

Camden Council 2015

UX standards V 3.1.3

To be used in combination with
Camden's component library

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Please make sure you always have the latest version of the UX standards. You can download them from sharepoint. Please see link below

<http://camden-sharepoint.lbcamden.net/project/CustomerAccessStrategy/Camden%20UX%20Standards/Forms/AllItems.aspx?RootFolder=%2Fproject%2FCustomerAccessStrategy%2FCamden%20UX%20Standards%2FUX%20standards&FolderCTID=0x01200065E8403DFFD98147A9692B0F3DEE1E42&View={1DCB37DD-7806-4FBC-81BC-56999025EC80}>

1. Typography

1.1 Fonts

1.2 Font sizes

1.1 Fonts

Arial

Arial is used as the default font for all headlines and body copy. It is also used for buttons and CTAs. Font sizes and padding will change dynamically depending on screen resolution.

As a second font we use **Helvetica**, and third font we use **Verdana**.

For Android: we use Roboto

It can be found on the below link

<http://www.google.com/design/spec/style/typography.html>

*Italics is used only in very few cases, so please consider the case before using them.

Arial regular

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

1234567890£/.,"()::;

Arial bold

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

1234567890£/.,"()::;

*Arial italics**

ABCDEFGHIJKLMNOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

1234567890£/.,"()::;

1.2 Font sizes

Font sizes

Large type should be used to establish a clear information hierarchy. Font sizes and padding will change dynamically depending on screen resolution. These are the recommended type sizes to start with.

Headings

These are set in Arial upper and lower case. Only the first letter of the heading should be capital, everything else should be lower cases.

H1, H2, H3, H4, are regular.

H5 is bold.

Body text

Body text should be set in Arial upper and lower case.

1em = 16px

Mobile & Desktop (em)

H1 - Arial 1.375em (22px)

H2 - Arial 1.25em (20px)

H3 - Arial 1.125em (18px)

H4 - Arial 1em (16px)

H5 - Arial bold 1em (16px)

Left Nav - Arial 1em (16px)

Body / Copy - Arial 1 em (16px)

Labels - Arial 1 em (16px)

Buttons/CTA - Arial 1em (16px)

Breadcrumbs - Arial 0.75em (12px)

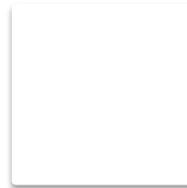
2. Colour palette

2.1 Colour palette

2.2 Colour contrast

2.1 Colour palette

Here are the primary colours of the account.



White
Hex FFFFFFFF



Black
Hex 000000



Orange
Hex FF9900



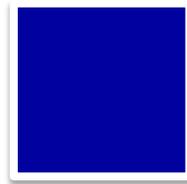
Light blue
Hex DFEEF5



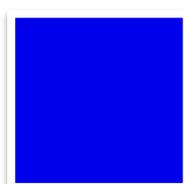
Dark red
Hex CC0000



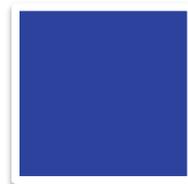
Light pink
Hex FCF1F3



Dark blue
Hex 00019F



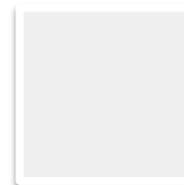
Blue
Hex 0000E9



Hover Blue
Hex 2D389C



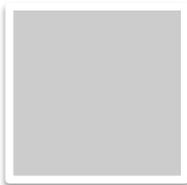
Dark grey
Hex 333333



Inactive button
Grey body
Hex EFEFEF



Menu stroke
grey
Hex 99909E



Light grey
Hex CCCCCC



Hover grey
Hex E6E6E6



Inactive button
Grey border
Hex 6C6C6C

2.2 Colour contrast

We follow the minimum contrast set by the accessibility guidelines.

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.

Please check the link below for more information.

<http://www.w3.org/TR/UNDERSTANDING-WCAG20/visual-audio-contrast-contrast.html>

3. UI structure

3.1 Responsive design

3.2 Universal grid

3.3 Account header

3.4 Home icon & breadcrumbs

3.5 Global navigation

3.6 Footer

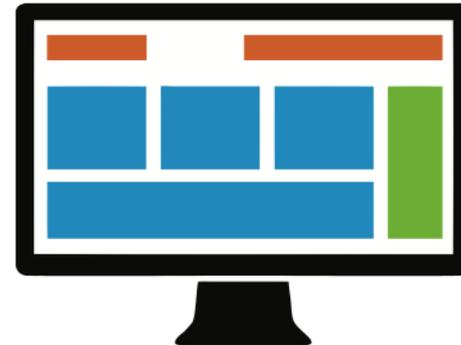
3.1 Responsive design

Camden follows a mobile first approach. Designing for mobile first and then for desktop.

Responsive, mobile first approach, by default.

Components have been built to cater for large desktops (greater than 1200px), medium desktop (greater than 992px), tablets (greater than 768px) and mobile devices (less than 768px).

Components degrade gracefully to ie8. Where elements are not responsive in ie8, this is duly noted. The components are built using the bootstrap API (current version 3.3.2).



