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# PROMPT ENGINEERING AND GENERATIVE AI CONTENT

## ITERATIVE OUTPUT FROM CLAUDE AI

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## Executive Summary

For this report, I examined Claude 3.5, a large language model developed by Anthropic, to examine the process of prompt engineering. Claude is known for its conversational style, and I used a series of prompts to explain how to improve some help center content for resetting a password for online banking. I took it through five iterations and enhanced the content quality in terms of overall structure, tone, visual appeal, and clarity.

Through this process, I demonstrated the value of prompt engineering in technical communication and content creation. With adjustments to my prompts, I was able to guide Claude 3.5 to create content that aligns with best practices of technical communication. This highlights the potential for AI tools like Claude to support technical communicators in efficiently creating high-quality content focused on audience needs.



## Introduction

Claude is a group of large language models created by Anthropic and released in 2021. The newest version, Claude 3.5, was released in June 2024. According to an Anthropic news release published on the website, this version introduced Artifacts that enable Claude to create snippets of code, text documents, and website designs.

Prompt engineering is giving instructions that generative AI tools can understand to help refine the output generated by the tool. The user plays a crucial role in this process, as they provide the prompt, a natural language text that describes a task for the tool to perform, usually generating content output. The user can change descriptions, give examples, or use parameters to guide the tool in developing the desired output.

Prompt engineering facilitates the exchange of information between the writer and the audience by enhancing the writer's ability to produce clear, concise, and actionable information. Technical writers must develop skills to use generative AI to deliver clear, concise, audience-centric, and actionable content. Generative AI improves efficiency and saves time, significantly boosting writers' productivity and helping them work more efficiently.

I used a series of prompts to guide Claude 3.5 in producing and refining help content. I adjusted the language, specificity, and instructions of each prompt to explore the capabilities of this tool. Each iteration helped me learn how to harness the power of AI to optimize the generation of content and maximize overall efficiency



## Method

I previously generated generative AI content for my report ***Generative AI: A Comparative Analysis of Content Generated by AI Prompts***. From that content, I chose the help page content created by Claude 3.5. This help page content can be found in [Appendix A](#).

Then, I put the original content through a series of five different prompts to refine the output. These are the refinements that I used for my prompt engineering:

- Context and background ([Appendix B](#))
- Format and structure ([Appendix C](#))
- Tone or style ([Appendix D](#))
- Visual enhancement ([Appendix E](#))
- Conciseness ([Appendix F](#))

After producing the revised version, I analyzed it to determine whether it met my expectations. I looked for accuracy, patterns or biases, fulfillment of the goal, and AI “hallucinations,” which are content produced without facts. I even allowed Claude to self-evaluate its output.

Based on these observations, I refined the next prompt each time to achieve the result after five iterations.

## Analysis and Discussion

[CNET](#) has declared Claude “the most conversational AI engine.” I agree with that assessment because it answers prompts in an easy-to-understand and human-like way.

In my previous report, *Generative AI: A Comparative Analysis of Content Generated by AI Prompts*, I settled on Claude being the best of the three generative AI tools I examined. Therefore, I chose its best prompt to undergo further prompt engineering for this report.

The [original version](#)

The [first version](#), revising for context and background, was quite lengthy even though it was truncated by some placeholders like “[Continue with the original steps 1-8]”. It added context and background with information like, “In today's digital age, online banking has become an integral part of our financial lives.” While this information is accurate, it isn’t helpful for quickly finding out how to reset your online banking password.

Next, I asked Claude to revise for formatting and structure and add back in the parts that were replaced with placeholder text. I wanted to see if it could reorganize the information to make it easier to find, even with the extra context. It produced this [second version](#) of the prompt.

- Step 5: Complete the Verification**

  - For email or SMS:
    1. Check your email or phone for the verification code.
    2. Enter the code on the website.
    3. Tap "Verify".
  - For security questions:
    1. Answer the displayed security questions.
    2. Tap "Submit".

