

Project 4

Neuro Tax

Ling & Diana

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Neuro Tax

A calm, step-by-step tax experience that reduces overwhelm and helps neurodivergent adults file with confidence.

Pain points

Overwhelm from long, jargon-heavy forms

→ people stop midway.

Time pressure + rigid sessions/time-outs

→ loss of focus, frustration.

Unclear progress

→ “Where am I?
How much is left?”

Fear of mistakes

→ anxiety, avoidance, late filing, missed refunds.

Values

Clarity

one clear task
at a time, plain
language.

Control

pause anytime, keep
your progress, no
surprises.

Calmness

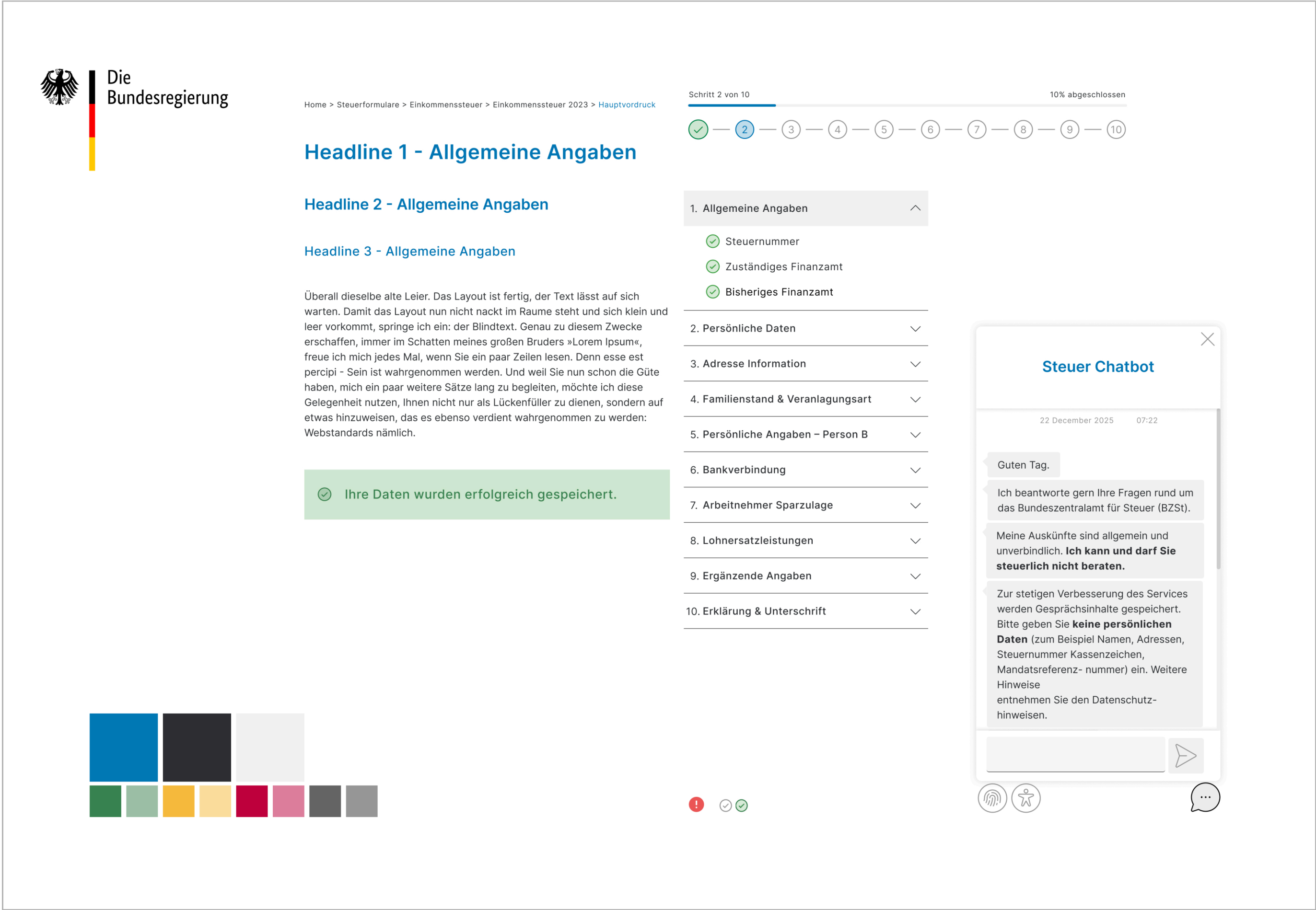
low-stress design,
gentle feedback
instead of alarms.

Confidence

guidance + support so
users feel safe to
continue.

