HANDLINGAR.SE

UI / UX

DESIGN SYSTEM.

ABOUT THIS PROJECT

PROBLEM & SOLUTION

This project is a pro-bono case for handlingar.se, where we took a closer look on their website to find opportunities to improve the overall user interface and experience.

After conducting user research and identifying opportunities for three of the pages on their website, we created wireframes and designs that could successfully make the user journey more intuitive and accessible.

This Design System booklet is a comprehensive guide to our solutions and thoughts as well as necessary information for developers on why, how and when different elements should be used to maintain consistency through the website with focus on accessibility.

1. IDENTITY.

Vi hjälper dig att få kontakt med myndigheter

- för din rätt att veta

COLOR PALETTE.

Main colors

White Background #FBFBFB
Main background color

Brand Primary #333333
Dark buttons,
Dividing sections,
Graphic elements,
Illustrations.

Brand Secondary #EB9C6A
Buttons,
Navigationbar,
USP Icons,
Graphic elements,
Illustrations.

Brand Accent #E6722A
Dividing stroke,
Illustrations

Instructions

When using colors wisely, we can make the navigation easier for our user as well as creating a consistency in the brand. It's important to have accessibility in mind to make sure that the website is clear so that everyone can use our service without struggles.

On the left you can see the approximately amount of how much each color should be used, and where. The Brand Primary color should be used more than the Brand Accent.
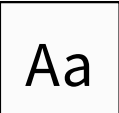
The additional colors should be used on text with the appropriate background color. The gradient is only for elements in our illustrations create more depth, making them more interesting.

It is important that the text have enough contrast against the background color in order to make it accessible.

Text colors & Gradients

White
FFFFFF

Black
000000

Gray
555555

Gradient
20384E / 000000

Approved text and background combinations

Aa
555555 +
FBFBFB

Aa
000000 +
FBFBFB

Aa
FFFFFF +
333333

Aa
EB9C6A +
333333

Aa
000000 +
EB9C6A

TYPOGRAPHY.

A visual type - 48PX

H1. Source Sans Pro. Bold.

A visual type - 36PX

H2. Source Sans Pro. Bold.

A visual type - 32PX

H3. Source Sans Pro. Bold.

A visual type - 24PX

H4. Source Sans Pro. Bold.

A visual type - 19PX

H5. Source Sans Pro. Semi-Bold.

A visual type - 18PX

Subtitle. Source Sans Pro. Semi-Bold.

A visual type - 16PX

Body. Source Sans Pro. Regular.

A visual type - 12PX
Small Body. Source Sans Pro. Regular.

Instructions

A font hirearchy makes it easier to keep the website consistent and add new content to the design. By using different sizes for different things, we are able to help our users understand where we want them to look first and where a section starts and end.

We only use the font Source Sans Pro, which Handlingar.se already are using. The reason we only use Source Sans Pro is because we want to keep the website clean and simple to manage. To be able to indicate a hierarchy for our users and tell them where they should look first puts less strain on their eyes, and we can organize the information into smaller, bite-sized bits. That's why we use different line weights on different types of texts.

H1 is our biggest font, and should be used in the first title of hero images and new sections. The second title in that section will be H2, and the third H3 etc. The subtitle and body text stays the same to make the design system simple and easy to manage.

A visual type - 16PX

Button M Text. Source Sans Pro. Bold.

A visual type - 14PX

Button S Text. Source Sans Pro. Semi-Bold.

H1: Welcome to this page

Subtitle: This is what this page is about

Body: This is a text that explains the page in more detail. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut et massa mi. Aliquam in hendrerit urna. Pellentesque sit amet sapien fringilla, mattis ligula consectetur, ultrices mauris. Maecenas vitae mattis tellus.

H2: Here is an interesting title

Subtitle: This is a short text about it

Body: This is a text that explains the topic in more detail. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut et massa mi. Aliquam in hendrerit urna. Pellentesque sit amet sapien fringilla, mattis ligula consectetur, ultrices mauris. Maecenas vitae mattis tellus.

IMAGERY.

Instructions

For images, we have used open source photography from unsplash.com. We used images showing messy desks, because it gives a feeling of originality and personality. It also indicates that we know it's messy to try to find the right contacts and necessary documents, and we will help our users get rid of all that mess.

By using a picture of multiple people working gives a feeling that the service is professional. This could be a good idea to have that type of image on our premium service, but on our basic plan it could be better to use a picture of an individual to show that the service also caters to private people and not discourage them to make a request.

The images have small adjustments to them to make it look more interesting. High contrast, sharp shadows and highlights to make it look trendy and fresh.

ILLUSTRATIONS.

Brand Accent

Illustration gradient

Brand Secondary

Brand Secondary

Instructions

Handlingar.se can feel overwhelming for users, since it is a very powerful site and could be intimidating for beginners. To keep a friendly atmosphere, illustrations can work both as a fun, explanatory element and help the users understand what the information is about. We have used free and open source illustrations from undraw.co.

To keep the website consistent, use the same colors in every illustration from our color palette.

ICONOGRAPHY.

