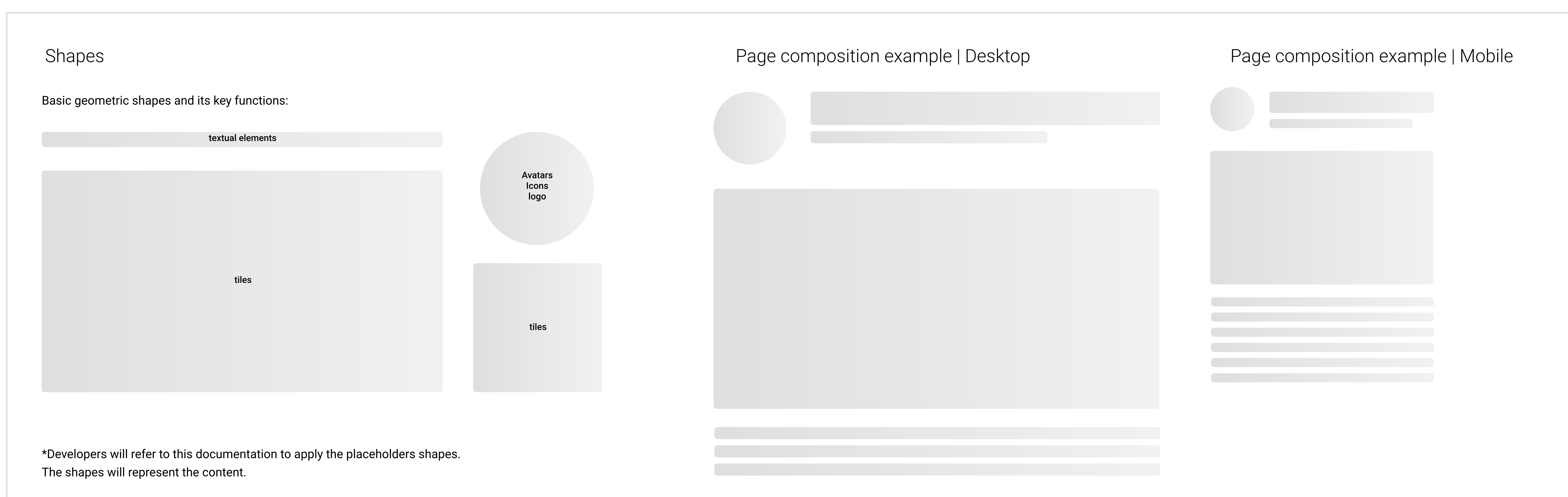


Skeleton loader

A version of the page with placeholders for the content you will see. Elements are progressively revealed until the page is fully loaded. Skeleton screens significantly improve UX by mitigating the user frustrations associated with entirely blank screens and giving users an idea of what content will look like before it loads. They're easy to build because they don't require any details about actual content data and instead only mimic the UI. Skeletons also are referred as content placeholders, content loaders, and ghost elements.



When to use a skeleton

Only use skeleton states on container-based components like tiles and structured lists or data-based components like data tables and cards. In most cases, action components (e.g. buttons, input fields, checkboxes, toggles) do not need to have a skeleton state.

Never represent toast notifications, overflow menus, dropdown items, modals, and loaders with skeleton states. Elements inside a modal may have a skeleton state, but the modal itself should not.

- When the layout has repeated blocks/patterns.
- To provide an "intuition" to the user of what is going to be displayed on the page/section.
- When the design doesn't change its specs after the content loads.
- When more than 3 elements are loading at the same time.
- In high-traffic pages, such as the member online account / ESS application, Provider Search catalog and Shop Experience.
- To be used when pages or sections (such as textual elements and images) is gradually populated with content as they become available.