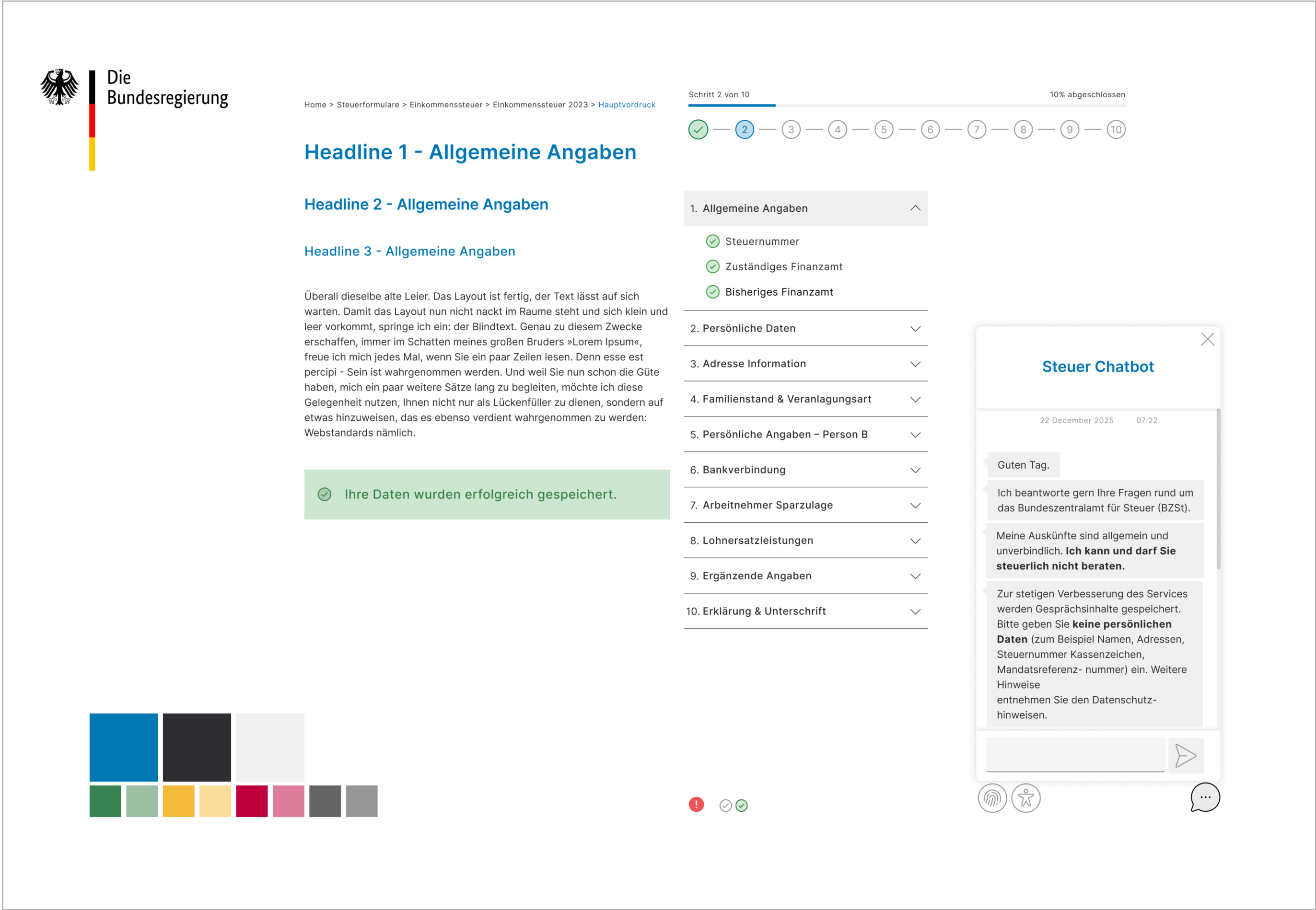
UI decisions

Reduce cognitive load
break complex forms
into smaller steps.