The new version was still lengthy, but the organization was much cleaner. The numbered steps and bullet points make it much easier for users to locate and follow the information.

To continue focusing on the users, I wanted to improve the voice and tone of the content. Therefore, I prompted Claude to revise for a more straightforward, user-centric, and empathetic tone. This gave me the [third version](#) of the help center content for resetting an online banking password.

This version gave a user-centric, empathetic tone to the help content. Sentences like, “We know it's frustrating when you can't access your account. Don't worry – we'll walk you through resetting your password quickly and safely,” reassure users that they are in good hands with this guidance.

Until now, Claude’s content output has been bland and unappealing. That led me to the fourth prompt, which produced the [fourth version](#), revising for visual enhancement. This iteration gave me my first look at the Artifacts feature of Claude 3.5 Sonnet. This feature creates standalone content, such as webpages, that you might want to refer to or copy to use elsewhere.

### Forgot Your SecureBank Password? We've Got You Covered

We know it's frustrating when you can't access your account. Don't worry – we'll walk you through resetting your password quickly and safely.

#### Why Your Password Matters

Your password protects your money and personal info. We take that seriously, and we know you do too. That's why we've made our reset process both simple and secure.

#### Before You Start

Make sure you're somewhere private with a secure internet connection. Have your User ID handy, and make sure you can access your email or phone for verification.

#### Here's How to Reset Your Password:

Claude gave me a list of the enhancements that it applied to the content and a sample website. I was able to view this webpage to analyze the content. In this version, Claude left out some of the steps that were present in previous versions. However, the visual enhancements made the content easier to read by breaking it up and adding color. While there is still more text than desired, it takes advantage of white space to keep from overwhelming the user with words.

For the last revision, I asked Claude to make it more concise, break it into digestible sections, and ensure the information flows well. That produced the [fifth and final version](#). Claude explained how it streamlined the information, “Removed the lengthy explanation about password importance, focusing instead on getting the user started quickly.” It also explained how it improved the help content flow: “The guide now follows a logical sequence: preparation, action steps, best practices, follow-up actions, and support options.”

At the end of this process, Claude implemented my requests to refine the help content and produced a mock-up of the webpage and its potential appearance.



## Conclusion

My experience with Claude 3.5 shows excellent potential for prompt engineering in revising AI-generated content. Strategic prompts assist in transforming initial outputs into polished, user-centric content. Claude’s ability to adapt based on detailed instructions is impressive, especially its ability to streamline lengthy information into a more digestible and engaging presentation.

Each iteration of prompt engineering revealed the strengths and shortcomings of generative AI in technical communication. The few versions were functional but bland and visually unappealing. However, specific prompts helped create a more empathetic, visually enhanced, concise end product. Claude’s Artifacts feature is a new layer of functionality that adds a depth that was not available before.

By guiding the AI with carefully crafted instructions, I achieved a final product that is clear, concise, and tailored to the user experience—critical attributes of effective technical writing. When I asked [Claude](#), it seemed to agree:

“Overall, i believe i successfully fulfilled your requests, with each version building upon the previous one to create a progressively better user guide. The final version, in particular, seems to meet all the criteria you specified: it's clear, concise, well-structured, visually appealing, and user-friendly”

## Appendix A: Original Claude Prompt Output



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**Prompt:** This is the original version of help content output you created from a prompt. We are going to do some different revisions to refine it.

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### How to Reset Your Forgotten Password - SecureBank Online

If you've forgotten your password for SecureBank Online, don't worry. Follow these simple steps to reset it and regain access to your account.

#### Step 1: Navigate to the Login Page

1. Open your web browser and go to [www.securebank.com](http://www.securebank.com).
2. Look for the "Login" button in the top right corner of the homepage.
3. Click on the "Login" button to go to the login page.

[Image: Screenshot of SecureBank homepage with "Login" button highlighted]

#### Step 2: Access the Password Reset Function

1. On the login page, locate the "Forgot Password?" link below the password field.
2. Click on the "Forgot Password?" link.