Design specs

- The skeleton is just a representation of the page, it doesn't look like a real website, it is just a content loader indicator using basic shapes. The simplest is better! Making it using a light visual design avoids cognitive load.
- Skeleton shapes are displayed in grayscale and never use color.
- Background: background-image: linear-gradient(90deg, neutral-4 (#DFDFDF) 0%, neutral-5 (#F2F2F2) 100%); border-radius: 4px;
- Use radial: 4.
- The shapes have a pulsing wave effect motion to indicate they are loading - a linear gradient is applied to create this effect.
- Use a pulsing wave effect motion to indicate they are loading. The animation transitions color horizontally from left to right, starting with neutral-4 (#DFDFDF) to neutral-5 (#F2F2F2). Emerald Skeleton is based on MUI. Please refer to MUI for animation reference.

Usage guidelines

- The portion of the screen that displays the skeleton is the same portion the user can see within the device without scrolling. If the user scrolls the page and there is still content being loaded, a skeleton will be displayed.
- The skeleton loads data values/content, not containers.
- The skeleton should always represent the page or section in a recognizable way.
- Skeletons are responsive and it adapts to the screen size.
- When designing skeleton states not all components on the page need to be replaced. If content can be loaded instantly it doesn't need to be replaced.

Static elements and action-based components won't require loading.

- Each loading step will add in details to the page until no skeleton shapes are present.
- Content should replace skeleton shapes immediately when the data is available.
- Emerald uses a 4px baseline and layout grid system in order to create a scale that provides flexibility.