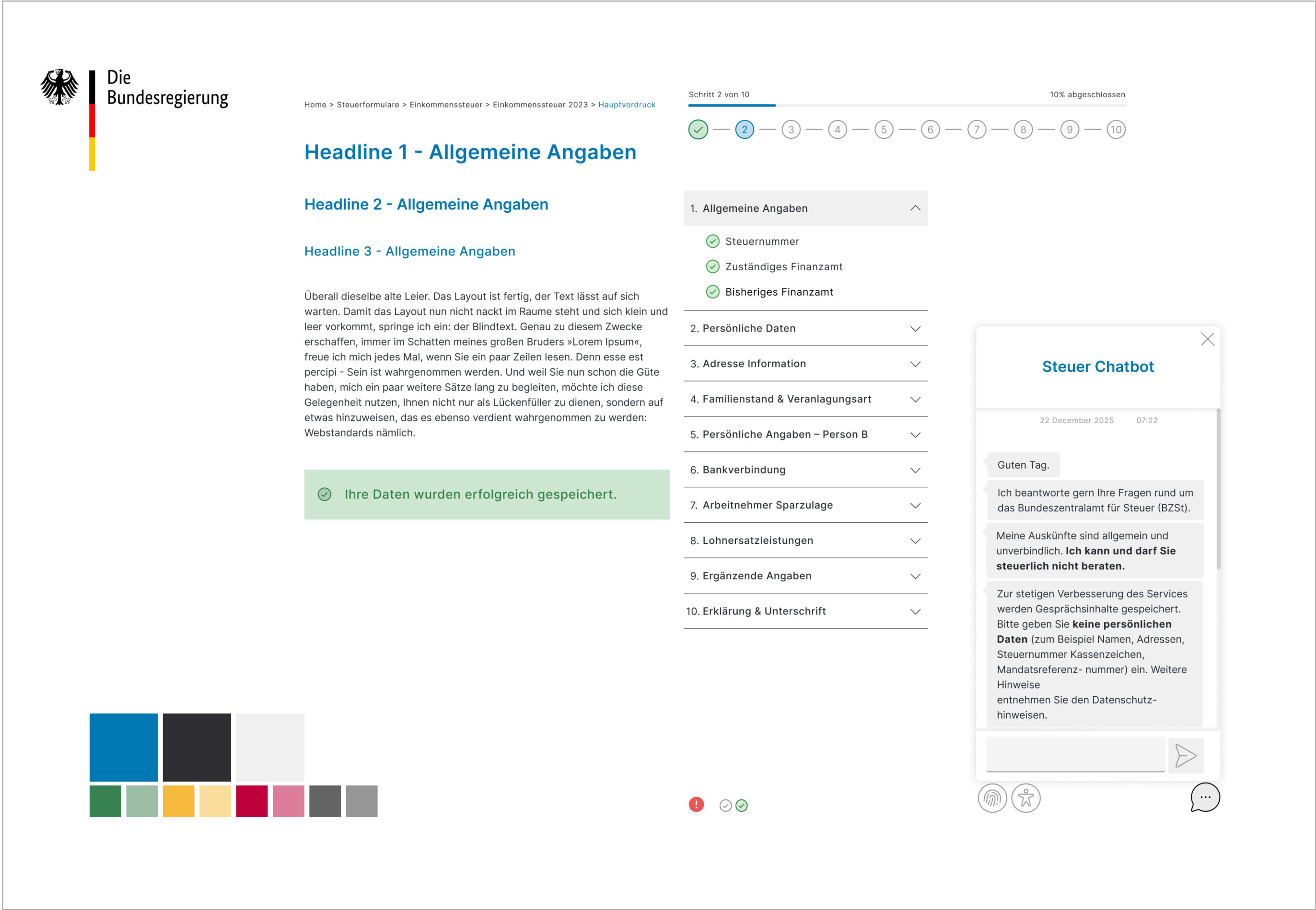
UI decisions

Increase predictability
always show where you
are and what’s next.