3.2 Universal grid

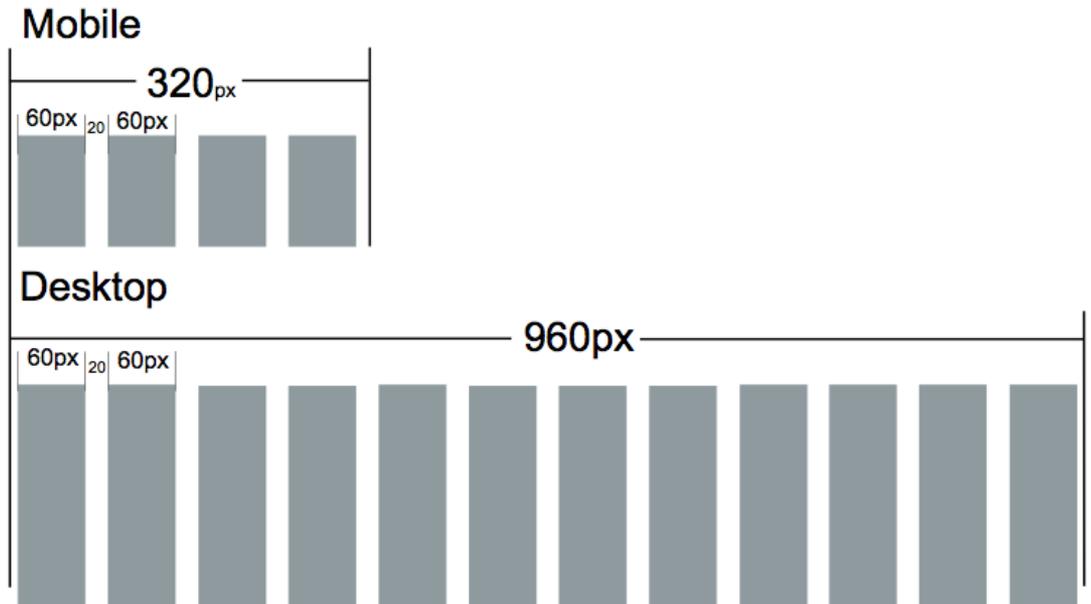
The mobile grid is 320px, with 4 columns with 60px width and 10px gutter.

(10-60-20-60-20-60-20-60-10)

The desktop grid is 960px, with 12 columns with 60px width and 10px gutter.

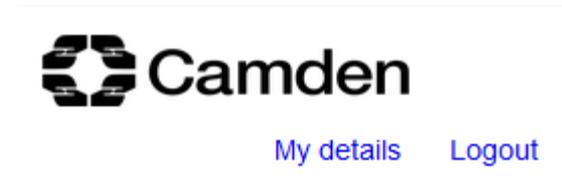
(10-60-20-60-20-60-20-60-20-60-20-60-20-60-20-60-20-60-20-60-20-60-10)

All other viewports stretch accordingly.

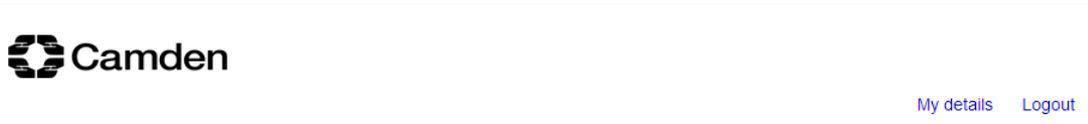


3.3 Account header

The mobile account header is 320px width. The Camden logo is on the first row. The 'My details' and 'Logout' link sit on the second row.



The Camden logo is not clickable. The padding around links should have 36px width minimum .



The desktop account header is 960px width.



3.4 Home icon & breadcrumbs

The home icon is a vector graphic. The UX team has copies that could supply to the dev team.

When the user logs in to the account homepage (level 1) the home icon and the breadcrumbs are not visible. At level 2 the home icon is visible, at level 3 the home icon and the previous page title is visible. **We do not show the current page title in the breadcrumbs.** It is similar to the www.gov.uk model.

The orange padding around the icon and the breadcrumb is visible when the user is tabbing through the form.

Hover state: whenever there is a link a line appears under the link.

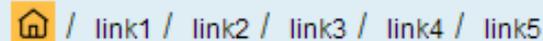
In the mobile the breadcrumbs wrap if the word can't fit in the same line.



Home icon / link1 / link2 / link3 / link4 / link5



Home icon / link1 / link2 / link3 / link4 / link5



Home icon (with orange padding) / link1 / link2 / link3 / link4 / link5

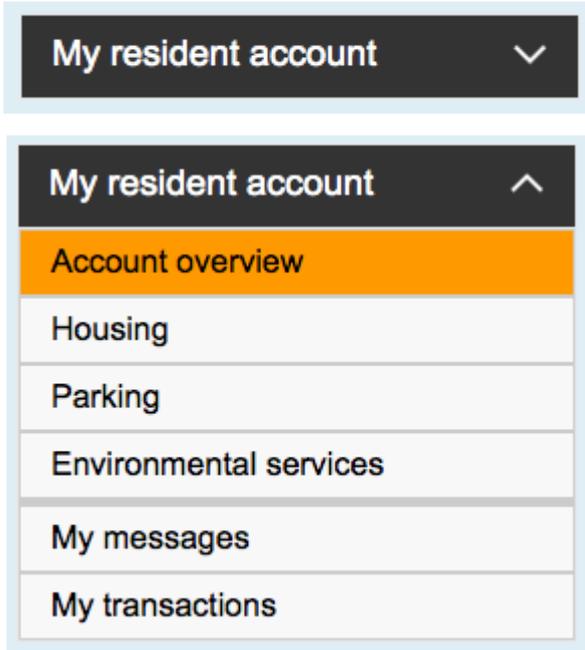


Home icon / link1 / link2 / link3 / link4 / link5 (with orange padding)