Small Icons

Material symbols. Icon box size: 24 x 24px. Icon max width/height: 16 x 16px.

Big Icons

Material symbols. Icon box size: 32 x 32px. Icon max width/height: 20 x 20px.

Social Media Icons

Material symbols. Icon box size: 26 x 26px. Icon max width/height: 26 x 26px.

Unique Selling Proposition Icons

Material symbols. Icon box size: 100 x 100px. Icon max width/height: 80 x 80px.

Instructions

We have used material Symbols that contain free icons from google, and are easily accessible on Figma. This way we can focus more on the design itself, instead of making our own icons. Icons reinforce the message for users and could make the information easier to understand. Using the same style makes the whole design coherent, and we have used icons that have outlines and are not filled.

Big icons are used when they indicate something very important, or used with bigger text than 16px. The smaller icons are for text sizes 16px or smaller.

By using Social Media icons the users will quickly identify where they can follow us, and could be used in the website's footer.

Our Unique Selling Proposition icons serve as a graphic element and should always have a captivating title and descriptive text underneath. This way we make sure that the icon mean the same for the user as for us. The text underneath should tell our users what we can offer them and why they should use our services.

BUTTONS.

Primary Button S

Secondary Button S

Teritary Button S

Link

Primary Button S

Secondary Button S

Teritary Button S

Link

Instructions

Buttons are one of the most important elements to website design so it's crucial that they have a clear message and are accessible as they navigate the user through their journey.

Since Handlingar.se uses dark and light backgrounds to divide the website into smaller bits to make it easy to navigate, we have two different colors on our buttons. Our dark button is for light backgrounds, and the orange is for dark backgrounds. The orange is a difficult color and should NEVER be used on light backgrounds since it will lack contrast and would not be accessible.

Primary buttons are used for important call to actions, highest of priorities and should be the first thing a user sees.

Secondary buttons serves as a second choice next to the primary button, or to a choice that is not important to the user journey. Generally, they have no fill color but when used on hero images a fill with enough opacity can make it stand out more and be accessible without a drastic change.

Tertiary buttons is for less critical or secondary actions. They could provide access to additional features, less commonly used options, or the ability to cancel or dismiss certain interactions.

Link text is for hyperlinks that lead the user to a page where they can get more information about the subject, like different blog posts etcetera.

We have two different button sizes, medium and small. The medium sized buttons are used in big spaces, like hero images. The small sized button are used with smaller text or images, often lower down on the website.

◇ **Medium Button Anatomy**
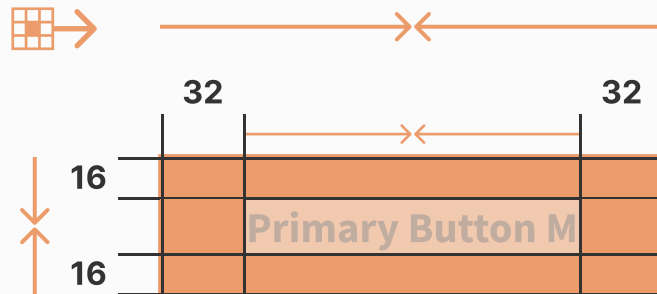
◇ **Small Button Anatomy**

32   32

24   24

16

Primary Button M

16

14

Primary Button S

14

Direction :   Horizontal

Alignment :   Middle center

Vertical resizing :   Hug

Horizontal resizing :   Hug

Item spacing: 8

Padding top: 16

Padding bottom: 16

Padding left: 32

Padding right: 32
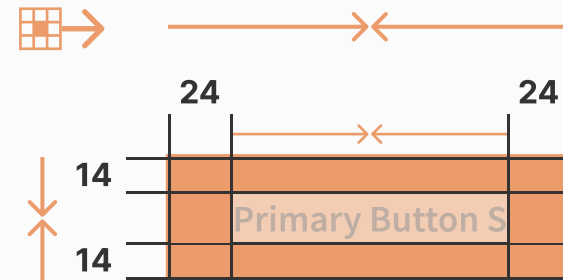
Direction :   Horizontal

Alignment :   Middle center

Vertical resizing :   Hug

Horizontal resizing :   Hug

Item spacing: 8

Padding top: 14

Padding bottom: 14

Padding left: 24

Padding right: 24

2. LAYOUT.

Vi hjälper dig att få kontakt med myndigheter

- för din rätt att veta

Gör en begäran

Lär dig mer om oss

Effektivisera ditt arbete

Skicka samma begäran om allmän handling till flera myndigheter samtidigt och få mer tid till journalistik.

Uppdaterade uppgifter

Du har tillgång till kontaktuppgifter till 3198 organisationer som omfattas av offentlighetsprincipen.

Privata förfrågningar

Håll förfrågningar om ärenden hemliga medan du arbetar på ditt projekt. Du väljer själv när du är redo att göra dem publika.

MacBook Pro

SPACING.

56px

1. Gör en begäran

8px

Skapa enkelt en begäran genom att fylla i ditt ärende. Vi har hjälpt dig genom att skapa en mall där du bara behöver ange vilka dokument du vill ta del av.

