

# Clear and concise UX copy

Headings and simplified copy made error messages easier to understand and act on.

## Edited final copy

### Scenario 1 (page access denied)

Error text:

#### **Access denied!**

You do not have permission to access the requested page, or you have already completed action on the page and should not return to it. You will be redirected in 15 seconds.

If you need help, please contact [Developer Support](#) <<add mailto: link>>.

Redirect URL: API Landing page

### Scenario 2 (update transaction fails)

Error text:

#### **Update failed!**

Please try again in a few minutes, or contact [Developer Support](#) <<add mailto: link>>. You will be redirected in 15 seconds.

Redirect URL: Return to the referring page and tab

## Original client submission

### Scenario 1 (page access denied)

Error text:

We can't take you to the page you requested. Either you don't have access, or you have already used the page functionality and don't need to return here. You will be redirected in 15 seconds. If you need help, please contact Developer Support.

Redirect URL: Site home page? API Landing page?

### Scenario 2 (update transaction fails)

Error text:

The update wasn't successful. Please try again later, or contact Developer Support. You will be redirected in 15 seconds.

Redirect URL: First tab of Manage My Account.

## My markup

### Scenario 1 (page access denied)

Error text:

#### **Access denied!**

You do not have permission to access the requested page, or you have already completed action on the page and should not return to it. ~~We can't take you to the page you requested. Either you don't have access, or you have already used the page functionality and don't need to return here.~~ You will be redirected in 15 seconds.

If you need help, please contact [Developer Support](#) <<add mailto: link>>.

Redirect URL: ~~Site home page?~~ API Landing page?

### Scenario 2 (update transaction fails)

Error text:

#### **Update failed!**

~~The update wasn't successful.~~ Please try again ~~later~~ in a few minutes, or contact [Developer Support](#) <<add mailto: link>>. You will be redirected in 15 seconds.

Redirect URL: [Return to the referring page and tab](#) ~~First tab of Manage My Account.~~