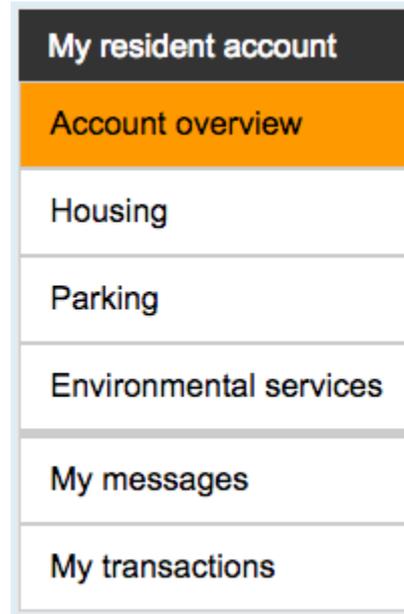
3.5 Global navigation

The orange state on the account overview, in the example, indicates that the user is the Account overview page

Mobile



Desktop



3.6 Footer

The footer contains the Camden logo in white on the first row.

On the second row is the copy of Copyright and the Disclaimer and privacy statement link

Mobile



Copyright © 2015 Disclaimer and
privacy statement

Desktop



Copyright © 2015 Disclaimer and privacy statement

4 UI elements

- 4.1 Text input fields
- 4.2 Check boxes
- 4.3 Radio buttons
- 4.4 Dropdowns
- 4.5 Links
- 4.6 Input buttons
- 4.7 Error handling
- 4.8 Responsive tables
- 4.9 Appointment calendar
- 4.10 Paragraph
- 4.11 Address picker
- 4.12 Horizontal rule
- 4.13 Image and text
- 4.14 Image
- 4.15 Alert boxes
- 4.16 Modal windows
- 4.17 Box panels
- 4.18 Pager
- 4.19 Pagination
- 4.20 FAQs
- 4.21 Icons

4.1 Text input fields

The label is always on top of the text input field, both for mobile and desktop.

When the field is in focus, there is a focus indicator border of 2px around the field in orange (FF9900). When the user moves to the next field, then the field returns to the non active state.

When the field is not in focus it should look like the Password. 2px border around the field (999999)

The width of text input fields is 6 columns and height is 34px

The image shows three examples of text input fields within a light blue container. The first is labeled 'Form Input' and 'Email address', with the text 'Enter email' inside a white box that has a thick orange border. The second is labeled 'Password' and shows the text 'Password' inside a white box with a thin grey border. The third is labeled '* Required Field' and shows the text 'Required Field' inside a white box with a thin grey border.

4.2 Check boxes

The checkboxes and the labels are within a white box. (non active state)

When the user tabs in then a 2px orange focus indicator similar to the text field appears.

When the checkbox is ticked a blue 2px stroke around the white box appears.

Please check the component library for variants of the check boxes.

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

4.3 Radio buttons

The radio buttons and the labels are within a white box. (non active state). The **padding** (white, active area around the text) is **5px**

When the user tabs in then a 2px orange focus indicator similar to the text field appears.

When the checkbox is ticked a blue 2px stroke around the white box appears.

Please check the component library for variants of radio buttons.

When we have **multiple** radio buttons the margin between them (margin: bottom)is **15px**

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

This is some text to show a text box [Terms and Conditions](#) [Terms and Conditions](#) This is some text to show a text box This is some text to show a text box This is some text to show a text box

4.3 Radio buttons

When there are two radio buttons and the labels are not too long we place them next to each other.

When the label in the radio buttons is long we present them as a list on top of each other.

Mobile

Form Radio Buttons - Single

My favourite Doughnuts

- This is some text to show a text box
Terms and Conditions Terms and Conditions This is some text to show a text box This is some text to show a text box This is some text to show a text box

Mobile

Form Radio Buttons - In 2 Columns

My favourite Cakes

- This is some text to show a text box
This is some text to show a text box

- This is some text to show a text box
Terms and Conditions Terms and Conditions This is some text to show a text box This is some text to show a text box This is some text to show a text box

4.4 Dropdowns

The label is always on top of the dropdown, both for mobile and desktop.

When the dropdown is in focus an orange border of 2px appears.

The **width** is the same as text input fields being **6 columns** same is the **height, 34px**

Payment Method

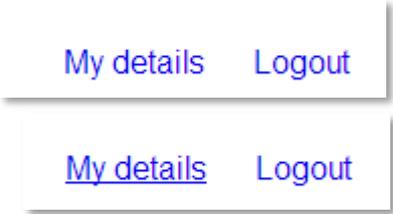
Default select1

Default select1

4.5 Links

The majority of the links in the account are blue, apart of two exemptions a) breadcrumbs are black b) footer links are white.