Ärendet skickas till den valda myndigheten i form av ett mail där de måste svara inom x veckor.

16px

Gör en begäran
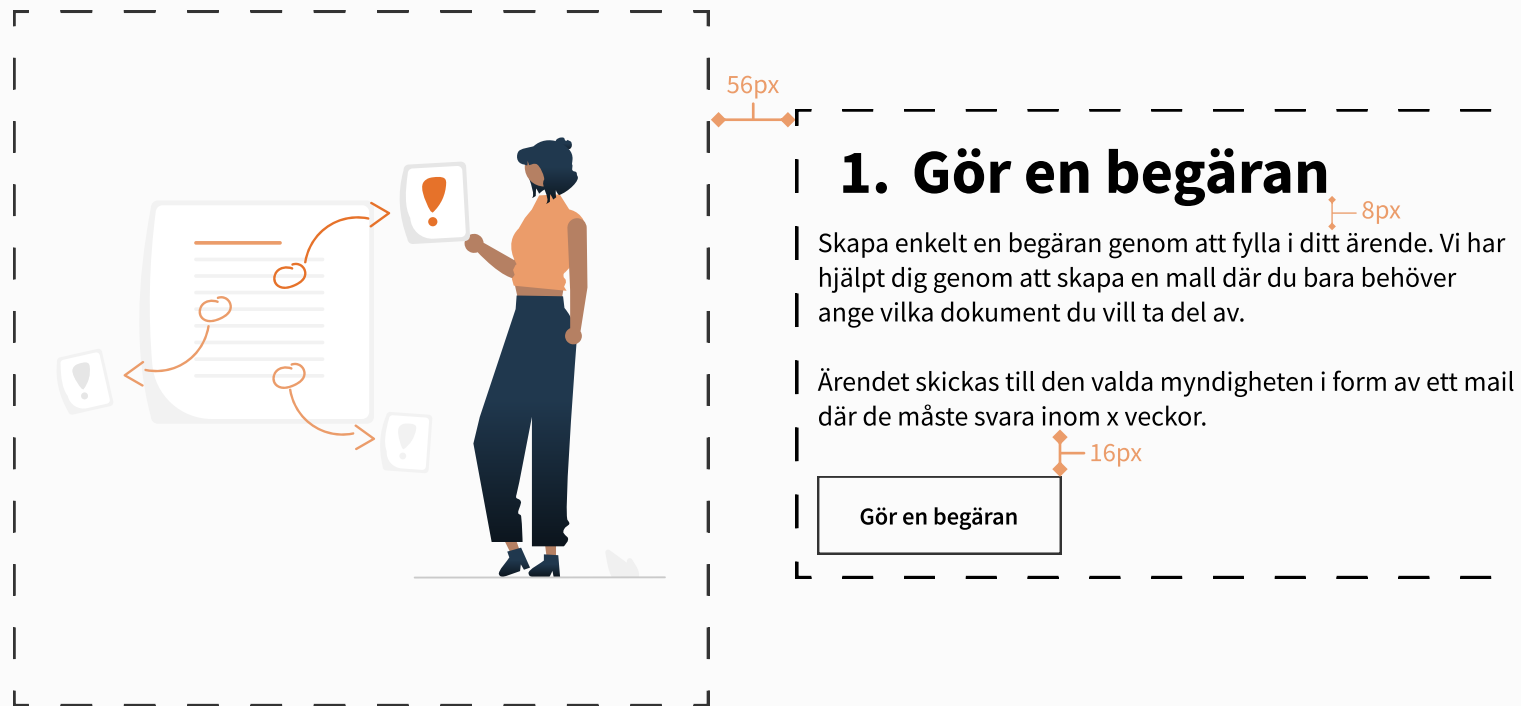
Instructions

By using consistent spacing between different elements and objects, the readability and scannability will improve for our users. Using spacing will also make the visual hierarchy of the content more easy to digest, and since Handlingar.se is a text-heavy website with a lot of information it is very important to be consistent.

The base unit defines what every measurement will be a multiple of. This keeps designs consistent, improves communication with developers, and reduces the number of decisions a designer has to make. We use 8px, but in smaller areas where the spacing can be tighter, we can use 4px.

8px   16px   24px

GRIDS & MARGINS.

