4,000"/>	<input type="text" value="3,000"/>	<input type="text" value="3,500"/>	<input type="text"/>	<input type="text" value="3,500"/>
Others	<input type="text" value="8,000"/>	<input type="text" value="1,700"/>	<input type="text" value="5,000"/>	<input type="text"/>	<input type="text" value="4,900"/>
Totals	<input type="text" value="71,700"/>	<input type="text" value="69,800"/>	<input type="text" value="75,300"/>	<input type="text" value="0"/>	<input type="text" value="72,267"/>

Figure 20a, b: Tables with a variable number of rows and columns

## 4.4 Dynamic elements

### 4.4.1 Repetition of input fields

When a form module contains an input field that the user should be able to fill in  $n$  times, this can be implemented by:

- $n$ -fold repetition of the input field in the layout of the form module if  $n$  is a definite number, or
- dynamic replication if  $n$  is an indefinite number.

Input fields of a form module can be replicated by clicking on a button whose text varies as a function of the context ("Add another ..."). This button has to be placed close to the fields to be replicated.

The repeatable data fields are separated by two lines from the rest of the form module.

**Initial display**

xxxxxxxxxxxxx

xxxxxxxxxxxxx

---

**Application for a parking place for the following motor vehicle:**

**Vehicle registration number**

Vehicle

---

xxxxxxxxxxxxx

**Display after the input of three registration numbers**

xxxxxxxxxxxxx

xxxxxxxxxxxxx

---

**Application for parking places for the following motor vehicles:**

**Vehicle registration numbers**

Vehicle

Vehicle

Vehicle

---

xxxxxxxxxxxxx

Figure 21: Repetition of a single input field

#### 4.4.2 Repetition of form modules

Form modules make it possible to build forms in a dynamic way in line with the needs of the applicants so that they only see those parts of the form that have to be completed in their concrete case. Key selection criteria in this context are the role of the applicant (e.g. natural or legal person, authorised representative), content-related criteria (e.g. reasons for exclusion from submitting an application) and organisational criteria (e.g. identification with or without citizen card). For further details on selection criteria, see the document "Online-Dialoge" (sg-od).

If an entire module is required several times (e.g. for inputting the names and addresses of abutters in the case of a construction project), a centred button for adding another module is to be provided at the end of the module — outside the input area. When the user clicks on this button the entire module is replicated (excluding the module's name) plus a "delete" function in an additional line at the bottom of the module. Optionally, a function may be provided before the button where the user can specify the number of modules to be added.

**Initial display**

**Name of the form module**

Module

Add another module

**Display after the input of three modules**

**Name of the form module**

Module Delete

Module Delete

Module Delete

Add another module

Figure 22: Replication of a form module

## 4.5 Enclosures

Documents to be attached to a form should be summarised in a module. For each individual document, it must be possible to define the way in which it has to be transferred to the authority in advance or to let the user select the mode of submission. The enclosure module may be displayed on a separate page of the form or within the relevant context of the form. A special page should be provided for actually uploading the relevant file(s).

**Standard enclosures:** The display includes a consecutive enclosure number, the description of the enclosure (pre-defined by the authority), a field for user comments, a menu for selecting the mode of submission and a button for attaching an electronic file. The menu for selecting the mode of submission offers the following options:

- The document is attached in electronic form ([information and help](#)).
- The document is supplied later on (as a hardcopy by mail or personal delivery).
- The document is accessible in the standard [document register](#) and need not be submitted.
- No document is submitted because ... (reason to be stated).

The screenshot displays the 'Enclosures' module with three entries. Each entry includes a 'Number' field, a 'Description' field, a 'Comment' text area, a 'Mode of submission' dropdown menu (set to '--> Please select'), a 'File name' text input, and an 'Add attachment' button. The first entry has a description: 'Evidence of residence it *outside* Austria'. The second entry has a description: 'Extract from the judicial records of the previous country of residence — only if residing for less then five years in Austria'. The third entry has empty fields for description and comment. Below the third entry is a button labeled 'Add another enclosure'.

Figure 23: Enclosure module

The third case is optional. If it is offered, the user has to explicitly authorise the authority to access the register even before the enclosure module is opened.

**User-specified enclosures:** If a form has to allow for the addition of user-specified enclosures, a standard enclosure block is provided with the next higher consecutive number where the user can enter the description of the enclosure. A function has to be provided permitting the user to delete such enclosures.

## 5 Graphic elements

On principle, all the formatting parameters are defined in a style sheet separated from the contents so that they can be specified and modified easily. Contents and functions also have to be correctly interpreted and used without the style sheet.

**Form margin:** When the form is displayed on screen, the entire width has to be used for the form apart from a narrow margin on both sides.

### 5.1 Font

A separate style sheet has to contain the following specifications with regard to fonts:

- In general for all texts: Upper and lower case letters
- Font families: sans-serif fonts (e.g. Arial, Helvetica)
- Input fields: no variable-width fonts but monospaced fonts in cases where tabulated input is absolutely required.
- In line with the WAI guidelines, the logical tags <h1> to <h6> are to be used for headings. As a rule, the text is shown in boldface.