[Image: Screenshot of login page with "Forgot Password?" link highlighted]

#### Step 3: Enter Your User ID

1. You will be directed to a new page titled "Reset Your Password".
2. In the field labeled "User ID", enter your SecureBank Online User ID.
3. Click the "Continue" button.

[Image: Screenshot of "Reset Your Password" page with User ID field and Continue button]

#### Step 4: Choose a Verification Method

1. For security purposes, you'll need to verify your identity. You'll see options such as:
  - Send a code to your registered email
  - Send a code via SMS to your registered mobile number
  - Answer security questions
2. Select your preferred method and click "Continue".



[Image: Screenshot of verification method selection page]

#### Step 5: Complete the Verification

Depending on your chosen method:

- If you selected email or SMS:
  1. Check your email or phone for the verification code.
  2. Enter the code in the field provided on the website.
  3. Click "Verify".
  
- If you selected security questions:
  1. Answer the security questions displayed.
  2. Click "Submit".

[Image: Screenshot of verification code entry field or security question page]

#### Step 6: Create a New Password

1. After successful verification, you'll be prompted to create a new password.
2. Enter your new password in the "New Password" field.
  - Your password must be at least 8 characters long and include a mix of uppercase and lowercase letters, numbers, and special characters.
3. Re-enter your new password in the "Confirm New Password" field.
4. Click "Submit" to save your new password.

[Image: Screenshot of new password creation page with password rules displayed]

#### Step 7: Confirmation

1. You should see a confirmation message that your password has been successfully reset.
2. Click on the "Return to Login" button to go back to the main login page.

[Image: Screenshot of password reset confirmation page]

#### Step 8: Log In with Your New Password

1. On the login page, enter your User ID and your newly created password.
2. Click "Login" to access your account.

[Image: Screenshot of login page with User ID and Password fields highlighted]

Additional Tips:

- If you're unable to reset your password using this process, please contact our customer support at 1-800-SECURE-BANK (1-800-732-8732).

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- For security reasons, avoid using personal information in your password, such as birthdays or names.
  - Consider using a password manager to help you create and remember strong, unique passwords for all your accounts.
  - Never share your password with anyone, including SecureBank employees. We will never ask for your full password.

If you have any questions or encounter any issues during this process, please don't hesitate to contact our customer support team. We're here to help ensure you have secure and convenient access to your online banking services.

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Thank you for providing the original version of the help content. I understand that we'll be working on refining this content through different revisions. The content appears to be a comprehensive guide on how to reset a forgotten password for SecureBank Online. It includes detailed steps, from navigating to the login page to successfully logging in with the new password, along with some additional security tips.

## Appendix B: Revising for Context and Background



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**Prompt:** First, let's revise it by adding more context and background information.

**Response:** Certainly, I'll revise the content by adding more context and background information. This will help users understand the importance of secure password management and provide a broader perspective on online banking security. Here's the revised version:

---

### How to Reset Your Forgotten Password - SecureBank Online

**Introduction:** In today's digital age, online banking has become an integral part of our financial lives. SecureBank Online provides a convenient and secure platform for managing your finances, but like any online service, it requires robust security measures. One of the most critical aspects of this security is your password.

**Why Password Security Matters:** Your online banking password is the first line of defense against unauthorized access to your financial information. It's crucial to use a strong, unique password and to change it periodically. However, with the multitude of online accounts we manage daily, it's not uncommon to forget a password occasionally.

**SecureBank's Commitment to Security:** At SecureBank, we prioritize the security of your financial information. Our password reset process is designed to be both user-friendly and highly secure, ensuring that only you can regain access to your account.

**When to Use This Guide:** Use this guide if you've forgotten your SecureBank Online password or if you suspect your current password may have been compromised. Remember, it's good practice to change your password regularly, even if you haven't forgotten it.

**Before You Begin:** Ensure you're using a secure, private internet connection. Avoid resetting your password on public Wi-Fi networks, as these can be less secure. Have your User ID ready. This is different from your password and is needed to initiate the reset process. Make sure you have access to the email address or phone number associated with your SecureBank Online account, as you may need these for verification.