12 columns

20px

50px

Column count : 12

Margin : 50px

Gutter: 20px
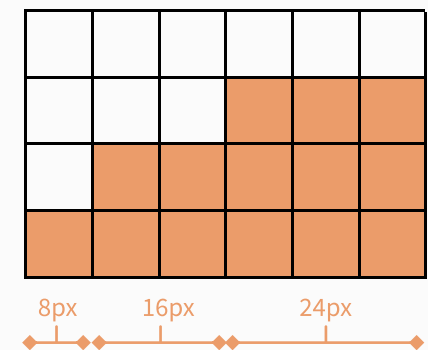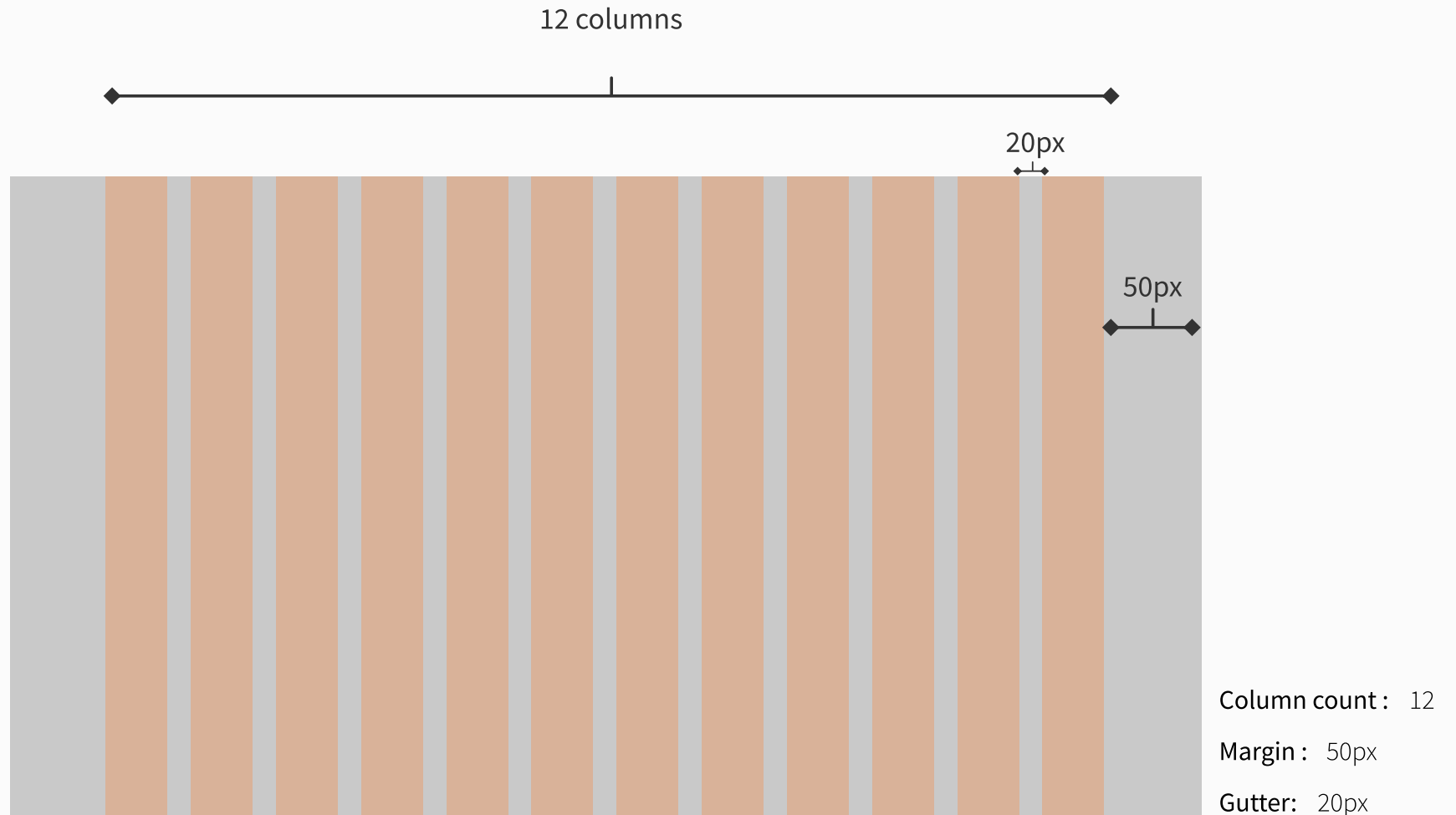
Instructions

