

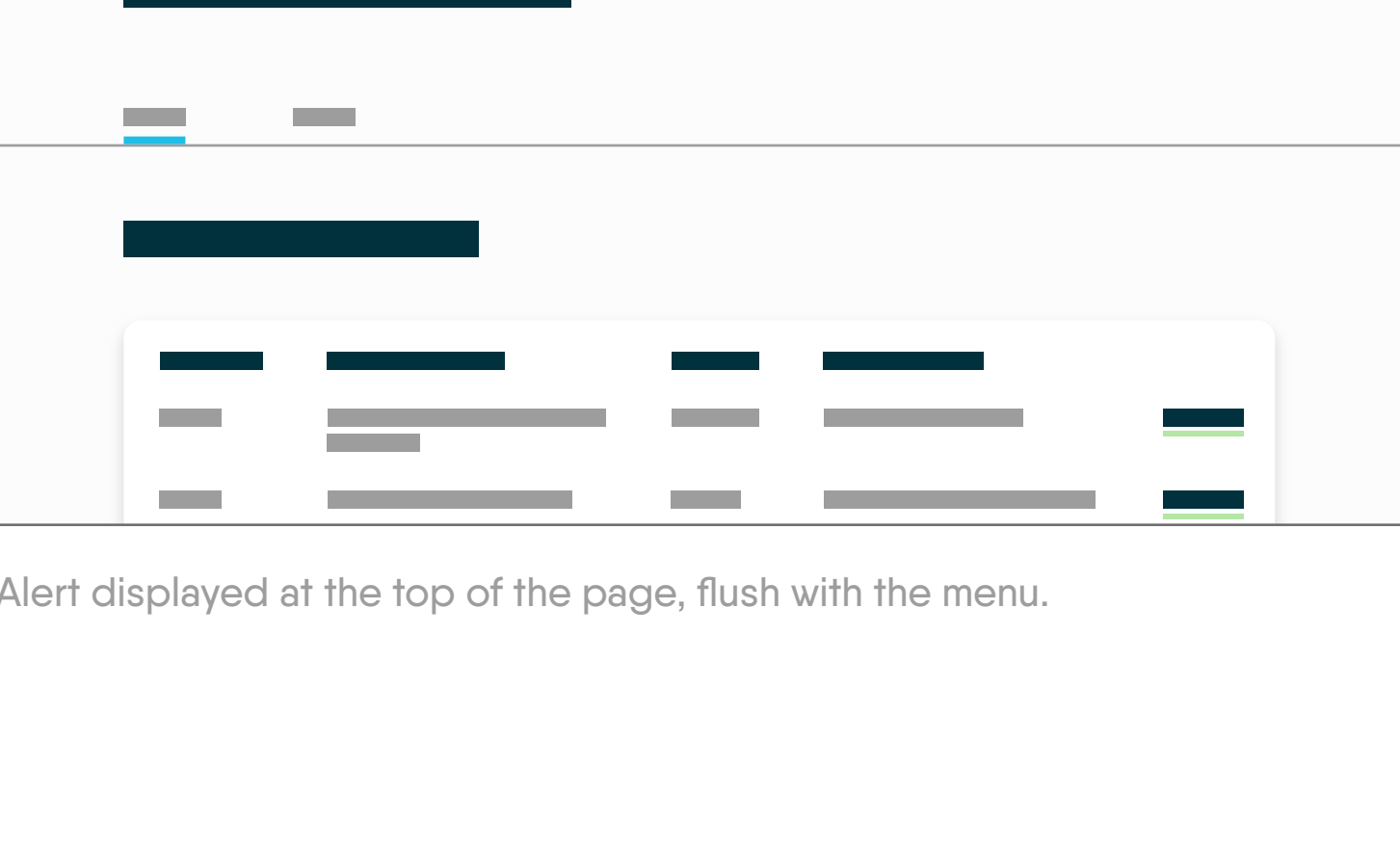
Alerts

Introduction

Alerts communicate essential information. They're positioned at the top of the screen to be noticeable and require user action to disappear.

Overview

Alerts are visually prominent components primarily used to deliver important information or messages to users. This could include announcements, alerts, warnings, promotional messages, or calls to action. Banners are often used for time-sensitive or critical updates and persist until they are either dismissed or the purpose of the message is fulfilled.