[Original content starts here]

If you've forgotten your password for SecureBank Online, don't worry. Follow these simple steps to reset it and regain access to your account.

Step 1: Navigate to the Login Page ...



[Continue with the original steps 1-8]

Additional Tips: ...

[Add the following new sections after the original content]

**After Resetting Your Password:** Once you've successfully reset your password, take a moment to review your account activity. While it's unlikely that anyone accessed your account, it's always good practice to verify your recent transactions and account details.

**Setting Up Multi-Factor Authentication:** For an extra layer of security, consider enabling multi-factor authentication (MFA) on your SecureBank Online account. This feature requires an additional form of verification (such as a code sent to your phone) when logging in, making it much harder for unauthorized users to access your account even if they obtain your password.

**Password Best Practices:**

1. Use a unique password for your banking account. Never reuse passwords across different websites or services.
2. Create a strong password using a combination of uppercase and lowercase letters, numbers, and special characters.
3. Consider using a passphrase – a series of random words – which can be both secure and easy to remember.
4. Change your password regularly, at least once every 3-6 months.
5. Never write down your password or store it in an unsecured digital location.

**Protecting Your Account Beyond Passwords:** Remember, a strong password is just one part of keeping your online banking secure. Also:

- Keep your computer and mobile devices updated with the latest security patches.
- Use reputable antivirus software and keep it up-to-date.
- Be wary of phishing emails or text messages that ask for your banking information.
- Always access SecureBank Online by typing the URL directly into your browser, never through links in emails.

**We're Here to Help:** If you encounter any issues during the password reset process or have concerns about your account security, don't hesitate to contact our dedicated customer support team. Your financial security is our top priority, and we're always here to assist you.

By following these guidelines and maintaining good security habits, you can enjoy the convenience of SecureBank Online while keeping your financial information safe and secure.

## Appendix C: Revising Content for Format and Structure



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**Prompt:** Let's take that new content, add back in the steps from the original content (in brackets) that were left out, and make sure it is mobile friendly, add in contact information, and use bolding for visual enhancement

**Response:** Certainly, I'll revise the content by adding more context and background information. This will help users understand the importance of secure password management and provide a broader perspective on online banking security. Here's the revised version:

---

### How to Reset Your Forgotten Password - SecureBank Online

**Introduction:** In today's digital age, online banking has become an integral part of our financial lives. SecureBank Online provides a convenient and secure platform for managing your finances, but like any online service, it requires robust security measures. One of the most critical aspects of this security is your password.

**Why Password Security Matters:** Your online banking password is the first line of defense against unauthorized access to your financial information. It's crucial to use a strong, unique password and to change it periodically. However, with the multitude of online accounts we manage daily, it's not uncommon to forget a password occasionally.

**SecureBank's Commitment to Security:** At SecureBank, we prioritize the security of your financial information. Our password reset process is designed to be both user-friendly and highly secure, ensuring that only you can regain access to your account.

**When to Use This Guide:** Use this guide if you've forgotten your SecureBank Online password or if you suspect your current password may have been compromised. Remember, it's good practice to change your password regularly, even if you haven't forgotten it.

#### Before You Begin:

- Ensure you're using a secure, private internet connection.
- Have your User ID ready.
- Make sure you have access to your associated email address or phone number.

#### Step-by-Step Password Reset Guide:

##### Step 1: Navigate to the Login Page

1. Open your web browser and go to [www.securebank.com](http://www.securebank.com).

2. Tap the "Login" button in the top right corner of the homepage.

### **Step 2: Access the Password Reset Function**

1. On the login page, tap the "Forgot Password?" link below the password field.

### **Step 3: Enter Your User ID**

1. On the "Reset Your Password" page, enter your SecureBank Online User ID.
2. Tap the "Continue" button.

### **Step 4: Choose a Verification Method**

1. Select your preferred verification method:
  - Email
  - SMS
  - Security questions
2. Tap "Continue".

### **Step 5: Complete the Verification**

- For email or SMS:
  1. Check your email or phone for the verification code.
  2. Enter the code on the website.
  3. Tap "Verify".
- For security questions:
  1. Answer the displayed security questions.
  2. Tap "Submit".