When designing this website, we have used grids and margins to make the website consistent with good balance and symmetry, with visual hierarchy to define the relationship between objects. It also contributes to better accessibility as it helps screen readers and those who have low dexterity. Grids also make it easier for designers, since they are essential for creating responsive design across devices.
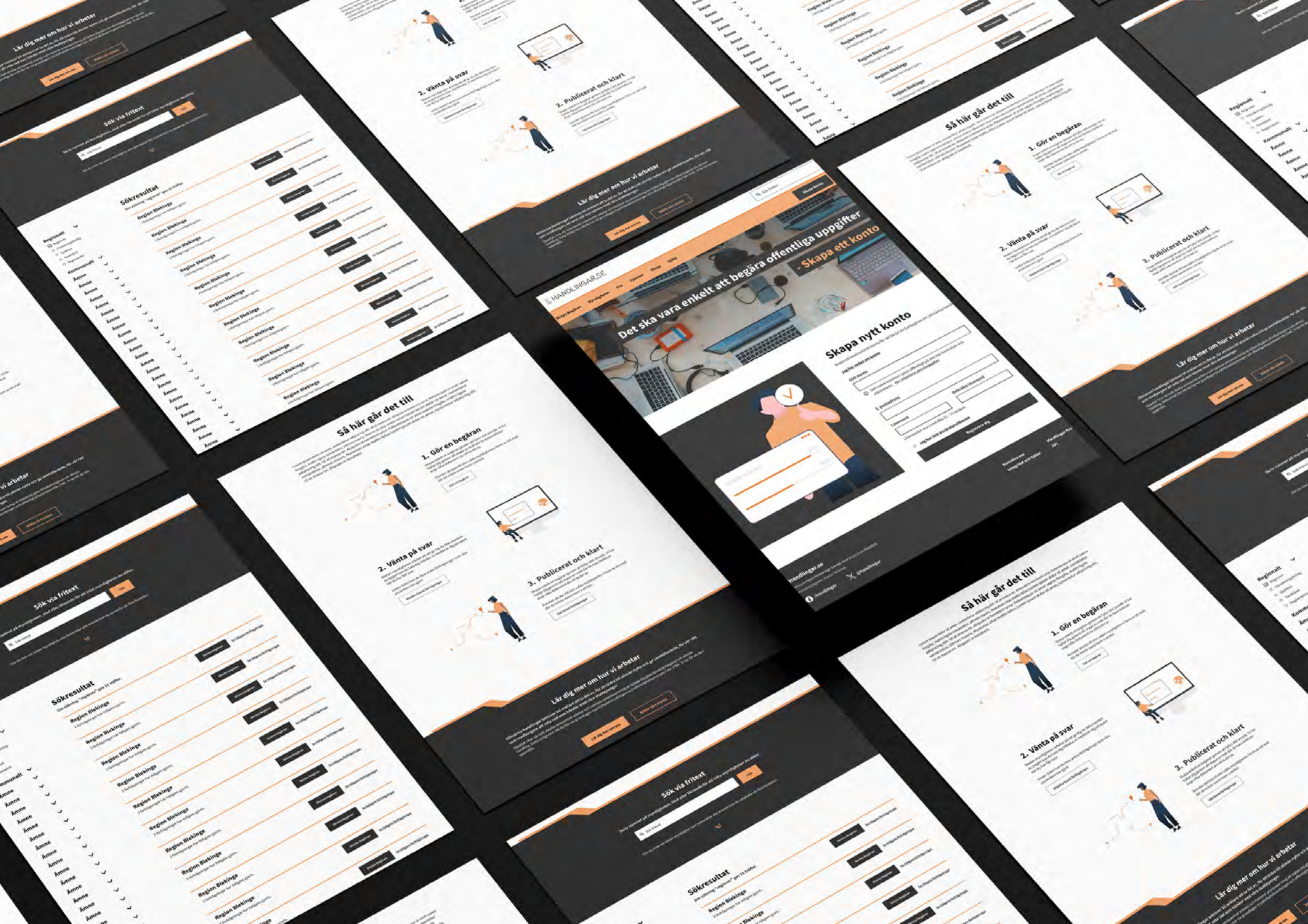
3. DESIGN.

LANDING PAGE.

We moved the language selection to this side, to make it easier to find.

We have shortened the title of the categories to free more space and give the navigation bar a clear structure.

Since the original navigation bar is split into two, we kept it that way but gave it two different colors with a divider between to help the user distinguish between the two levels so it does not feel crowded. We also changed to a higher contrast text color to make it more accessible.

HANDLINGAR.SE

Sök fritext

Svenska

Skapa Begäran   Myndigheter   Pro   Tjänster   Blogg   Hjälp

Skapa konto   Logga in

Vi hjälper dig att få kontakt med myndigheter

- för din rätt att veta

Gör en begäran   Lär dig mer om oss

Effektivisera ditt arbete

Skicka samma begäran om allmän handling till flera myndigheter samtidigt och få mer tid till journalistik.

Läs mer

Uppdaterade uppgifter

Du har tillgång till kontaktuppgifter till 3198 organisationer som omfattas av offentlighetsprincipen.

Läs mer

Privata förfrågningar

Håll förfrågningar om ärenden hemliga medan du arbetar på ditt projekt. Du väljer själv när du är redo att göra dem publika.

Läs mer

By making "create account" and "log in" separated it is more clear where you can create an account or log in. The "create account" button is primary as it's more important for beginners who are not comfortable with the site to see the button.

We created a strong title and changed the hero image so that the users know what services we provide. Having early on "CTA" buttons the users will know what we want from them.

We call this section our "USP section". With a unique selling proposition, we let the users know what we do and why they should use our services.

Så här går det till

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut et massa mi. Aliquam in hendrerit urna. Pellentesque sit amet sapien fringilla, mattis ligula consectetur, ultrices mauris. Maecenas vitae mattis tellus.Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut et massa mi. Aliquam in hendrerit urna. Pellentesque sit amet sapien fringilla, mattis ligula consectetur, ultrices mauris. Maecenas vitae mattis tellus.Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut et massa mi. Aliquam in hendrerit.

1. Gör en begäran

Skapa enkelt en begäran genom att fylla i ditt ärende. Vi har hjälpt dig genom att skapa en mall där du bara behöver ange vilka dokument du vill ta del av.