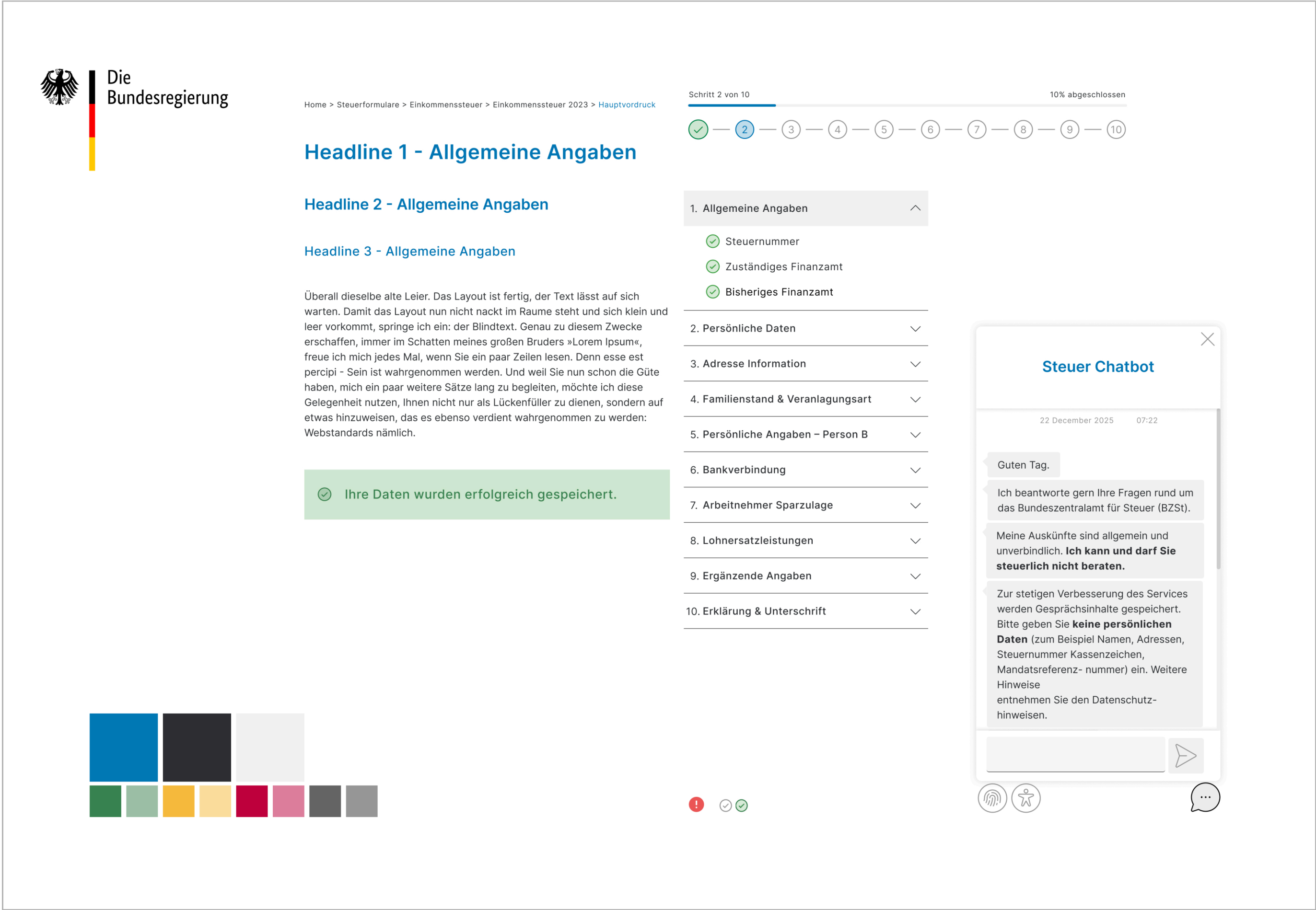
UI decisions

Support without pressure
help is available, but never
forced or intrusive.



