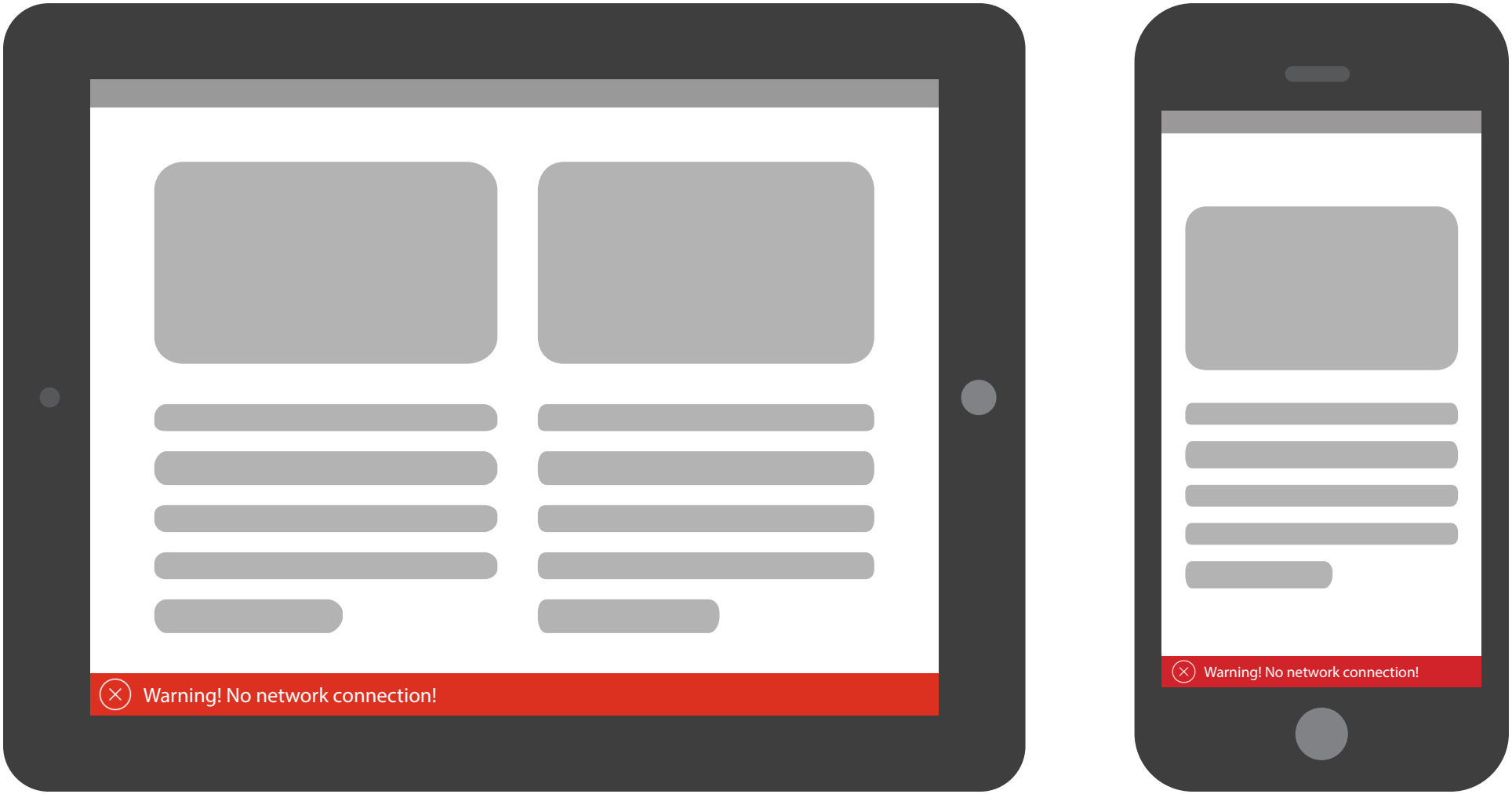
Transport for London (TfL) Case Study

Connectivity Status Design Pattern



No Connection:

When the device has lost its connection to either a 3G/4G mobile network or a WiFi network, a warning message is displayed and persists until the connection is restored. Because many of the apps rely on a consistent network connection, there is no option to dismiss the notification - the only way it disappears is when the connection is restored.