Ärendet skickas till den valda myndigheten i form av ett mail där de måste svara inom x veckor.

Gör en begäran

2. Vänta på svar

Medan myndigheten arbetar på att ge dig de dokumenten du begärt kan du luta dig tillbaka, vi meddelar dig på epost när du har fått svar.

Under tiden kan du läsa andra förfrågningar som våra användare har gjort.

Bläddra bland förfrågningar

3. Publicerat och klart

Skapa enkelt en begäran genom att fylla i ditt ärende. Vi har hjälpt dig genom att skapa en mall där du bara behöver ange vilka dokument du vill ta del av.

Ärendet skickas till den valda myndigheten i form av ett mail där de måste svara inom x veckor.

Sök bland förfrågningar

Lär dig mer om hur vi arbetar

Allmänna handlingar behöver bli enklare att ta del av, för att bidra till allmän nytta och ge samhällsvärde, för vår rätt som medborgare att veta vad som händer med våra skattepengar.

Djupdyk i hur vår helt ideella verksamhet arbetar och hanterar processen kring att hjälpa dig göra så kallad begäran om allmän handling. Detta enligt den rätt du har via grundlagen tryckfrihetsförordningen och offentlighetsprincipen från 1766. Vi ser till att den uppehålls.

Lär dig mer om oss   Stötta vårt arbete

After the hero section, we dive straight into how our service works. Handlingar.se is a very text-heavy website with a lot of information, so in order to keep new users on the website it's important to explain how they can make a request.

To make the information more accessible and not overwhelm the user, we use informational illustrations and divide the different steps. With using both images and text with a clean hierarchy and consistent spacing we make it easier for the brain to digest the information.
Here, we have used secondary buttons to give the users a choice, but indicate that it's not a priority and they can keep scrolling.

With graphic elements and changing the visuals, we let the user know that something is about to change and the section is coming to an end. We also give the user choices that is related to the section with buttons that goes to pages they might be interested in.

Premiumtjänsten för journalister, forskare, föreningar och företagaren

Handlingar PRO är en kraftfull verktygslåda som har allt du behöver när du arbetar med information och allmänna handlingar.

Handlingar.se är en kostnadsfri tjänst, driven helt ideellt och hjälper dig att få den information du behöver genom att göra en begäran om allmän handling från ansvariga myndigheter, regioner, kommuner och organisationer.

Skaffa premium
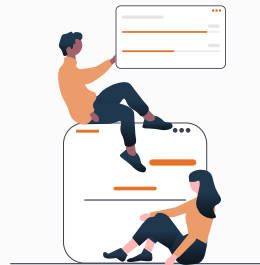
Effektivisera ditt arbete

Skicka samma begäran om allmän handling till flera myndigheter samtidigt och få mer tid till journalistik.

Uppdaterade uppgifter

Du har tillgång till kontaktuppgifter till 3198 organisationer som omfattas av offentlighetsprincipen.

Privata förfrågningar

Håll förfrågningar om ärenden hemliga medan du arbetar på ditt projekt. Du väljer själv när du är redo att göra dem publika.

Effektivisera ditt arbete

Skicka samma begäran om allmän handling till flera myndigheter samtidigt och få mer tid till journalistik.
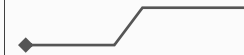
Uppdaterade uppgifter

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Handlingar.se i media och nyheter

Altinget

Journalisten

tranQuillity

Now, a new section have emerged. Because Handlingar.se PRO is something that we want our users to use, we let them know that it exists as early as the landing page. It is the same principal as the hero section. We explain what it is, our target audience and why it stands out from the basic plan with a clear call to action.
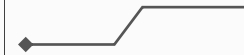
Having two rows of "USPs" will make the users understand that it is a premium service, as well as additional features that makes it stand out.
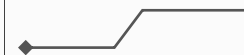
By having "Social proof" we show our users that our service can be trusted. This makes them more likely to also want to use it.

Senaste nyheter och kampanjer

Bidra till Handlingar.se i jul!

→

Projektet Handlingar.se drivs av en dedikerad projektgrupp helt ideellt. Din donation gör skillnad för projektets utveckling.

Läs mer

Bidra till Handlingar.se i jul!

→

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Läs mer

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Läs mer

Handlingar.se

Drivs av **Open Knowledge Sverige** med mjukvaran Alaveteli.

Ansvarig utgivare: Elenor Weijmar

(f) /handlingar   X @handlingar

Kontakta oss   Handlingar Pro Villkor   Hjälp

Integritet och kakor   API

Moving on to the last section of the landing page, we come to our "Latest news and campaigns". Having a neat blog post teaser with interesting shapes, colors, clean text hierarchy and spacing will make it more likely that the users will become interested and click to read more. With just two sentences, the user will get a peak on what the post is about and spark curiosity.