To ensure that the text is scalable in all browsers, the size should be defined in relative units (e.g. em). The minimum sizes indicated in Table 5 apply to e-forms.

<b>Form title</b>	1.2 em, bold
<b>Name of form modules</b>	1.0 em, bold
Running text, explanations, instructions	1.0 em, normal
<b>Instructions on how to complete the form, information in the module name</b>	0.7 em, bold
Leading texts, footnotes, form identifier, page number, additional information complementing the name of form modules	0.7 em, normal

Table 5: Font sizes

## 5.2 Lines

If lines are not displayed in accordance with the browser functionality, e.g. for frames around input fields with a background colour, their thickness is 1 px. For further recommendations, see Clause 8.4 of ÖNORM A 1021.

## 5.3 Colours

Colours are documented as follows in a separate style sheet:

- Form background: white
- Background for the name of form modules: freely selectable
- Background of form modules: light grey, #EEEEEE
- Background of embedded data fields: white
- Background of read-only fields: lighter than the background of the form module, #F6F6F6
- Error messages: red, #FF0000 (R=255, G=B=0)
- Text: black

## 6 Glossary

The following terms used in the present document and their definitions will be taken over into a **glossary of e-government terms** as soon as it becomes generally available.

<b>ALT text</b>	Text field automatically displayed by the browser when the cursor is placed on a sensitive field.
<b>Browser</b>	Software for displaying and interacting with information on the World Wide Web.
<b>Button</b>	Control element allowing the user to trigger an event
<b>Drop-down list</b>	List of valid values belonging to an input field that can be opened for selecting the relevant value
<b>HTML</b>	HyperText Markup Language: set of symbols or codes that are inserted into a file so that it can be displayed by a browser
<b>Hyperlink</b>	Reference or navigation element
<b>Style sheet (CSS)</b>	Cascading Style Sheet: documentation of formatting instructions for forms that is separated from the contents of the forms and makes it possible to modify formats (fonts, font sizes, etc.) easily and quickly.
<b>WAI</b>	Web Accessibility Initiative ( <a href="http://www.w3.org/WAI/">www.w3.org/WAI/</a> )
<b>XML</b>	eXtensible Markup Language: flexible notation for preparing information in standardised formats and make the formatted information available on the World Wide Web.
<b>ZMR</b>	Zentrales Melderegister: Central Residence Register managed by the Federal Ministry of the Interior in Austria

## Annex: Examples of forms

By systematically implementing the recommendations made in the present Style Guide, recurring parts of forms can be standardised. This applies both to the layout and to the description of the individual data elements (name, data type, field length, etc.). For further information on these aspects, see the documents "**Standarddaten für E-Formulare**" (**sg-stdat**) and "**Standard-Formularbausteine**" (**sg-stfb**).

**Example 1: Standard modules**

Applicant — personal data			
Surname *	<input type="text"/>	Acad. degree	<input type="text"/>
Given name *	<input type="text"/>	Sex *	<input type="text"/>
Place of birth	<input type="text"/>	Date of birth *	<input type="text"/>
Name at birth	<input type="text"/>	Marital status *	<input type="text"/>
Citizenship	<input type="text"/>		
Occupation	<input type="text"/>		

Standard module with the most frequent data on natural persons

Address — in Austria			
Street *	<input type="text"/>		
House no.	<input type="text"/>	to	<input type="text"/>
		Staircase	<input type="text"/>
		Door no.	<input type="text"/>
Postal code *	<input type="text"/>	City*	<input type="text"/>

Standard module for addresses in Austria

Contact (at least one field has to be filled in)			
Phone 1	<input type="text"/>	Fax	<input type="text"/>
Phone 2	<input type="text"/>		
E-mail	<input type="text"/>		

Standard module for contact data

Applicant			
Surname *	<input type="text"/>	Acad. degree	<input type="text"/>
Given name *	<input type="text"/>	Sex *	<input type="text"/>
Date of birth *	<input type="text"/>		
<b>Contact</b>			
Phone 1	<input type="text"/>	Phone 2	<input type="text"/>

Combination of two standard modules

## Example 2

The following form is not an example taken from the practice, only the terms used come from various forms. It is to give an overall impression of the application of the present Style Guide. A key factor for ensuring an attractive layout is the positioning of the data fields at alignment lines, at least at the first harmonised alignment line. With regard to the form's contents, the example tries to present as many possible solutions as possible for practical implementation.

Administrative District Authority of District X  
Main Street 2  
1234 City X

**E-Government**

Administrative District Authority

### Colour design registration

This form serves for registering colour designs. For notifiable colour designs as well as further general information on this subject — in particular on the legal basis, requirements as well as documents to be provided —, please see "Information on the procedure/form".