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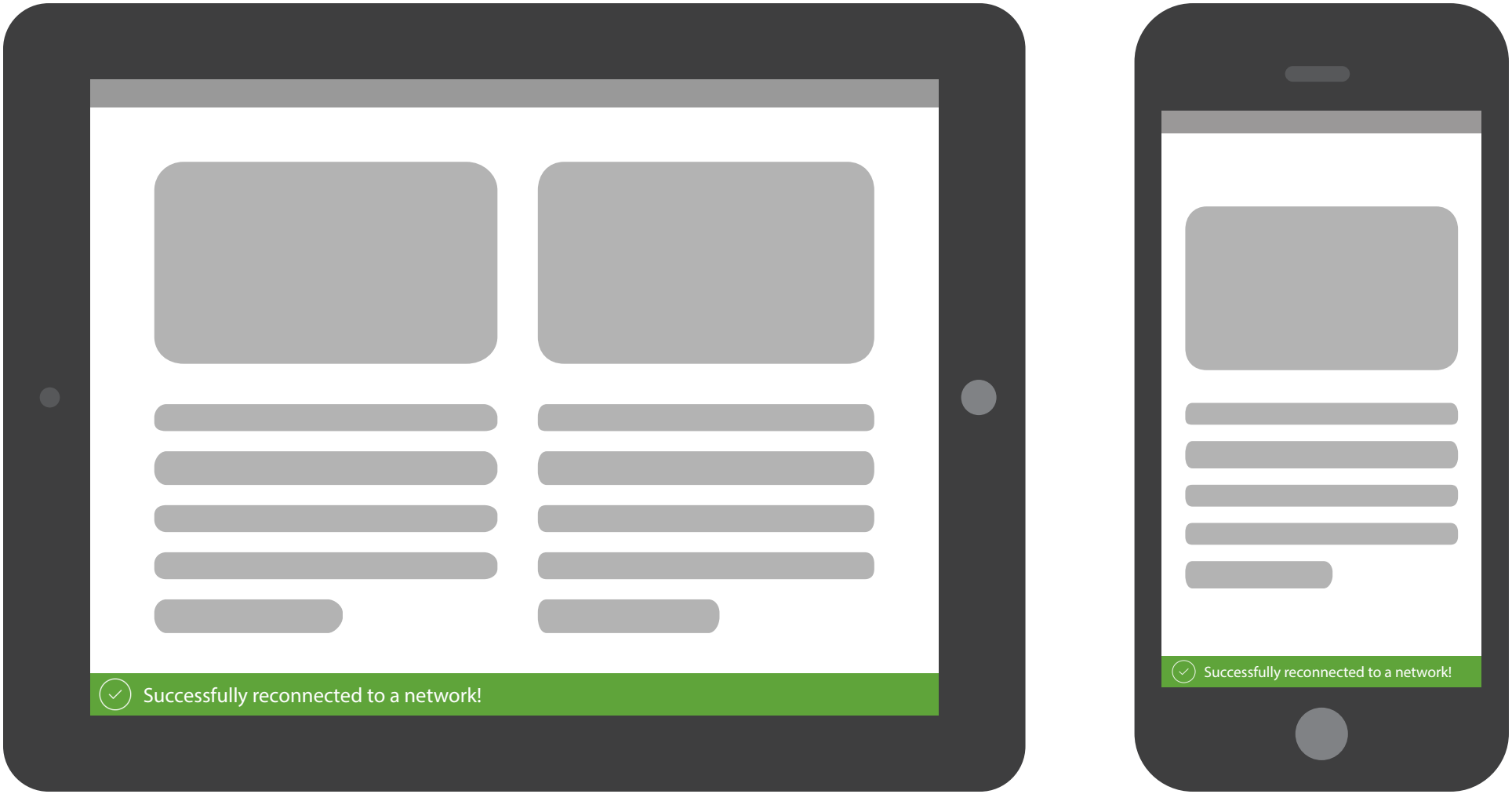

Successfully Reconnected To Network:

When the device has successfully reconnected to a network - either mobile (3G/4G) or WiFi - a message is displayed and persists for 10 seconds before fading into a black bar. If the user is on the login page, the black bar will persist to cover the Azure-based grey bar with the "Cancel" button. However, if the user is within the app, the black bar will immediately fade out to provide maximum screen space for the app itself.