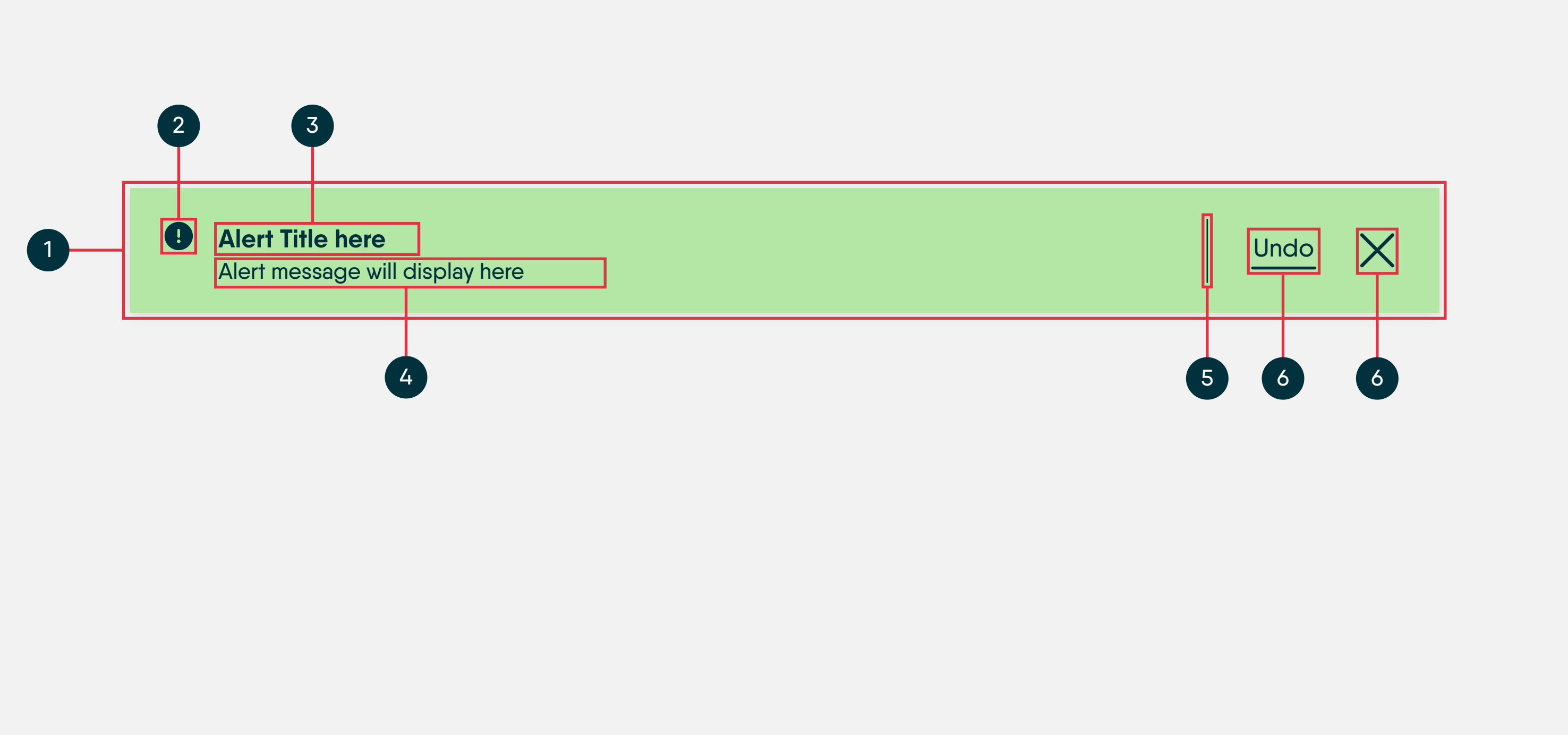
Alert displayed at the top of the page, flush with the menu.

System notification usage examples

When deciding which component to use for system notifications, consider the urgency, importance, and persistence of the information or action. Toasts for non-critical and transient notifications, inline notifications and alerts for persistent and important information and modals are best suited for critical and immediate actions.

Component	Priority	User action
Toasts	Low priority	Optional: Toasts disappear automatically
Inline notification	Medium priority	Optional: Inline notifications appear amongst the page content in the relevant area and remain until the state that cause the inline notification is resolved.
Alert	Prominent, medium priority	Optional: Alerts remain until dismissed by the user, or if the state that caused the banner is resolved
Transactional modal	High priority	Required: Modals block app usage until the user takes a dialog action. There are usually two options - one to complete the action and one to offer the user not to complete the action
Acknowledgement modal	High priority	Required: Modals block app usage until the user takes a dialog action. Users are offered a mandatory action - they acknowledge the system notification and are in line with compliance or legal requirements.