All links on hover state get underlined



My details Logout

My details Logout

ctThis is parag
oh text that Thi

ext | his is parag
aph text that Thi

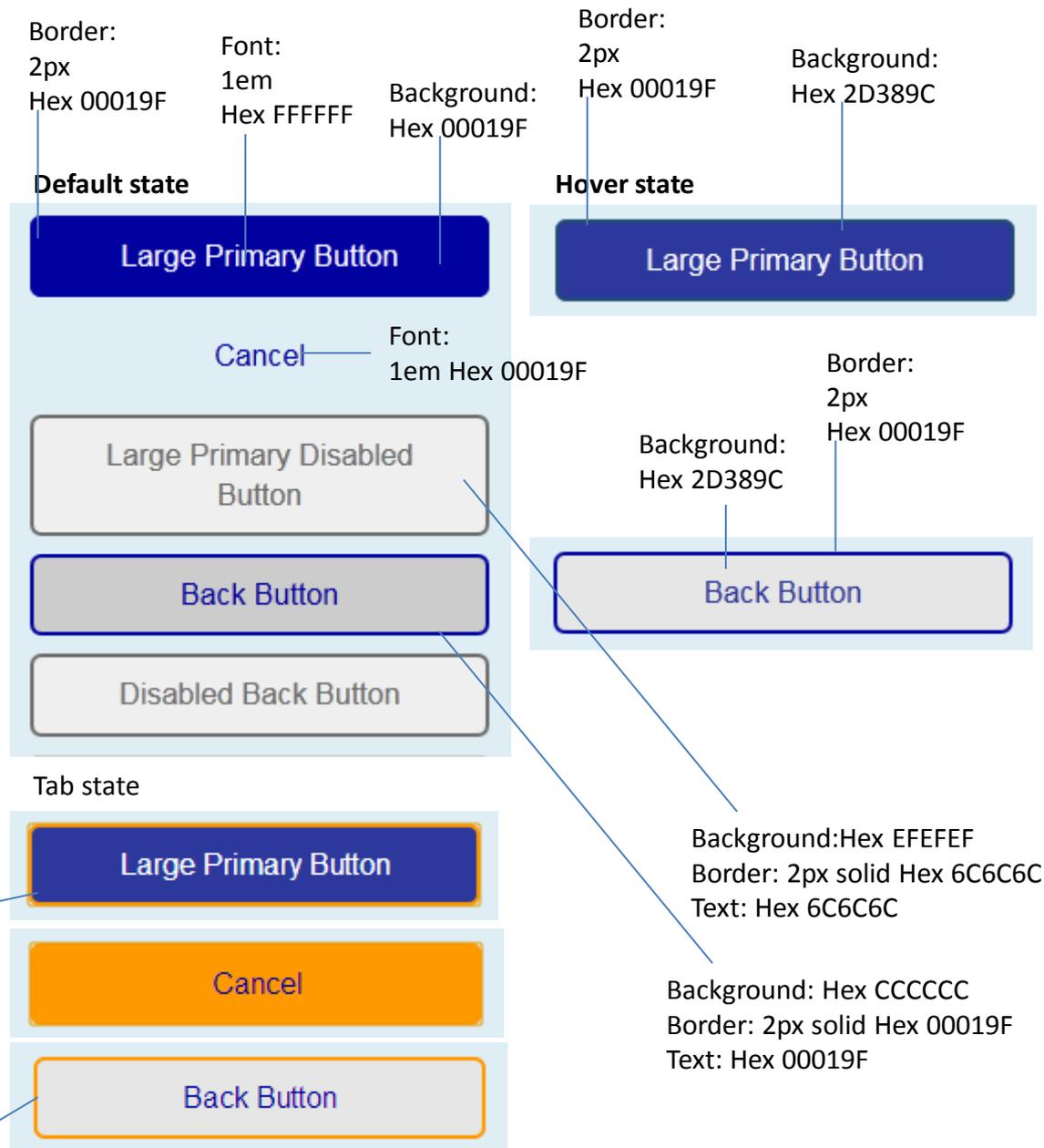
4.6 Input buttons / Mobile view

In the 320 grid the minimum height of the buttons is 36px, the width 280px. The primary button is blue and always on top. The blue border is 2px. The secondary button is grey and always below the primary button. The third CTA is a link that has 36px padding around. The size of the labels in all buttons is 1em.

*There is no hover or tab state on a mobile device, however when a user resizes the browser to mobile view, they should be able to see the hover and tab state.

Background: Hex 2D389
 Border: 2px solid Hex FF9900
 Text: Hex FFFFFFF

Background: Hex E6E6E6
 Border: 2px solid Hex FF9900
 Text: Hex 00019F



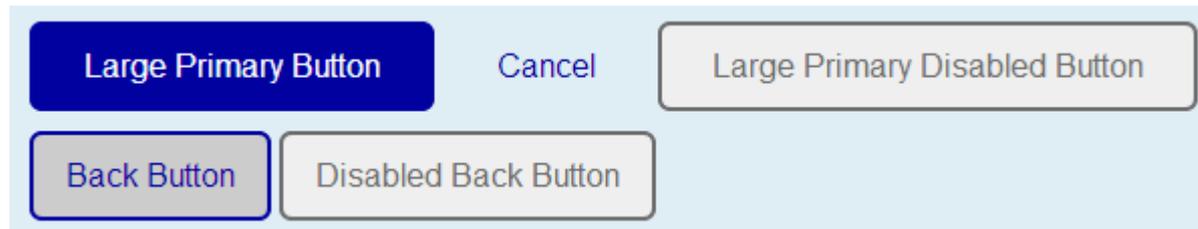
4.6 Input buttons

In the desktop view the buttons are aligned in a single line.