### **Step 6: Create a New Password**

1. Enter your new password (at least 8 characters, mix of upper/lowercase, numbers, and special characters).
2. Re-enter to confirm.
3. Tap "Submit" to save.

### **Step 7: Confirmation**

1. You'll see a confirmation message.
2. Tap "Return to Login" to go back to the main login page.

### **Step 8: Log In with Your New Password**

1. Enter your User ID and new password.
2. Tap "Login" to access your account.

**After Resetting Your Password:** Take a moment to review your recent account activity.

**Setting Up Multi-Factor Authentication:** Consider enabling multi-factor authentication (MFA) for an extra layer of security.

### **Password Best Practices:**

1. Use a unique password for your banking account.
2. Create a strong password with varied characters.

- 
3. Consider using a passphrase.
  4. Change your password every 3-6 months.
  5. Never write down or insecurely store your password.

**Protecting Your Account Beyond Passwords:**

- Keep devices updated with security patches.
- Use and update reputable antivirus software.
- Be cautious of phishing attempts.
- Always access SecureBank Online directly through your browser.

**We're Here to Help:** If you need assistance, contact our support team:

- **Phone:** 1-800-SECURE-BANK (1-800-732-8732)
- **Email:** [support@securebank.com](mailto:support@securebank.com)
- **Live Chat:** Available on our website 24/7
- **Visit:** Find your nearest branch at [www.securebank.com/locations](http://www.securebank.com/locations)

Your financial security is our top priority. By following these guidelines and maintaining good security habits, you can safely enjoy the convenience of SecureBank Online.

*Note: This guide is optimized for mobile viewing. For the best experience, please ensure your device's text size settings are at a comfortable level.*

## Appendix D: Revising Content for Tone or Style



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**Prompt:** .That looks good! Now let's revise the tone to be more straightforward, user-centric, and empathetic

**Response:** Certainly! I'll revise the tone to be more straightforward, user-centric, and empathetic. Here's the updated version:

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### **Forgot Your SecureBank Password? We've Got You Covered**

We know it's frustrating when you can't access your account. Don't worry – we'll walk you through resetting your password quickly and safely.

#### **Why Your Password Matters**

Your password protects your money and personal info. We take that seriously, and we know you do too. That's why we've made our reset process both simple and secure.

#### **Before You Start**

Make sure you're somewhere private with a secure internet connection. Have your User ID handy, and make sure you can access your email or phone for verification.

#### **Here's How to Reset Your Password:**

1. Go to Our Login Page • Visit [www.securebank.com](http://www.securebank.com) • Tap "Login" at the top right
2. Start the Reset Process • Tap "Forgot Password?" under the password field
3. Enter Your User ID • Type in your SecureBank Online User ID • Tap "Continue"
4. Verify It's Really You • Choose how you want us to confirm your identity:
  - Email
  - Text message
  - Security questions • Tap "Continue"
5. Complete Verification • Follow the prompts to enter your code or answer questions
6. Create Your New Password • Make it strong: at least 8 characters, mix of upper/lowercase, numbers, and symbols • Enter it twice to make sure it's right • Tap "Submit"
7. You're All Set! • You'll see a confirmation message • Tap "Return to Login"
8. Log In With Your New Password • Enter your User ID and new password • Tap "Login" to access your account

#### **After You're Back In**



Take a quick look at your recent activity, just to be safe. Consider turning on multi-factor authentication for extra security – it's like a deadbolt for your account.