The grand finale is our footer.
By giving the information more white space and structure, it becomes easier for the user to find what they are looking for. For the future, it will also make it easy to add more categories if needed while still keeping a tightly sized footer.
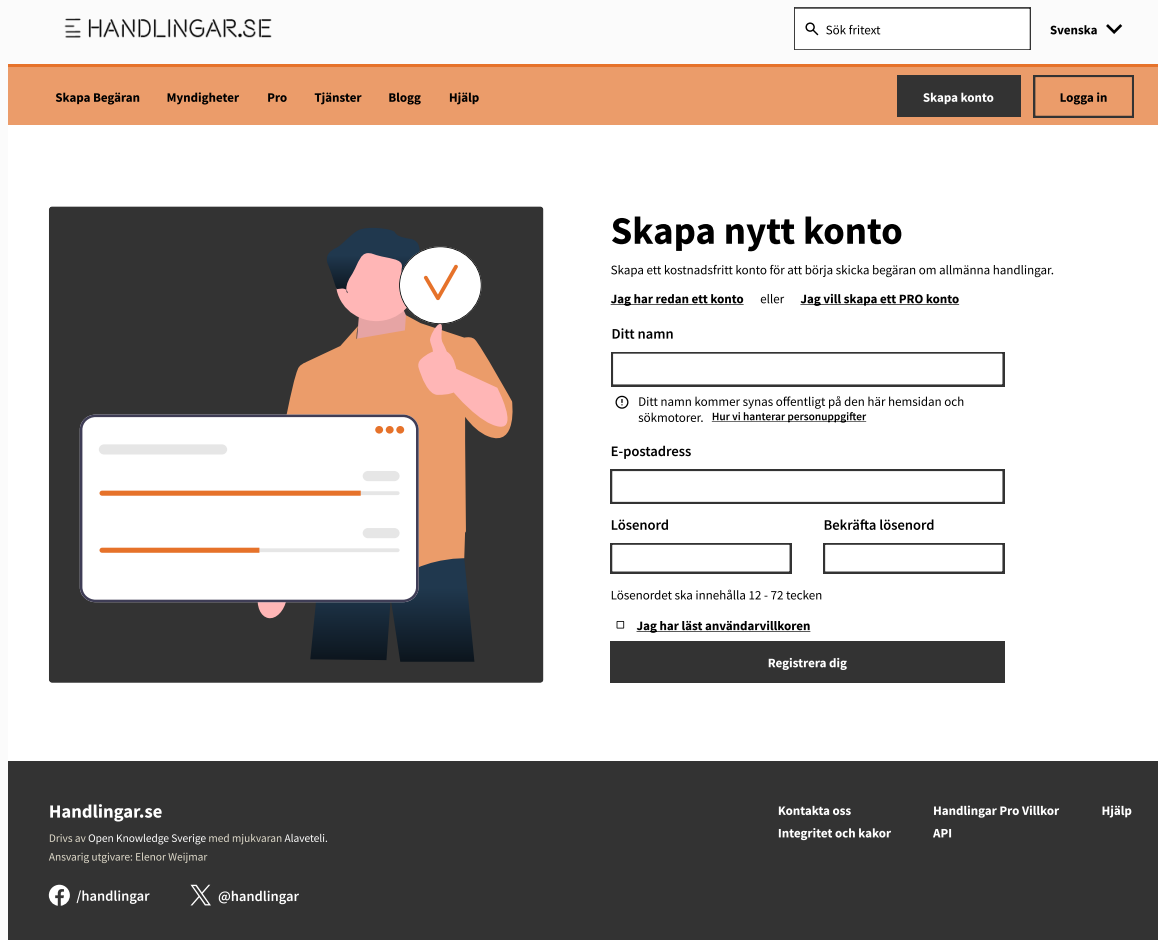
We have changed the social media icons to solid color, as it will give the footer a more cohesive feel.

CREATE ACCOUNT.

☰ HANDLINGAR.SE

🔍 Sök fritext

Svenska ⌄

Skapa Begäran   Myndigheter   Pro   Tjänster   Blogg   Hjälp

Skapa konto   Logga in

Skapa nytt konto

Skapa ett kostnadsfritt konto för att börja skicka begäran om allmänna handlingar.

Jag har redan ett konto   eller   **Jag vill skapa ett PRO konto**

Ditt namn

ⓘ Ditt namn kommer synas offentligt på den här hemsidan och sökmotorer.   Hur vi hanterar personuppgifter

E-postadress

Lösenord   **Bekräfta lösenord**

Lösenordet ska innehålla 12 - 72 tecken

☐ **Jag har läst användarvillkoren**

Registrera dig

Handlingar.se

Drivs av Open Knowledge Sverige med mjukvaran Alaveteli.
Ansvarig utgivare: Elenor Weijmar

🌐 /handlingar   𝕏 @handlingar

Kontakta oss   Handlingar Pro Villkor   Hjälp
Integritet och kakor   API

As mentioned in "Landing page" we have separated "create account" and "log in" in order to make the user journey less confusing.

Information that they need to create an account to be able to use our service, and let them know once again that it is a free service. In case they already have an account, there is an teritary button which they can use to get to the "log in" page instead.