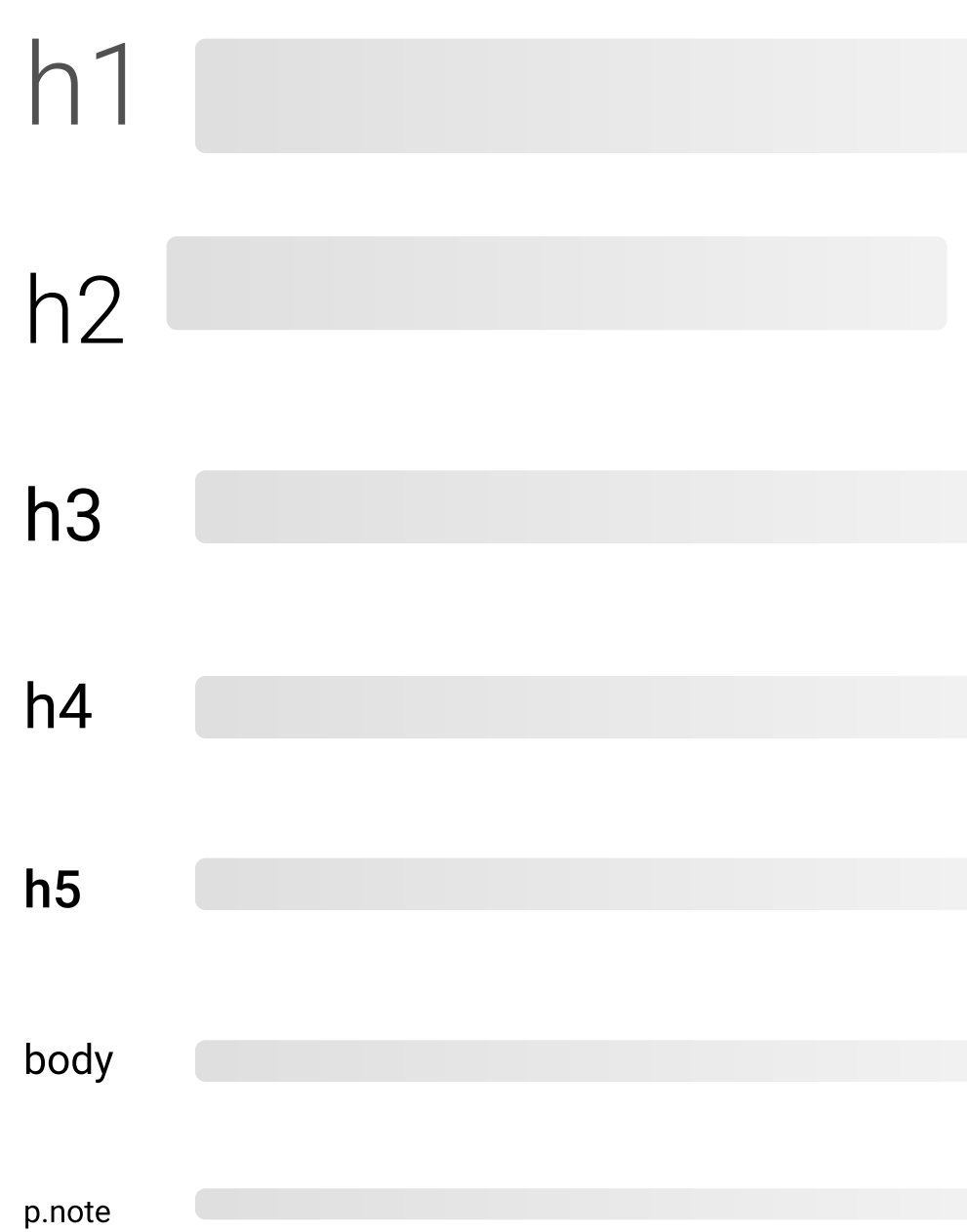
Don't

- Don't combine the shapes (example: a circle adding or subtracting a rectangle shape). The skeleton shapes should be a single layer overlaying only the content to be loaded.
- Don't over detail the page. The Skeleton is only to give an idea of what is coming to the page, not a mirror of the design screen with all the details and nuances.

Shapes dimensions

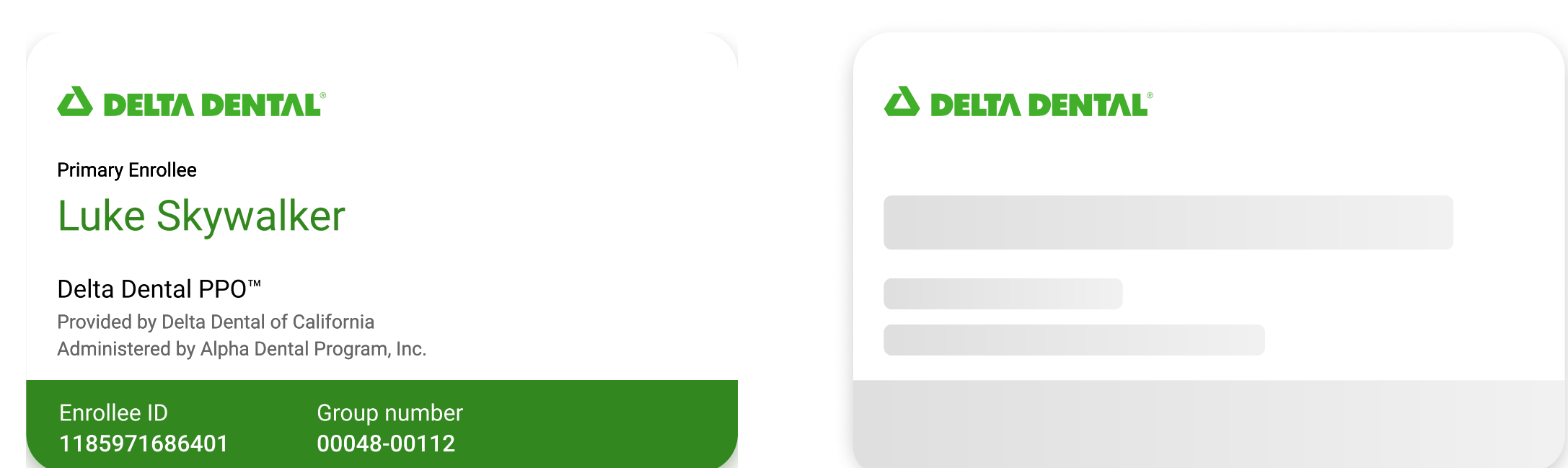
Loading placeholders sit in the same position on the live screen - following a 4px layout/baseline grid. Textual elements follow the headers typestack structure height, with different scales for different headers sizes.