### **Keep Your Account Safe**

- Use a unique password for banking
- Change it every few months
- Never share it with anyone
- Be wary of suspicious emails or texts asking for your info
- Always go directly to our website to log in

### **Need More Help?**

We're here for you. Reach out anytime:

- **Call:** 1-800-SECURE-BANK (1-800-732-8732)
- **Email:** [support@securebank.com](mailto:support@securebank.com)
- **Chat:** 24/7 on our website
- **Visit:** Find your nearest branch at [www.securebank.com/locations](http://www.securebank.com/locations)

Your financial well-being is important to us. We're always working to keep your money safe while making banking easy for you.

Remember, we'll never ask for your password. If something seems off, trust your gut and contact us directly.

Stay safe out there!

*This guide is designed for easy mobile viewing. Adjust your device's text size for the best experience.*

## Appendix E: Revising for Visual Enhancement



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**Prompt:** .Is there a way to add visual elements like color, images/screenshots, or icons?

**Response:** While I can't directly generate or manipulate images, I can certainly suggest how to incorporate visual elements to enhance the user experience and clarity of the guide. Here are some recommendations for adding visual elements:

---

I've created an HTML artifact that incorporates various visual elements to enhance the password reset guide. Here's a breakdown of the visual enhancements:

1. **Color scheme:** I've used a calming blue color (#1a5f7a) for headings and accents, which is often associated with trust and security in banking.
2. **Step boxes:** Each step is contained in a light blue box with a left border, making it easy to distinguish between steps.
3. **Step numbers:** Each step number is displayed in a circular blue badge, making it stand out.
4. **Icons:** I've used emoji icons to represent different sections, like 📱 for "Before You Start" and 🗝️ for "Keep Your Account Safe".
5. **Tip boxes:** Important tips are highlighted in yellow boxes to draw attention.
6. **Contact information:** The contact details are presented in a light blue box with icons for each contact method.
7. **Images:** I've included placeholders for screenshots. In a real implementation, you would replace these with actual screenshots of the login page, "Forgot Password" link, etc.
8. **Responsive design:** The CSS includes a max-width and responsive styling to ensure the guide looks good on both desktop and mobile devices.

This visual approach makes the guide more engaging and easier to follow. The color coding and iconography help users quickly identify different types of information, while the step-by-step layout with numbered badges provides a clear path to follow.

To implement this, you would need to:

1. Host this HTML file on your web server.
2. Replace the placeholder images with actual screenshots of your password reset process.
3. Ensure that the file is accessible to users who need to reset their password.

Remember to test the page on various devices and screen sizes to ensure it remains readable and user-friendly across all platforms.

# Forgot Your SecureBank Password? We've Got You Covered

We know it's frustrating when you can't access your account. Don't worry – we'll walk you through resetting your password quickly and safely.

## Why Your Password Matters

Your password protects your money and personal info. We take that seriously, and we know you do too. That's why we've made our reset process both simple and secure.

### Before You Start

Make sure you're somewhere private with a secure internet connection. Have your User ID handy, and make sure you can access your email or phone for verification.

## Here's How to Reset Your Password:

### 1 Go to Our Login Page

- Visit [www.securebank.com](http://www.securebank.com)
- Tap "Login" at the top right

 SecureBank login page

### 2 Start the Reset Process

- Tap "Forgot Password?" under the password field

 Forgot Password link

### Keep Your Account Safe

- Use a unique password for banking
- Change it every few months
- Never share it with anyone
- Be wary of suspicious emails or texts asking for your info
- Always go directly to our website to log in

## Need More Help?

We're here for you. Reach out anytime:

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-  **Email:** support@securebank.com
-  **Chat:** 24/7 on our website
-  **Visit:** Find your nearest branch at [www.securebank.com/locations](http://www.securebank.com/locations)

Your financial well-being is important to us. We're always working to keep your money safe while making banking easy for you.

*Remember, we'll never ask for your password. If something seems off, trust your gut and contact us directly.*

### Stay safe out there!

This guide is designed for easy mobile viewing. Adjust your device's text size for the best experience.

## Appendix F: Revising Content for Conciseness



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**Prompt:** Ok, now let's make it clear and concise, and break up large chunks of information into manageable sections. Make sure it flows and transitions well.