Anatomy



1. Container
2. Icon
3. Title
4. Text
5. Divider
6. Tertiary button
7. Dismissal button (optional)

Dismissal

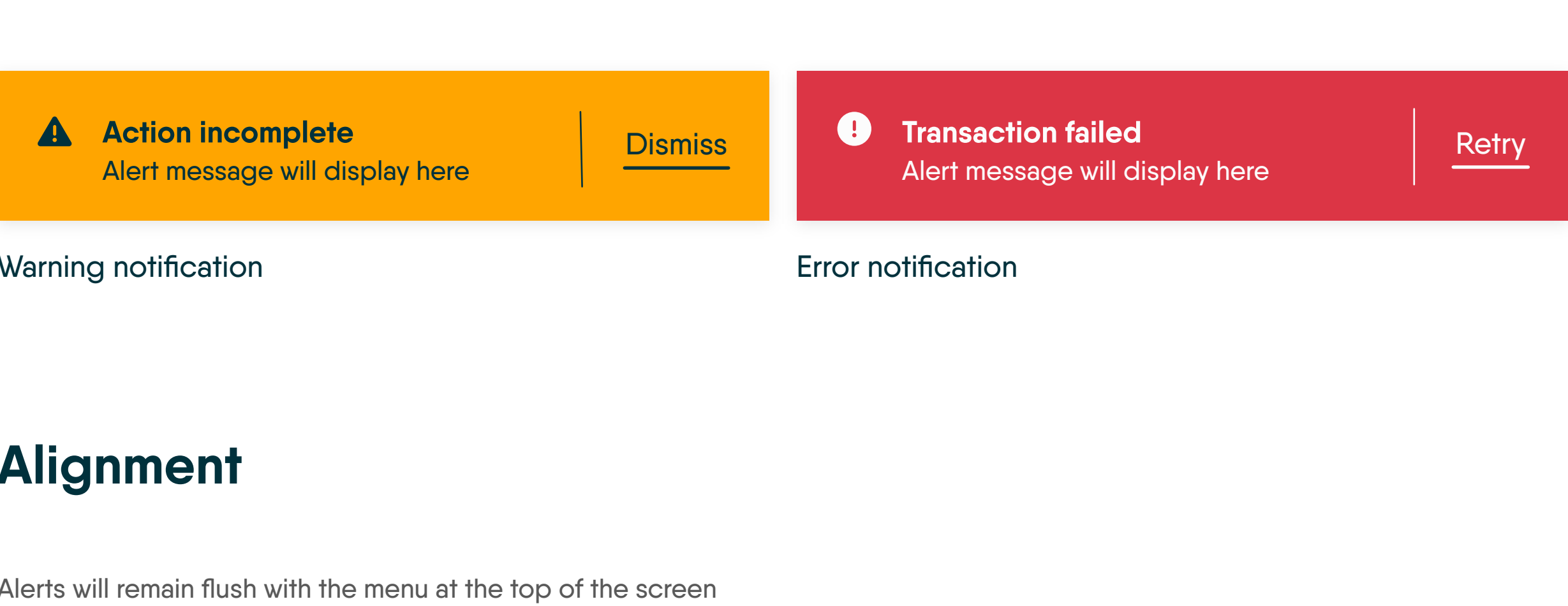
Close button: Alerts often include a visible close button (typically an "x" icon) in the corner or somewhere within the alert itself. Users can click or tap on the close button to dismiss the alert.

User action: Alerts may require users to perform a specific action to dismiss them. This action can be clicking on a confirmation button, selecting an option, or completing a task related to the alert's content.

*Alerts will persist in certain cases. If a user dismisses an alert without performing the action it is urging, it will return a day later to urge them to complete the action.