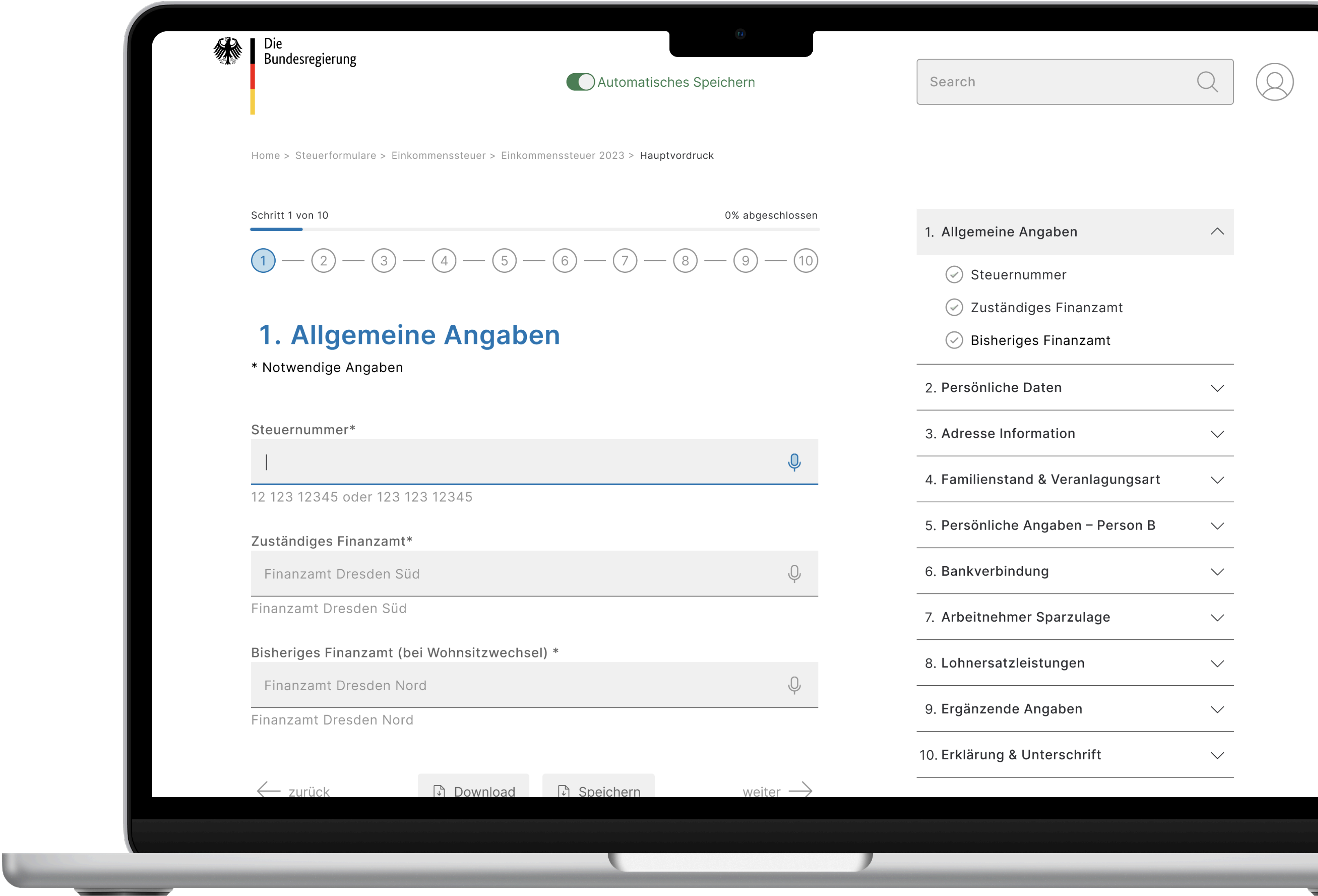
UI decisions

Prevent “reset panic”
progress is saved
automatically, no fear
of losing work



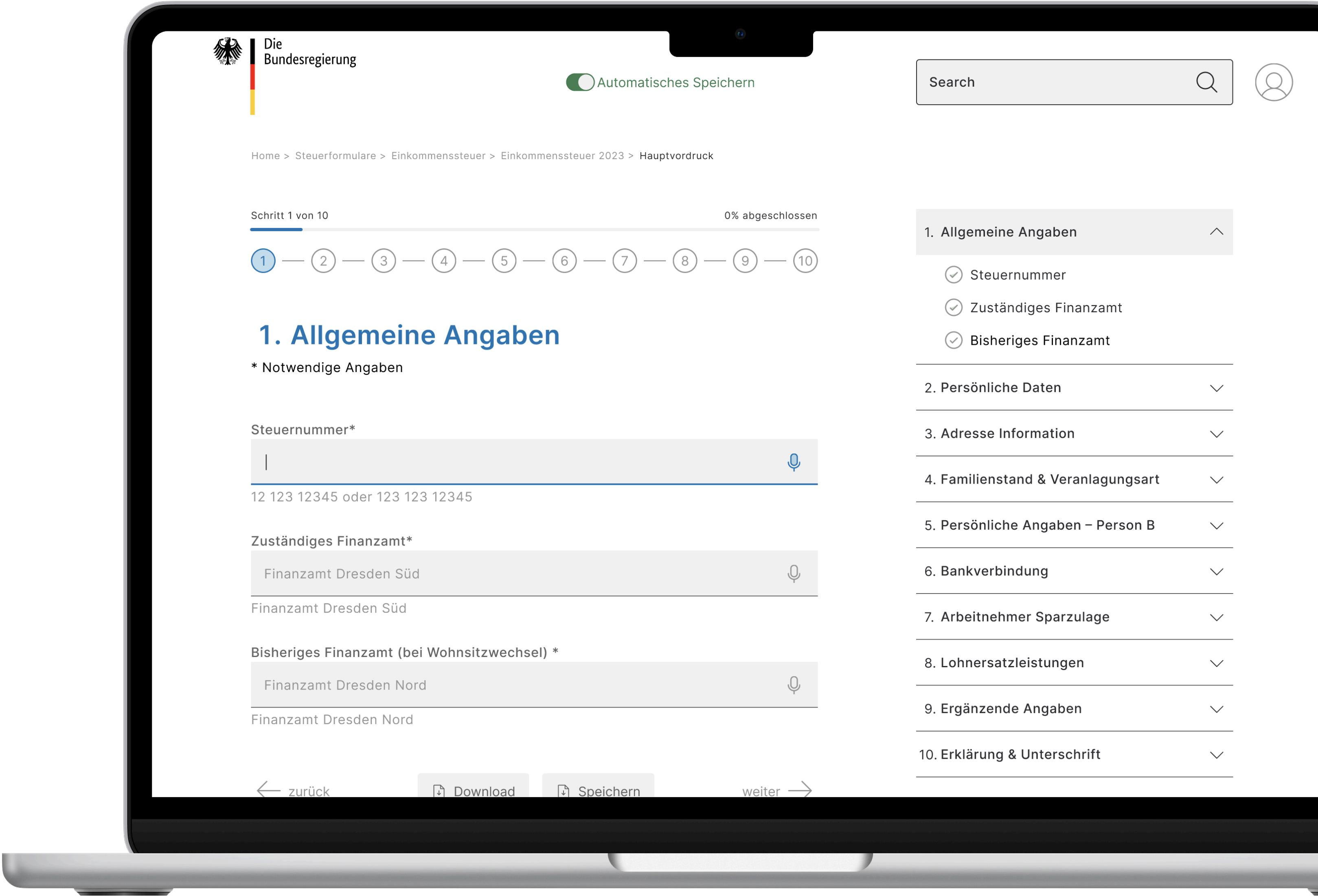
Features overview

Automatic saving
removes fear of
losing progress.