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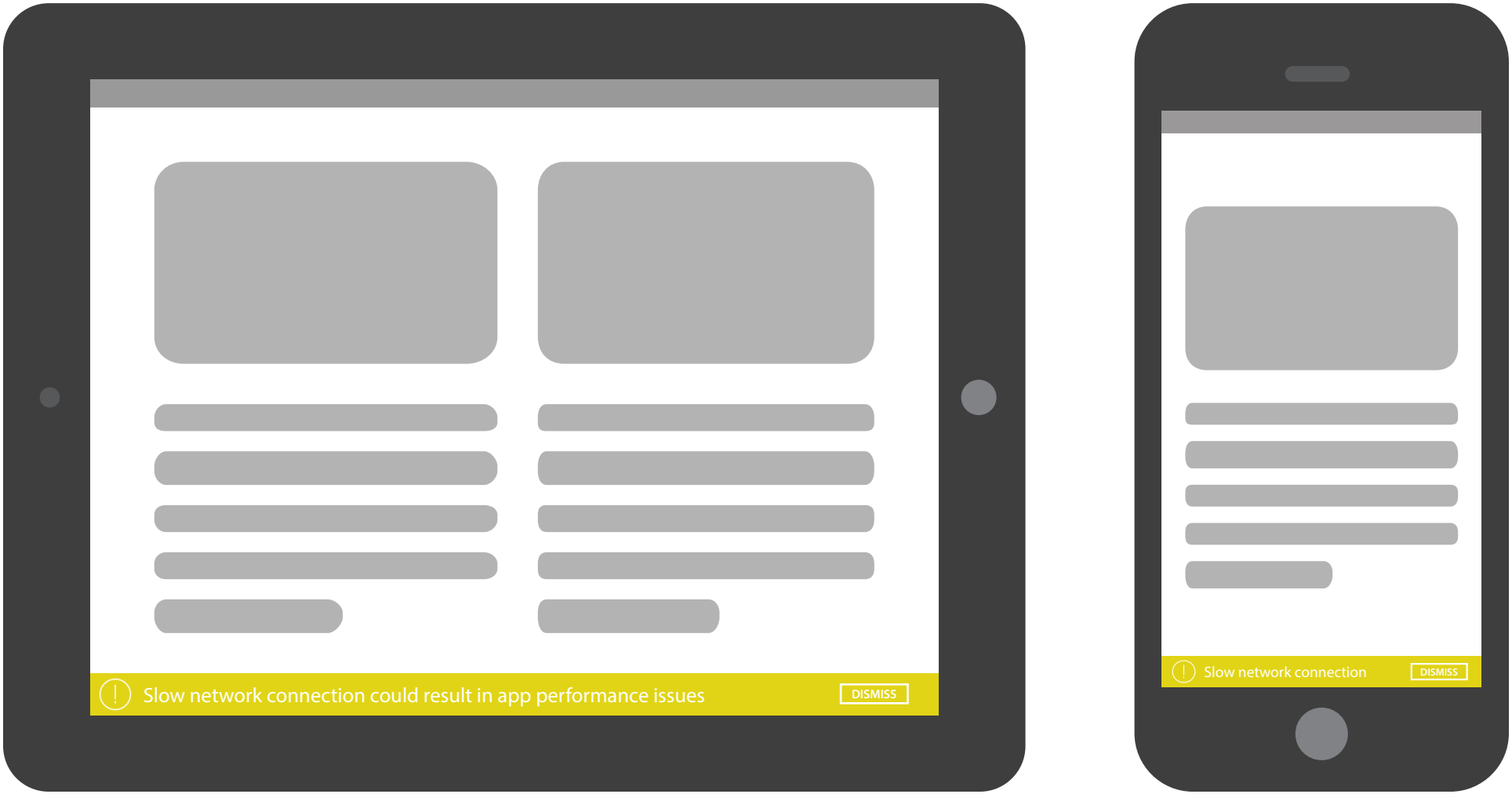

Slow Connection:

When the device has a slow connection - regardless of whether the user is on a mobile (3G/4G) or WiFi connection - a yellow bar with a warning message persists until the user either: 1) clicks the "DISMISS" button; or 2) the network speed increases to a point at which app performance is not negatively impacted.