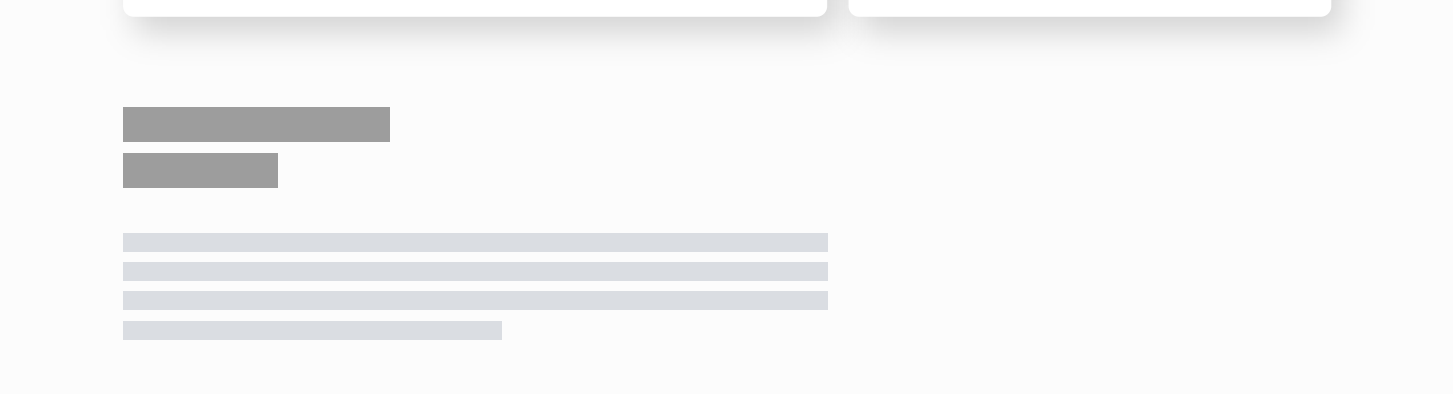
Status

Alerts offer the following message statuses – Informative, success, warning, error.