We have taken away links to make the interface more clean, and replaced them with one link to how we handle personal information. We kept the notice that the name will show publicly on the site, since it is necessary information they likely would like to know. We also added a check-mark to make sure that they have read the "terms and conditions".

SEARCH FEATURE.

≡ HANDLINGAR.SE

🔍 Sök fritext

Svenska ∨

Skapa Begäran   **Myndigheter**   **Pro**   **Tjänster**   **Blogg**   **Hjälp**

Skapa konto

Logga in

Hitta myndigheter och offentliga organisationer

- för att göra en begäran

Having consistency in how our hero works and looks improves the overall feeling of the website and brand. Consistency is key.

Vi har kontaktuppgifter till 2 469 olika myndigheter

Innan du gör en förfrågan till din myndighet så kan du bläddra i redan gjorda förfrågningar av våra användare för att se om du hittar ditt svar.
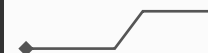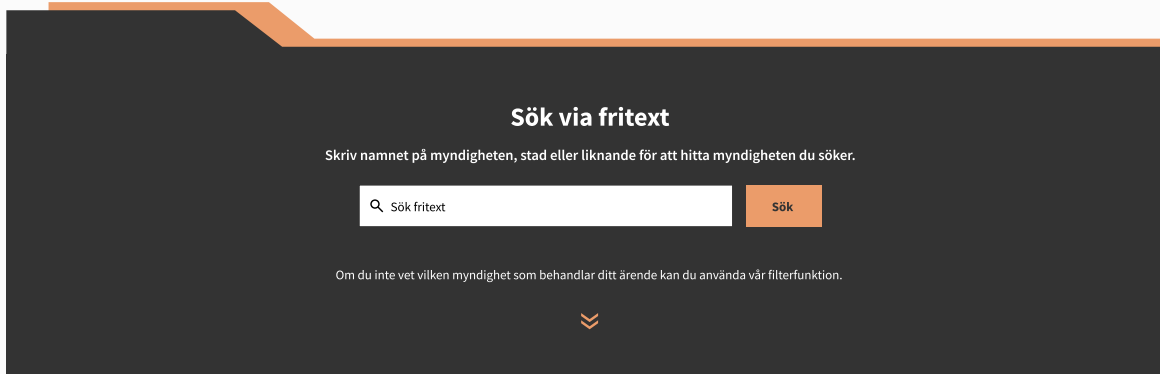
Om du är osäker på vilken organisation som har ansvaret över innehållet i din begäran kan du använda kategorifunktionen för att hitta rätt. Om du inte hittar det du söker kan du kontakta oss så letar vi reda på kontaktuppgifterna.

Bläddra bland förfrågningar   **Kontakta oss**
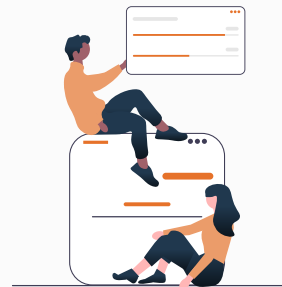
Here we have informational text about the service of looking through already made requests, since the users may find their answer there, together with CTA buttons which will take them to the relevant page. We want save time both for the users and the organizations. The illustration makes the feel of the section more playful and gives the brain some rest among the text.

Sök via fritext

Skriv namnet på myndigheten, stad eller liknande för att hitta myndigheten du söker.

🔍 Sök fritext   **Sök**

Om du inte vet vilken myndighet som behandlar ditt ärende kan du använda vår filterfunktion.

≫

A high contrast section with a graphic element indicates that something is about to change. We explain that the user can use the input field to search for the organization they want to contact. In case they don't know the name of it, we let them know that they can scroll down to use our categories.

Drop down menues with sub categories makes it quick for the user to find what they are looking for, without having to scroll down too far and getting overwhelmed by all the choices.

Regionalt ⌄
☑ Regioner
☐ Försäkringsbolag
☐ Sjukhus
☐ Tandvård
☐ Regionarkiv

Kommunalt ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄
Ämne ⌄

Sökresultat

Din sökning "regioner" gav 21 träffar.

Region Blekinge
2 förfrågningar har tidigare gjorts.   [Skicka begäran]   Se tidigare förfrågningar

Region Blekinge
2 förfrågningar har tidigare gjorts.   [Skicka begäran]   Se tidigare förfrågningar

Region Blekinge
2 förfrågningar har tidigare gjorts.   [Skicka begäran]   Se tidigare förfrågningar

Region Blekinge
2 förfrågningar har tidigare gjorts.   [Skicka begäran]   Se tidigare förfrågningar

Region Blekinge
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Using a divider with more contrast between the results will make the information easier to separate and will have less strain on the eyes and brain. With our CTA buttons, we give the user one more change to look through past request before making a new one.

Handlingar.se
Drivs av **Open Knowledge Sverige** med mjukvaran **Alaveteli**.
Ansvarig utgivare: Elenor Weijmar

/handlingar   @handlingar

Kontakta oss   Handlingar Pro Villkor   Hjälp
Integritet och kakor   API

DESIGN SYSTEM.

DOUGLAS TAMM & RILEY ECKERLO