Features overview

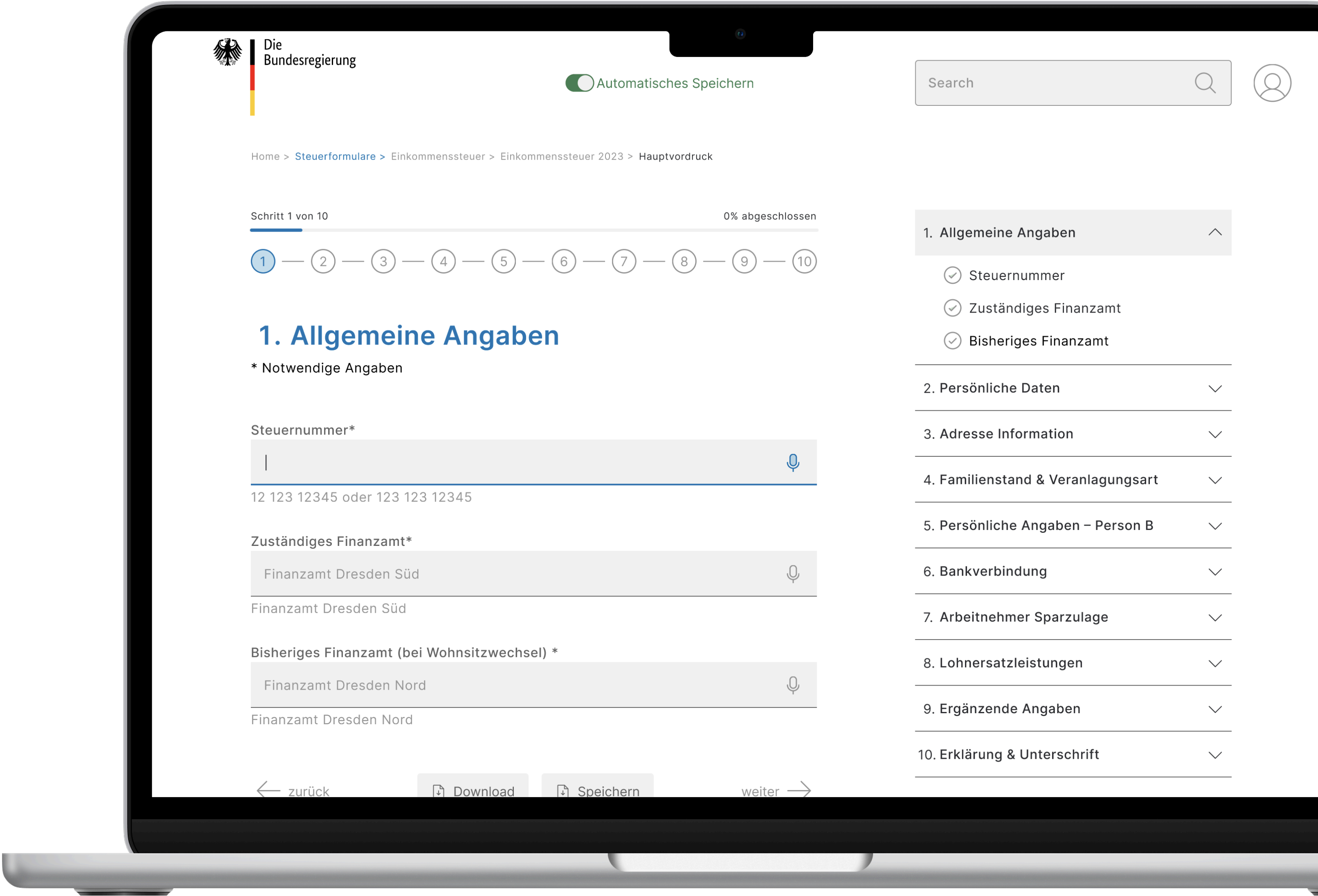
Search bar
jump directly to
the field you need.