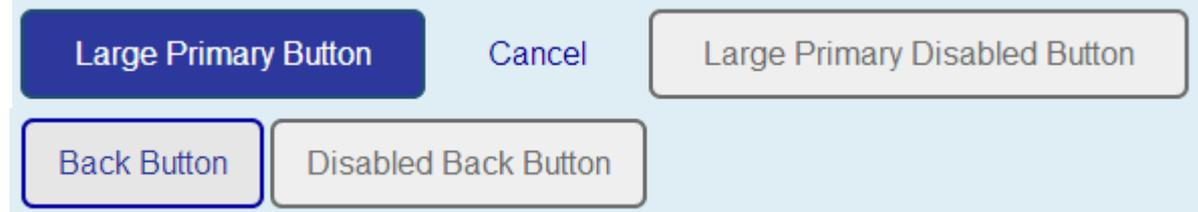
In the case there is a primary button, a secondary button and a link, we display the one after another and align them on the left of the page below the last form element.

Desktop

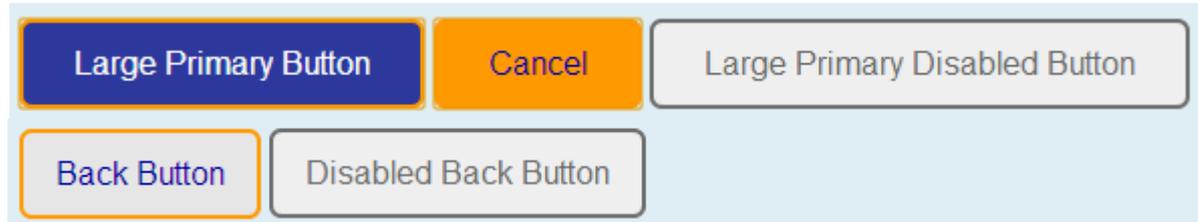
Default state



Hover state



Tab state



4.6 Input buttons

When on the last step of a form, the name of the primary (forward) button should be 'Submit' . In any other case the forward button should be labelled as 'Next'

4.7 Error handling

The top error box should be below the H1 of the page

Some information appears to be missing or incorrect. Please correct the following 1 error, before you continue

Please enter a password that contains eight characters long including at least one number

The password must contain eight characters including at least one number

Please enter a password that contains eight characters long including at least one number

* Password

* Retype password

4.8 Responsive tables

Tables must be fully responsive and work well in all screens and viewports

Default table

Mobile

Status indeed indeed fdgdfgfdLOSED CLOSED CLfdgfdgdgdgOSED CLOSED CLOSED CLOSED CLOSED
Status This is a very long test Status This is a very long test indeed Status This is a very long long 14/01/2013
Service Repairs
Description Leaseholder
Reference 123277225

Desktop

Status indeed indeed	Status This is a very long test Status This is a very long test indeed Status This is a very long	Service	Description	Reference
fdgdfgfdLOSED CLOSED CLfdgfdgdgdgOSED CLOSED CLOSED CLOSED CLOSED	14/01/2013	Repairs	Leaseholder	123277225
CLOSED	14/01/2013	Repairs	Leaseholder	1232ww225
CLOSED	14/01/2013	Repafgdirds	Leaseholder	12322342225

4.8 Responsive tables

Default striped table

Mobile

<p>Status indeed indeed fdgdfgdLOSED CLOSED CLfdgddgdgOSED CLOSED CLOSED CLOSED CLOSED</p> <p>Status This is a very long test Status This is a very long test indeed Status This is a very long 14/01/2013</p> <p>Service Repairs</p> <p>Description Leaseholder</p> <p>Reference 123277225</p>
--

Desktop

Status indeed indeed	Status This is a very long test Status This is a very long test indeed Status This is a very long	Service	Description	Reference
fdgdfgdLOSED CLOSED CLfdgddgdgOSED CLOSED CLOSED CLOSED CLOSED	14/01/2013	Repairs	Leaseholder	123277225
CLOSED	14/01/2013	Repairs	Leaseholder	1232ww225
CLOSED	14/01/2013	Repafgdgirs	Leaseholder	1232234225

4.8 Responsive tables

Sorting table

Mobile

This is a very long title indeed

Closed

Date

14/02/2013

Service

Repairs

Description

Leaseholder

Reference

1232225

Desktop

This is a very long title indeed	Date	Service	Description	Reference
Closed	14/02/2013	Repairs	Leaseholder	1232225
CLOSED	15/01/2013	Repairs	Leaseholder	1232225
CLOSED	14/01/2013	Repairs	LeaseholderC	1232225