Textual elements dimensions suggestion

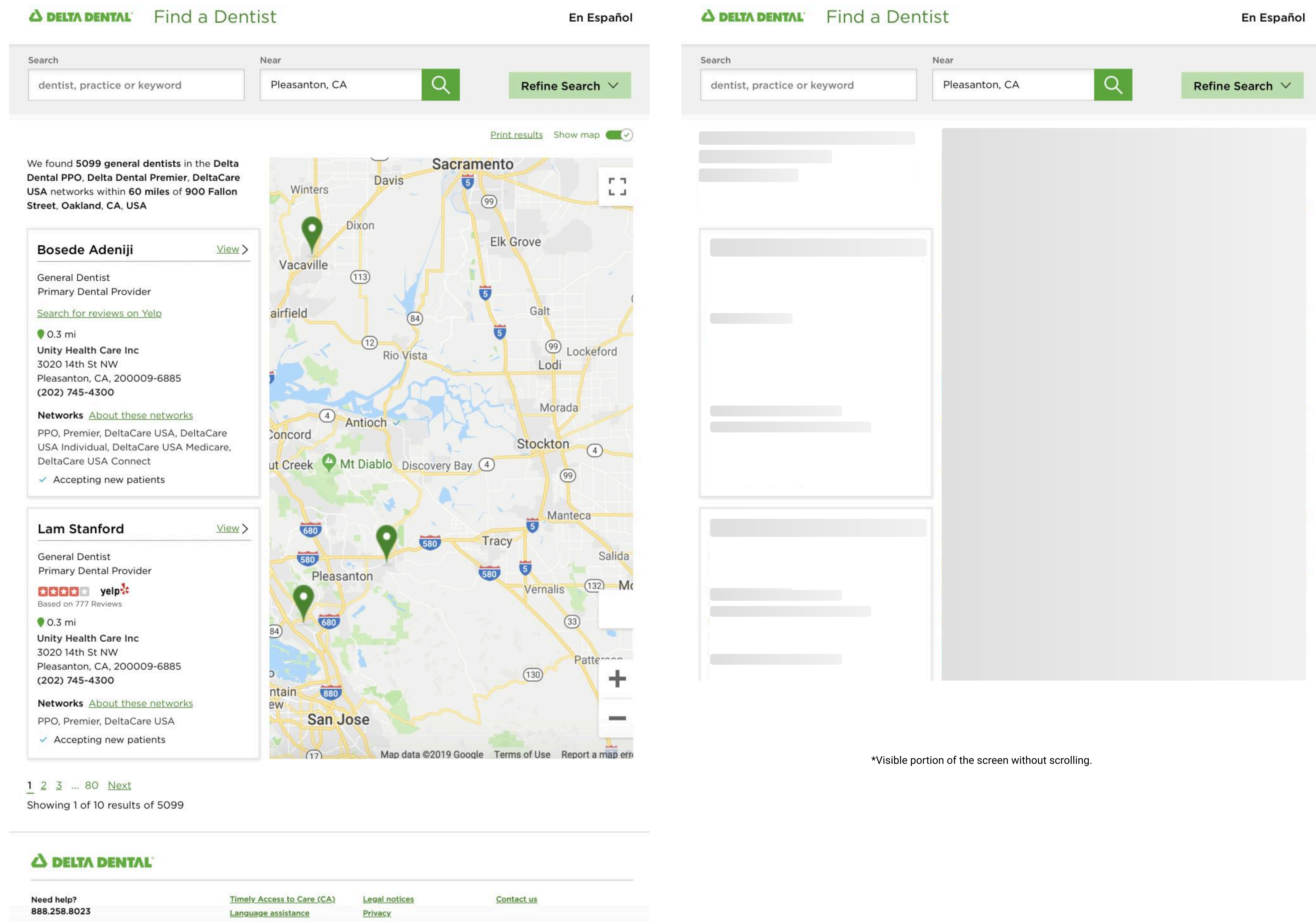


Example of usage

Page section | Enrolle portal ID card skeleton loader



Search results skeleton | Provider Search

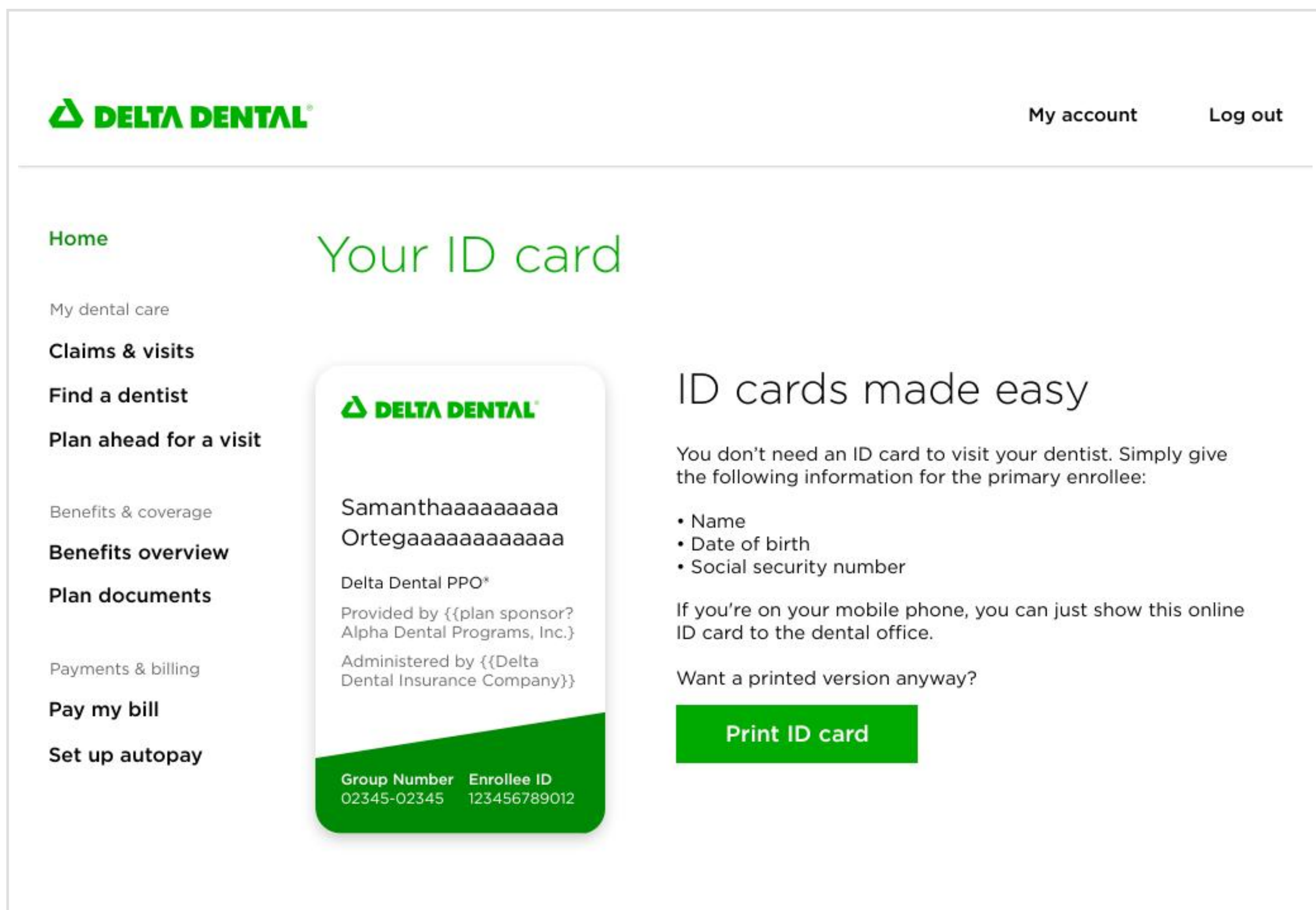


Wireframes structure example

*Not a skeleton loader

The skeleton shapes can also be used as placeholders for low-fidelity wireframes. It can help the designer when building primary layouts and concepts.

Example: Member online account / ESS application page



Example: Skeletons shapes being used to build a low-fidelity wireframe.