Features overview

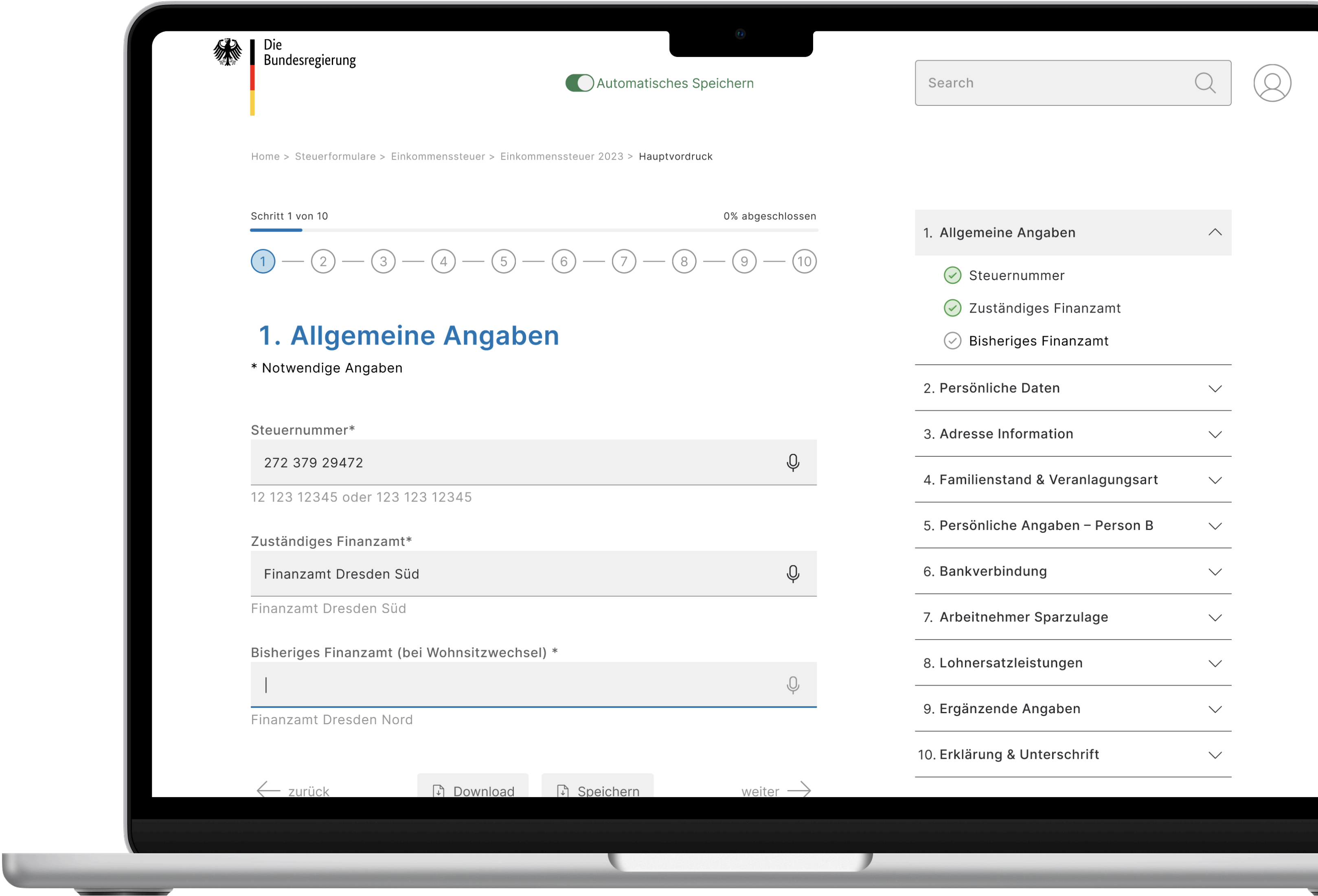
Breadcrumb

shows location and helps users orient instantly.