4.9 Appointment calendar

Mobile

Mon, 15 Dec
Unavailable
Tue, 16 Dec
12am - 12pm
Unavailable
12am - 12pm

Desktop

Mon, 15 Dec	Tue, 16 Dec	Wed, 17 Dec	Thur, 18 Dec	Fri, 19 Dec
Unavailable	12am - 12pm	12am - 12pm	12am - 12pm	12am - 12pm
Unavailable	Unavailable	Unavailable	12am - 12pm	12am - 12pm
Unavailable	12am - 12pm	12am - 12pm	12am - 12pm	12am - 12pm
Unavailable	12am - 12pm	12am - 12pm	12am - 12pm	Unavailable
Unavailable	12am - 12pm	12am - 12pm	Unavailable	12am - 12pm

4.10 Paragraph

Mobile

Paragraph normal

This is paragraph text thatThis is paragraph textThis is paragraph text that is italicisedThis is paragraph text that is italicisedThis is paragraph **text that** This is paragraph text

Paragraph italicised

*This is paragraph text that is italicisedThis is paragraph **text that is italicised** This is*

Paragraph bold

that is boldThis is text that is boldThis is **text that is boldThis is text that**

Desktop

Paragraph normal

This is paragraph text thatThis is paragraph textThis is paragraph text that is italicisedThis is paragraph text that is italicisedThis is paragraph **text that** This is paragraph text

Paragraph italicised

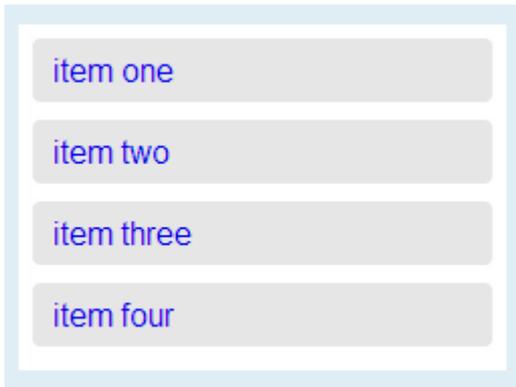
*This is paragraph text that is italicisedThis is paragraph **text that is italicised** This is*

Paragraph bold

that is boldThis is text that is boldThis is **text that is boldThis is text that**

4.11 Address picker

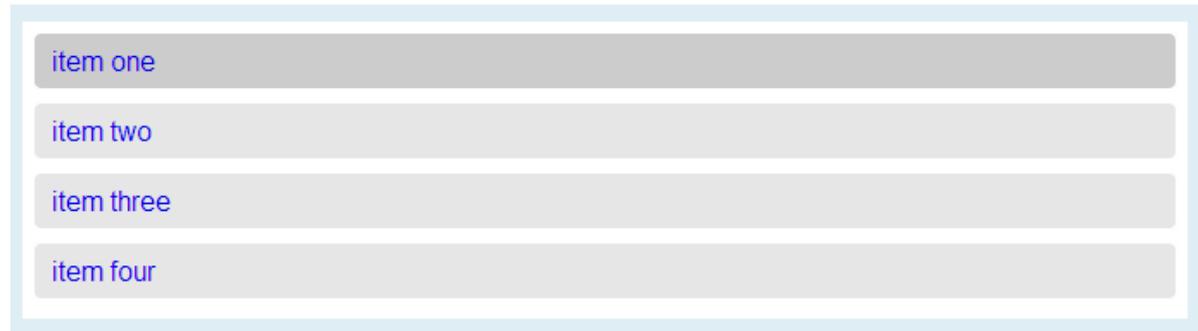
Mobile



A mobile address picker interface showing four items stacked vertically. Each item is contained within a light gray rounded rectangle. The items are labeled 'item one', 'item two', 'item three', and 'item four' from top to bottom. The text is in a blue font. The entire list is enclosed in a light blue border.

- item one
- item two
- item three
- item four

Desktop

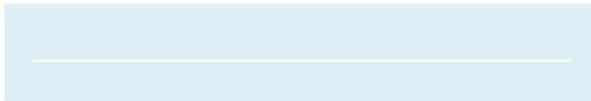


A desktop address picker interface showing four items stacked vertically. Each item is contained within a light gray rounded rectangle. The items are labeled 'item one', 'item two', 'item three', and 'item four' from top to bottom. The text is in a blue font. The entire list is enclosed in a light blue border.

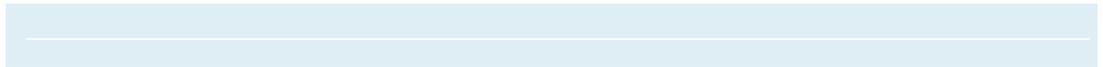
- item one
- item two
- item three
- item four

4.12 Horizontal rule

Mobile



Desktop



4.13 Image and text aligned

Mobile



this is the appointment
content this is the
appointment
Contentthis is the
appointment Content
this is the appointment
Content this is the
appointment content
this is the appointment
content this is the
appointment contentthis
is the appointment
Contentthis this is the
appointment content
this is the appointment
content this is the
appointment content
this is the appointment
content this is the
appointment content
this is the appointment
content this is the
appointment contentthis