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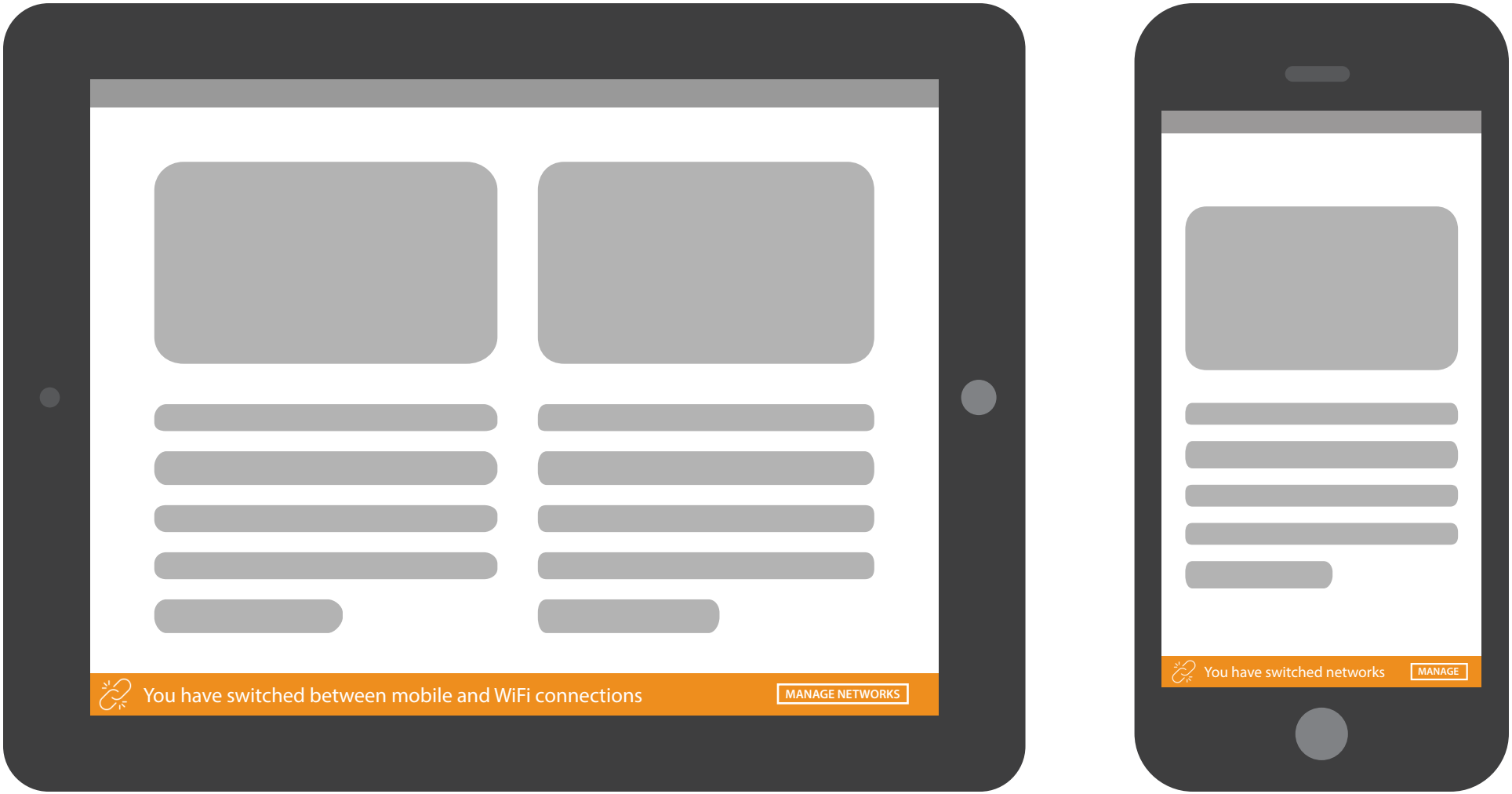

Connection Changed:

Note: this aspect of the design pattern is a draft, pending further user and technical research

When the device connection changes between mobile (3G/4G) to WiFi, an orange bar with a notification message persists for 10 seconds before fading out. There is a button "MANAGE NETWORKS" ("MANAGE" on mobile phones) that takes users to the network settings page for their device. This will allow users to manage their network preferences and to turn WiFi on or off, depending on their work location and work pattern.