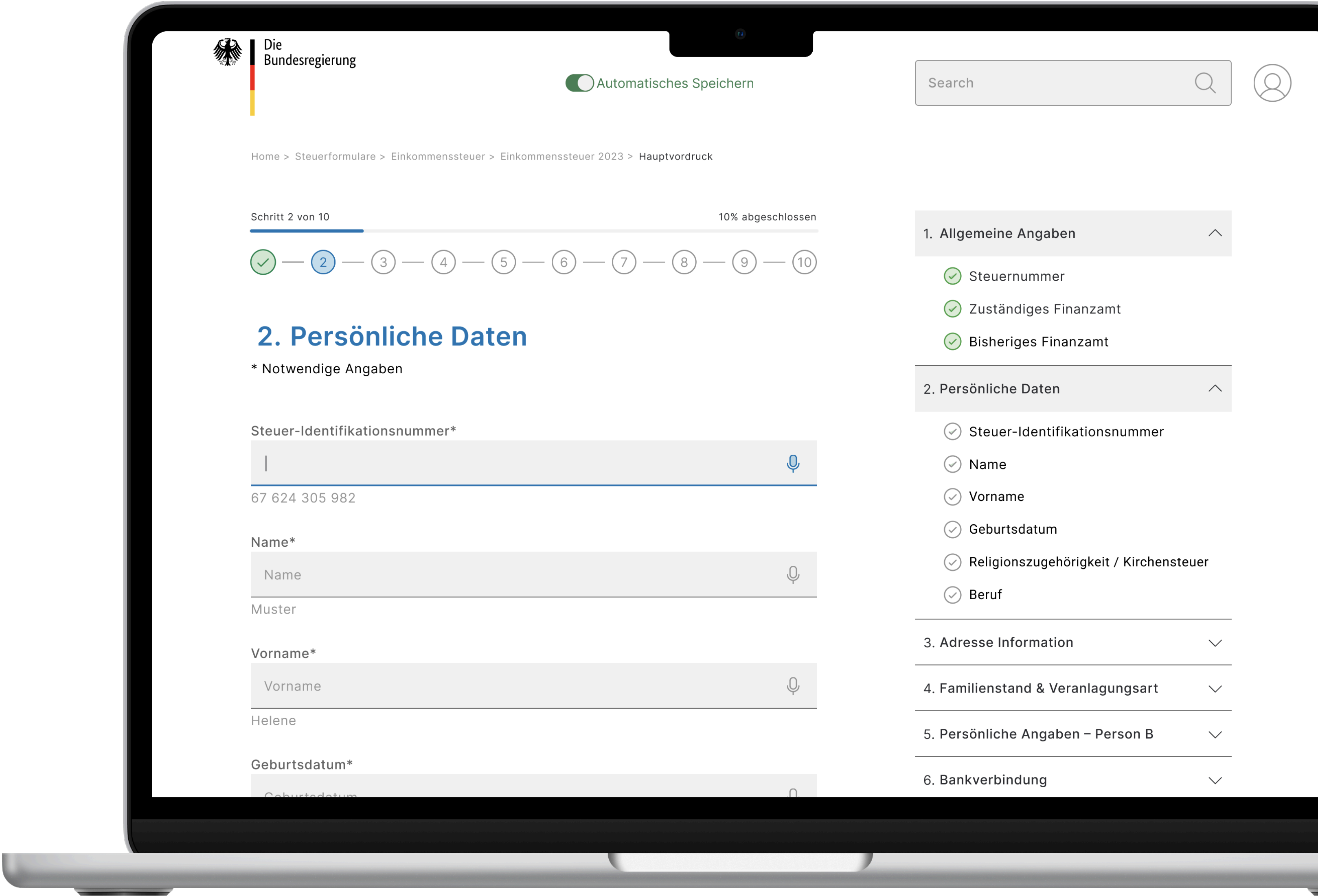
Features overview

Step manager
clear step-by-step
structure; easy to
continue later.



Features overview

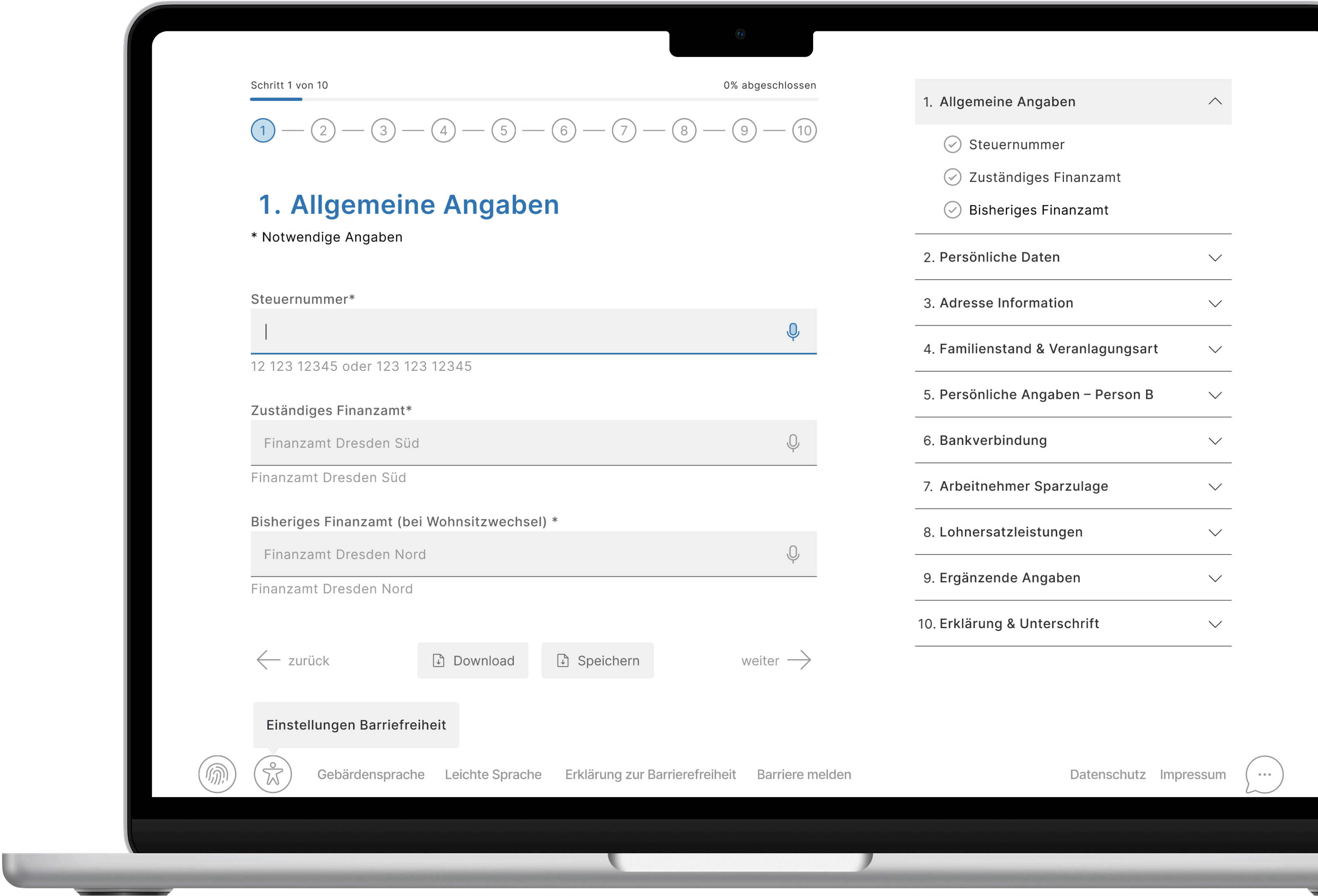
Progress bar
makes effort visible and
reduces uncertainty.



Features overview

Tooltips

instant explanations
in plain language, right
where you need them.



Features overview

Chatbot

supportive help
for questions — without
shame or confusion.