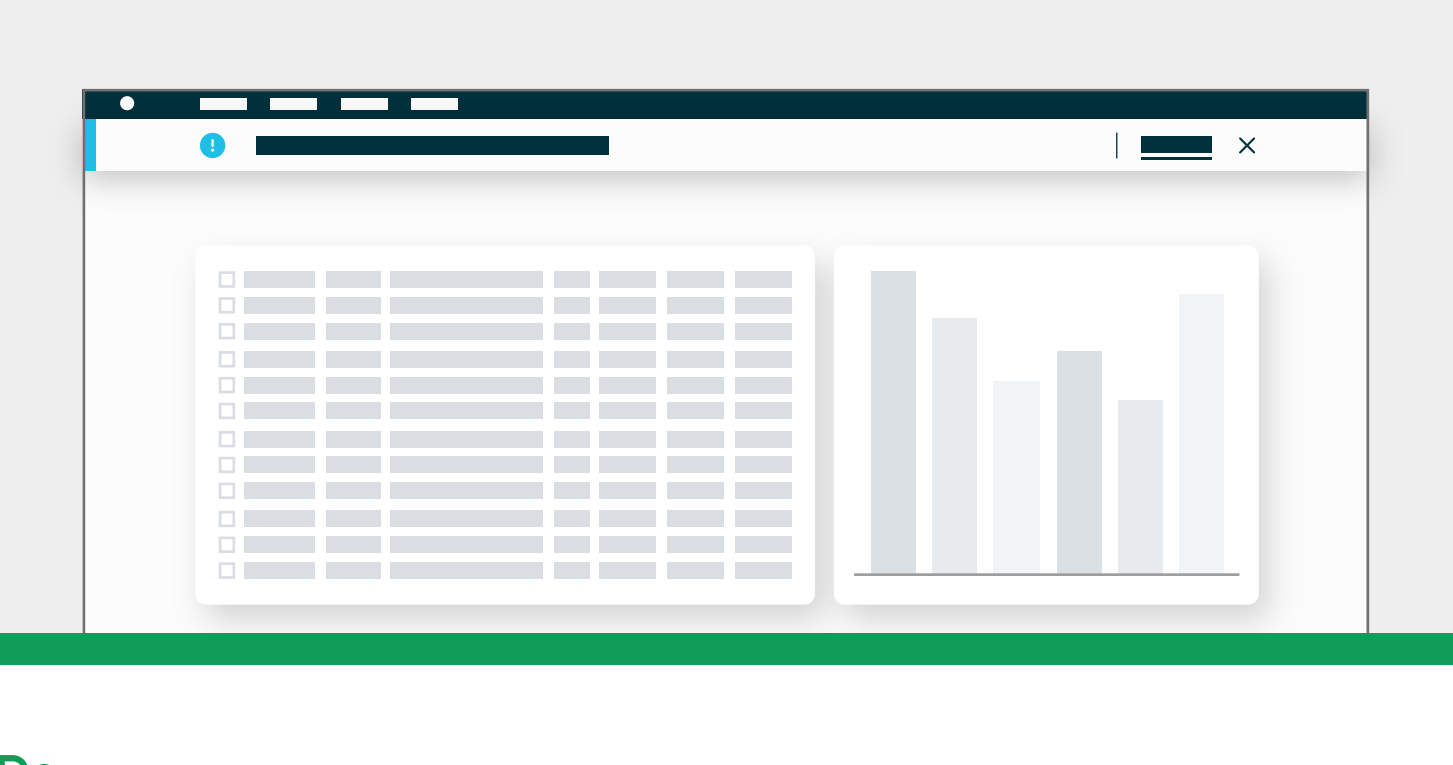
Alignment

Alerts will remain flush with the menu at the top of the screen



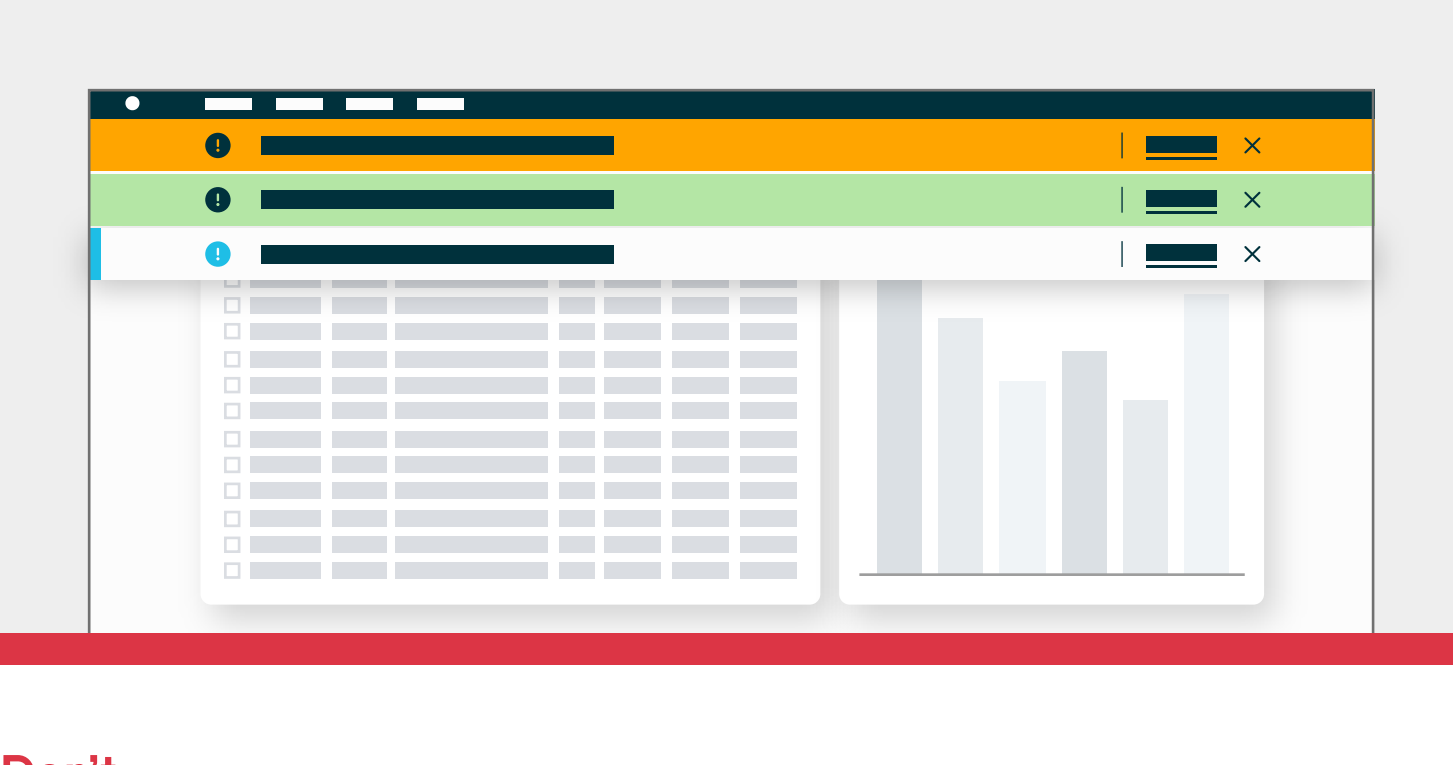
Alerts displayed at the top of the page, fixed flush with the menu and will overlay page content.

