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.

Shapes	Page composition example Desktop	Page composition example Mobile
Basic geometric shapes and its key functions:		
textual elements Avatar loos logo tiles tiles		
*Developers will refer to this documentation to apply the placeholders shapes. The shapes will represent the content.		

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.

- 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 substracting 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

	0	
Primary Enrollee		
Luke Skywalk	er	
Delta Dental PPO™		
Provided by Delta Dental of C Administered by Alpha Denta	alifornia I Program, Inc.	
Enrollee ID	Group number	
1185971686401	00048-00112	

Search results skeleton | Provider Searh



Wireframes structure example

*Not a skeleton loader

Need help?

888.258.8023

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

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Language assistance

Example: Member online account / ESS application page

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

DELTA DENTAL [®] My account Log out		DELTA DENTAL		My account	Log out	
Home My dental care	Your ID card					
Find a dentist Plan ahead for a visit	DELTA DENTAL	ID cards made easy You don't need an ID card to visit your dentist. Simply give the following information for the primary enrollee:	لک DELTA DENTAL [®] ID Card			
Benefits & coverage Benefits overview Plan documents Payments & billing Pay my bill Set up autopay	Samanthaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa	 Name Date of birth Social security number If you're on your mobile phone, you can just show this online ID card to the dental office. Want a printed version anyway? 				