Please note
Information on the procedure/form
\* Field has to be filled in
i Help on completing the form
! Error information

**The application is submitted by ...**

Application submitted by\*

Authorised representative  Not appointed  Appointed

**Applicant**

Surname\*  Acad. degree

Given name\*  Sex\*

Place of birth  Date of birth\*

Citizenship   Structured input field

**Address — in Austria or abroad**

Street\*

House no.  to  Staircase  Door no.

Postal code\*  City\*

Country

**Contact (at least one field has to be filled in)** i

Phone 1  Fax

Phone 2

E-mail

**Applicant**

Name/designation\*

Commercial register no.  Legal form

Additional modules for address and contacts

Single selection from a list (4.1.5) →

Natural person →

Input fields without structure (3.5.3)

Single selection from an external list (interactive help - 3.1.2)

Information on mandatory input (4.1.7)

Applicant: legal person →

**Part 2 →**

## Example 2 (continued)

**Registration**

Conditional input field with radio button →  **The following notifiable colour design is registered**

With supplementary data → Type

Further details

**The following free colour design is registered**

Description

---

**Examples for other types of data**

The following colour designs already exist:

pink 1       turquoise blue 4       bahama 7

yellow 1       ochre 6       blue 99

gold 3       pink 11

Mandatory selection for consents or declarations (4.1.4) → **Ausschluss**  I declare that there are no reasons for excluding this colour design under [Art. 13 of the Colour Act 1901](#).

Instead of declaring that a colour ban under Art. 13 of the Colour Act 1901 does not exist, I enclose exemption decrees. Additionally, I declare that there are not any further reasons for excluding the colour design.

**Comment (optional)**

Input field with several lines →

---

**Enclosures**

Enclosures 1 and 2: mandatory documents

Number 1

Description Evidence of residence if *outside* Austria

Comment

Mode of submission

File name

Number 2

Description Extract from the judicial records of the previous country of residence — only if residing for less than five years in Austria

Comment

Mode of submission

File name

Optional: user-specified enclosure(s) (with repetition)

Number 3

Description

Comment

Mode of submission

File name

1<sup>st</sup> alignment line → Further alignment lines (only for this form) →

**Example 3:  
Last page of the form  
shown in Example 2**

## Colour design registration

Last page

*E-Government*

*Municipality X*

Your application was successfully transferred to the recipient shown below and given the registration number indicated. Please specify this registration number whenever you contact the authority on this matter. At the bottom of this page, you will find buttons allowing you to save and print this form.

**Please note:**  
Registration only becomes effective when all the documents and certificates required are provided to the authority.

**Acknowledgement of receipt**

Registration number	2006-120358
Date and time	10.04.2006 at 15:14:45 o'clock

Further data, e.g. on the signature or certificate check in accordance with the document "Online-Dialog" (sg-od).

**Your data**

Recipient	Administrative District Authority of District Y Main Street 2 1234 Municipality X
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**The application is submitted by ...**

Application submitted by	an individual person or sole trader
Authorised representative	Not appointed

**Applicant**

Surname	Müller
Acad. degree	Dipl. Ing.
Given name	Peter-Michael
Sex	male
Place of birth	Graz
Date of birth	02.05.1985
Citizenship	Austria

**Address**

Street, number	Stefansweg 23/17
Postal code, city	8020 Graz

**Contact** (at least one field has to be filled in)

Phone 1	0316 642989
E-mail	pm.mueller@xxx.at

**Registration**

**The following free colour design is registered**

Description	Black and white with scattered pink squares
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**Examples for other types of data**

**The following colour designs already exist**

	turquoise blue 4
	ochre 6

**Exclusion**

**Instead of declaring that a colour ban under Art. 13 of the Colour Act 1901 does not exist, I enclose exemption decrees. Additionally, I declare that there are not any further reasons for excluding the colour design.**

**Enclosures**

	No. 1	Evidence of residence if outside Austria
Mode of submission		<b>None, the place of residence is in Austria</b>
No. 2		
		Extract from the judicial records of the previous country of residence — only if residing for less than five years in Austria
Mode of submission		<b>Enclosure is attached in electronic form</b>
File name		xxxxxxxxxxxx
No. 3		
		<b>Exemption orders</b>
Comment		<b>Sample text</b>
Mode of submission		<b>Enclosure is attached in electronic form</b>
File name		xxxxxxxxxxxx

**End of data** ↑ Help

Save	Show PDF	Exit
------	----------	------

Single selection from a list (4.1.5) →

Input fields in individual lines (3.5.3) →

Structured input field without related information →

Summarised data (3.5.3) →

Mandatory input (4.1.7) →

Conditional input field  
Single selection with additional data (4.1.7) →

Multiple selection from a list (4.1.7) →

Mandatory selection for consents or declarations (4.1.4) →

Implementation of the enclosure module (4.5) →

Enclosures 1 and 2: mandatory documents →

Enclosure 3: User-specified enclosure →

Optional: concluding line with information on the function of the buttons →