Behaviours



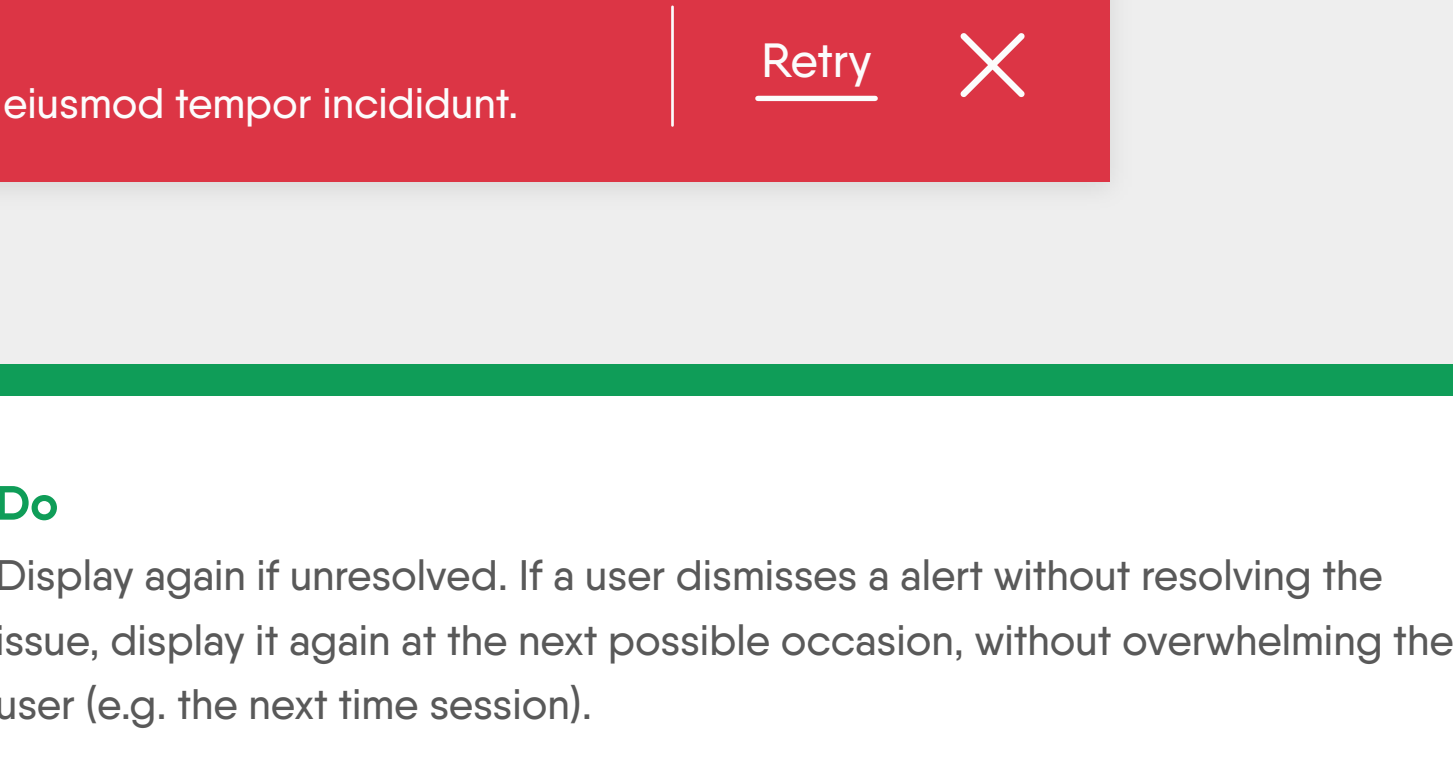
Do

Use one alert that takes the user to a notification centre where they can address multiple alerts without being disrupted.