**Response:** Certainly! I'll revise the content to make it clearer, more concise, and break it into more manageable sections. I'll also ensure smooth transitions between sections. Here's the refined version:

---

**Here's a summary of the key changes and improvements:**

1. **Streamlined Introduction:** Removed the lengthy explanation about password importance, focusing instead on getting the user started quickly.
2. **Clearer Structure:** Divided the content into distinct sections: "Before You Start", "Reset Steps", "Password Tips", "After Resetting", and "Need Help?".
3. **Concise Steps:** Each step in the reset process is now more concise, with a clear action for the user to take.
4. **Visual Hierarchy:** Used different background colors and styles to distinguish between sections, making it easier for users to navigate the information.
5. **Bulleted Lists:** Converted paragraphs into bullet points where appropriate, making the information more scannable.
6. **Focused Tips:** Condensed the password tips and security advice into key points that are easy to remember and implement.
7. **Simplified Contact Information:** Reduced the contact options to the most essential ones, making it less overwhelming for users who need help.
8. **Improved Flow:** The guide now follows a logical sequence: preparation, action steps, best practices, follow-up actions, and support options.

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 SecureBank login page

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Your financial well-being is important to us. We're always working to keep your money safe while making banking easy for you.

*Remember, we'll never ask for your password. If something seems off, trust your gut and contact us directly.*

### Stay safe out there!

This guide is designed for easy mobile viewing. Adjust your device's text size for the best experience.

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This revised version maintains all the crucial information while presenting it in a more digestible format. The clear structure and concise language should help users quickly find the information they need and complete the password reset process with minimal confusion.

## Appendix G: What Claude Thinks About Itself



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**Prompt:** Claude, can you analyze the 5 new versions that you created for me and tell me how you think you did to fulfill my requests?

**Response:** Certainly! I'd be happy to analyze the five versions I created for you and evaluate how well I fulfilled your requests. Let's go through them one by one:

---

### 1. First revision: Adding context and background information

I added substantial background information about online banking security, the importance of passwords, and SecureBank's commitment to security. This version provided users with a broader context for why password management is crucial.

### 2. Second revision: Incorporating original steps, making it mobile-friendly, adding contact information, and using bold for visual enhancement

I successfully reintegrated the original steps, formatted the content for better mobile viewing, added contact details, and used bold text to highlight key points. This version improved the practical usability of the guide.

### 3. Third revision: Adjusting the tone to be more straightforward, user-centric, and empathetic

I rewrote the content with a more conversational and empathetic tone, addressing the user directly and acknowledging their potential frustration. This version felt more personal and supportive.

### 4. Fourth revision: Adding visual elements (color, images/screenshots, icons)

I created an HTML artifact to demonstrate how visual elements could be incorporated. This version significantly enhanced the guide's visual appeal and user-friendliness, although actual images would need to be added in a real implementation.

### 5. Fifth revision: Making it clear and concise, breaking up large chunks of information, improving flow and transitions

In this final version, I streamlined the content, broke it into more manageable sections, and improved the overall structure and flow. This version achieved a good balance between providing necessary information and maintaining clarity and brevity.

Analysis of my performance:



Strengths:

1. Adaptability: I was able to adjust the content and format according to each new request.
2. Attention to detail: I maintained important information while making requested changes.
3. Visual thinking: I suggested and implemented visual enhancements to improve user experience.
4. Structure improvement: I progressively refined the structure to make the guide more user-friendly.

Areas for improvement:

1. Conciseness: The earlier versions were quite lengthy, and it took multiple iterations to achieve a truly concise guide.
2. Balance: Finding the right balance between comprehensive information and brevity was challenging and required multiple revisions.

Overall, I believe I successfully fulfilled your requests, with each version building upon the previous one to create a progressively better user guide. The final version, in particular, seems to meet all the criteria you specified: it's clear, concise, well-structured, visually appealing, and user-friendly.