Desktop



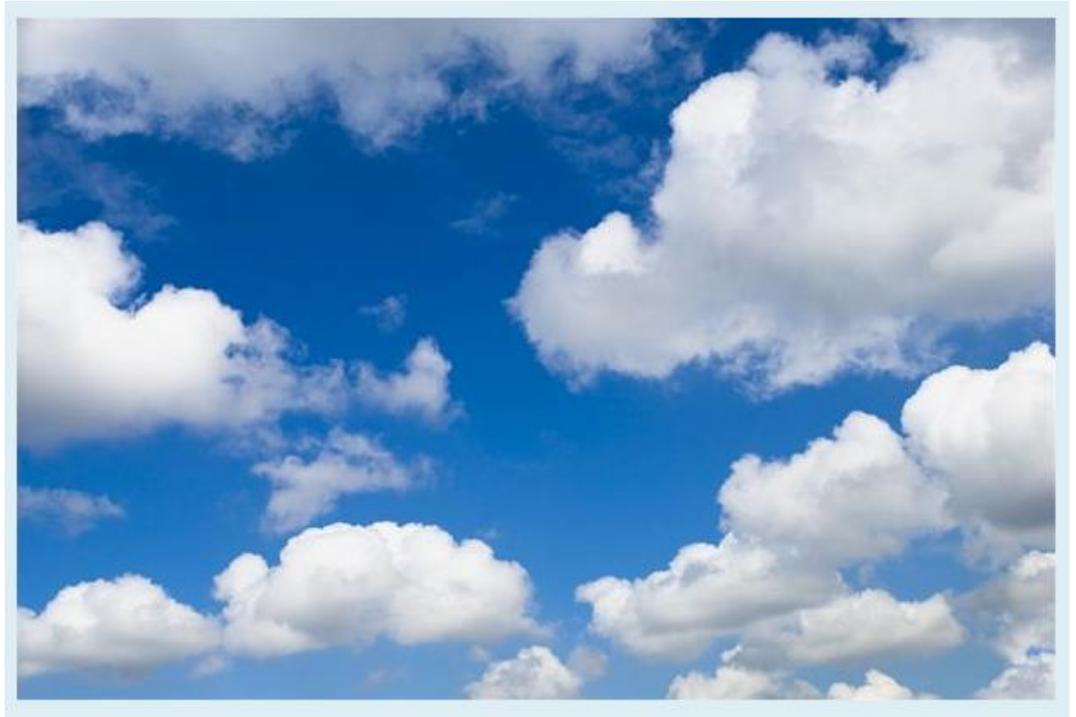
this is the appointment content this is the appointment Contentthis is the appointment
Content this is the appointment Content this is the appointment content
this is the appointment content this is the appointment contentthis is the appointment
Contentthis this is the appointment content this is the appointment content this is the
appointment content
this is the appointment content this is the appointment content this is the appointment
content this is the appointment contentthis is the appointment Contentthis this is the
appointment content

4.14 Image

Mobile

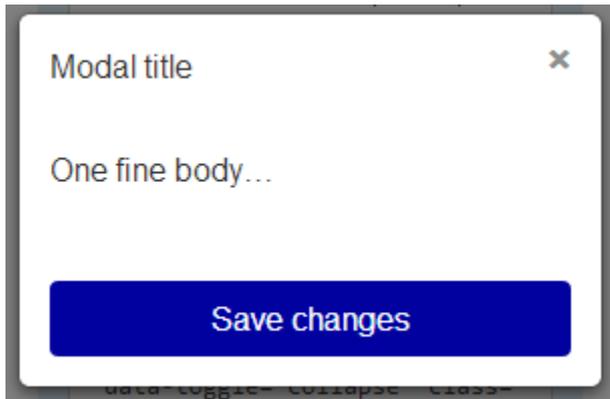


Desktop

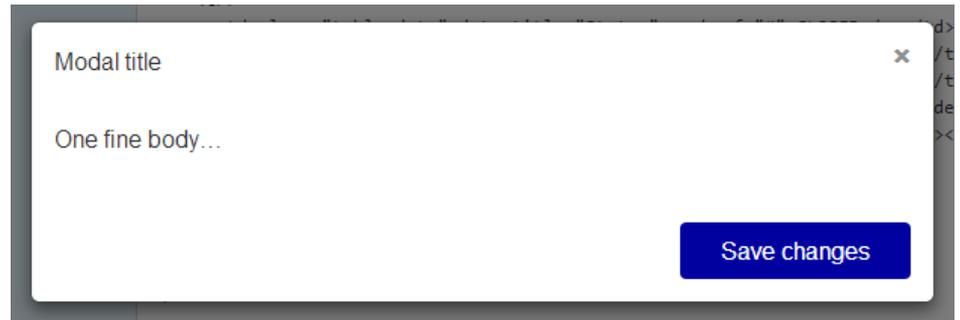


4.16 Modal windows

Mobile



Desktop



4.17 Box panels

Mobile

I need a holiday, really i do, really i do, really i do

fdgndglk nkl n kn k n kn kj n kjn kj njk n klk nkl n kn k n kn kj n kjn kj njk jn kj

Go on Housing

I need a holiday, really i do

fdgndglk nkl nn kj

Go to Parking

Desktop

I need a holiday, really i do, really i do, really i do

fdgndglk nkl n kn k n kn kj n kjn kj njk n klk nkl n kn k n kn kj n kjn kj njk jn kj