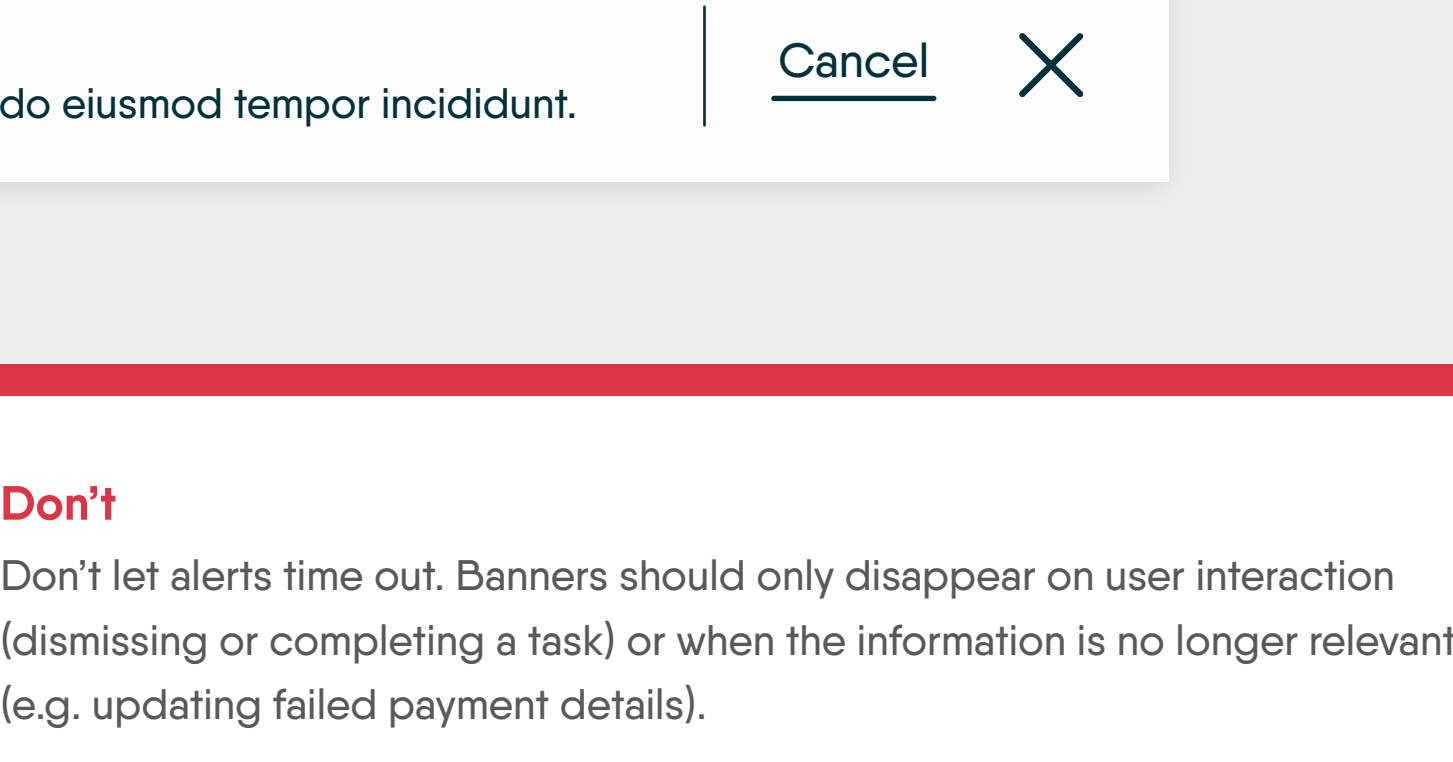
Don't

Don't unnecessarily alarm users with multiple non-urgent alerts stacked at the top of the screen.



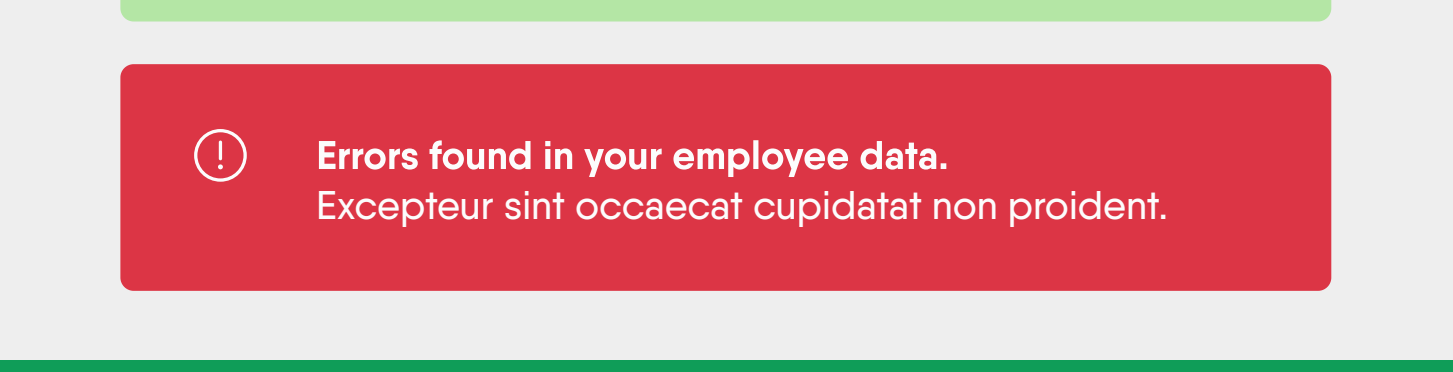
Do

Display again if unresolved. If a user dismisses an alert without resolving the issue, display it again at the next possible occasion, without overwhelming the user (e.g. the next time session).