Go on Housing

I need a holiday, really i do

fdgndglk nkl nn kj

Go to Parking

I need a holiday

fdgndglk nkl n kn k n kn kj n sdfjsdi kj i niun iu n iun in iunvwdiun ciuniuniu n iun iu niu n iukjn kj njk n kjn kj

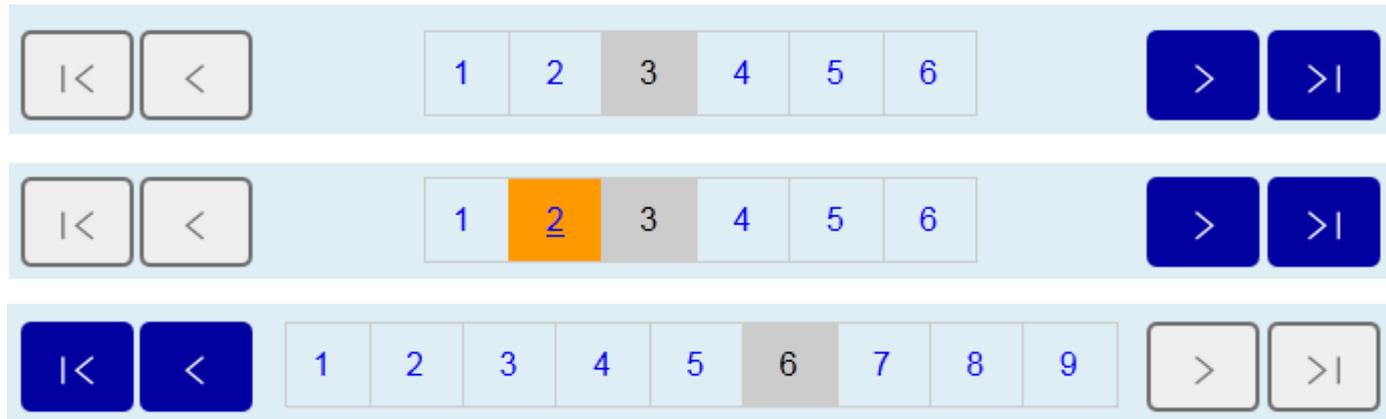
Go to Council Tax

4.18 Pager

Mobile



Desktop



4.19 Pagination

The pagination appears when there are more than ten results to display.

They are a set of clickable links.

When the user is looking at the results of page 3 then the number 3 is not clickable and has black font on a grey.

We don't display the pagination on the mobile state.

Desktop



4.21 Icons

Warning



Not existing



Up to date/
exists



Name Surname

[link1](#) / [link2](#) / [link3](#) / [link4](#) / [link5](#)

My resident account ▾

h1 - this heading appears at the TOP of the content area

H2 Housing
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go on Housing](#)

H2 Parking
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go to Parking](#)

H2 Council tax
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go to Council Tax](#)

 Camden

Copyright © 2014 Disclaimer and privacy statement

Name Surname

[link1](#) / [link2](#) / [link3](#) / [link4](#) / [link5](#)

My resident account ▲

- Account overview
- Housing
- Parking
- Environmental services
- My messages
- My transactions

h1 - this heading appears at the TOP of the content area

H2 Housing
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go on Housing](#)

H2 Parking
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go to Parking](#)

H2 Council tax
fdgndgk nkl n kn k n kn kj n kjn kj
nj k n klk nkl n kn k n kn kj n kjn kj njk
jn kj

[Go to Council Tax](#)

 Camden

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My resident account

Account overview

Housing

Parking

Environmental services

My messages

My transactions

h1 - this heading appears at the TOP of the content area

H2 Housing

fdgndglk nkl n kn k n kn kj
n kjn kj njk n klk nkl n kn k
n kn kj n kjn kj njk jn kj

[Go on Housing](#)

H2 Parking

fdgndglk nkl n kn k n kn kj
n kjn kj njk n klk nkl n kn k
n kn kj n kjn kj njk jn kj

[Go to Parking](#)

H2 Council tax

fdgndglk nkl n kn k n kn kj
n kjn kj njk n klk nkl n kn k
n kn kj n kjn kj njk jn kj

[Go to Council Tax](#)

- My resident account
- Account overview**
- Housing
- Parking
- Environmental services
- My messages
- My transactions

Heading 1 Arial

Some information appears to be missing or incorrect. Please correct the following 1 error, before you continue

Please enter a password that contains eight characters long including at least one number

All fields marked with * must be completed

* Title

* First name

Middle name (s)

* Last name

* Date of birth

Mobile number

Landline number

* Email address

* Retype email address

* Are you a Camden resident

Yes No

Where do you live?

England

Scotland

Wales

The password must contain eight characters including at least one number

Please enter a password that contains eight characters long including at least one number

* Password

* Retype password

I have read and agree to Camden's online [terms and conditions](#) (opens in a new window)

I have read and agree to Camden's online [terms and conditions](#) (opens in a new window)

I have read and agree to Camden's online [terms and conditions](#) (opens in a new window)

CTA Arial

CTA Arial

Cancel Arial