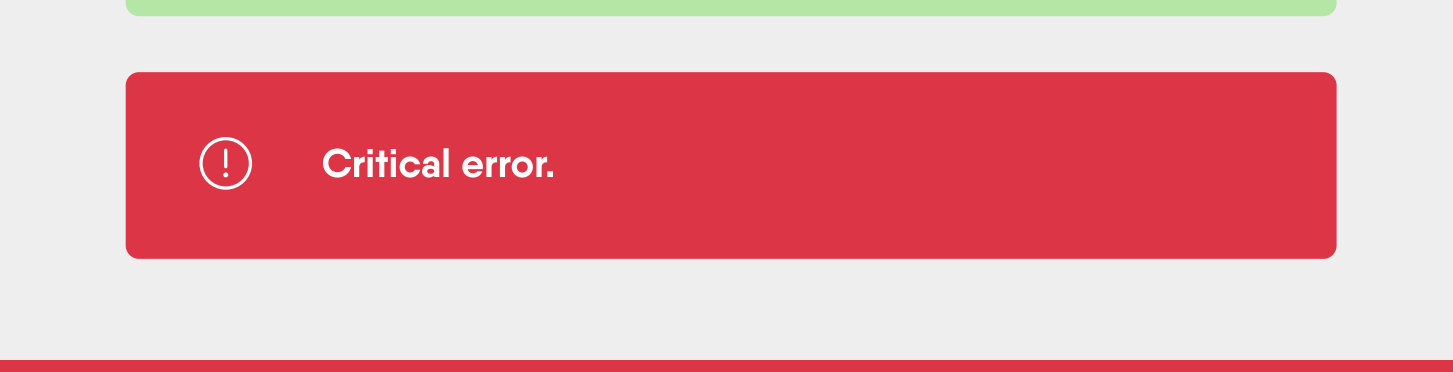
Don't

Don't let alerts time out. Banners should only disappear on user interaction (dismissing or completing a task) or when the information is no longer relevant (e.g. updating failed payment details).



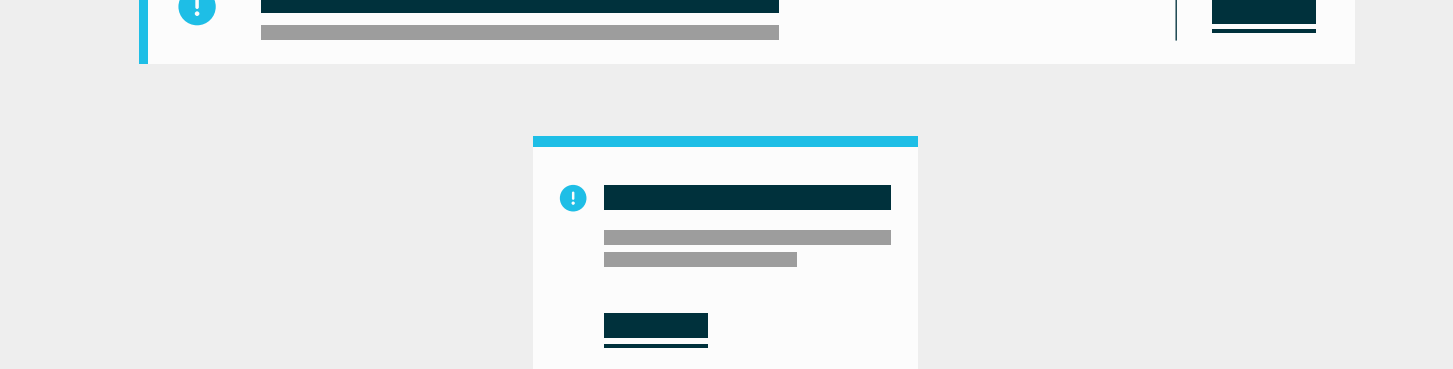
Do

Be clear and concise with the content and actions in the alert.



Don't

Don't use titles that have ambiguous meaning.



Do

Display alerts horizontally or vertically to best use the space available on a screen. When vertical, stack content and align to the left

Desktop/Tablet



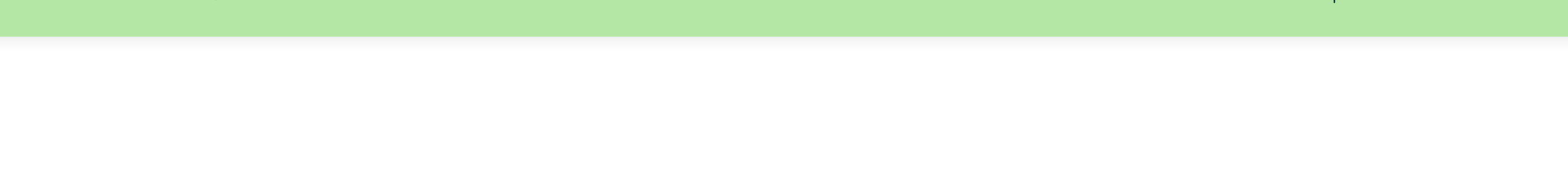
The alert will fill the entire screen but there is a max width in line with the page content on the container within it.

Mobile



The alert will fill the entire screen but there is a max width in line with the page content on the container within it.

Desktop/Tablet



Mobile

