



Standards

[User Interface Standards]

[Sharmila Naveen]

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Objective

In the traditional method of building Web Pages/websites, the process of changing presentational elements (such as colors and fonts, or even page layout) would involve going through every Web page to make the changes. Prototyping and changing the design mid-development becomes much easier when the content and style are completely separated and CSS-based layouts are employed.

Web standards have been designed to encourage the separation of content and presentation, so changing one need not affect the other. When altering or adding content, developers need not touch the presentational information; conversely, to change the look of your site, they need only alter the descriptions for presentational elements in the CSS.

About

The following standards are proposed to enforce common look, feel and standards across services deployed in our portal.

1) Service Landing Page

- a. Service landing page should have brief description about the service and its benefits.
- b. The description of the service should be **left** justified for English, and it **right** justified for Arabic.
- c. If there is more than one paragraph then the spacing between the paragraphs should have double line spacing.

Renewal of Yearly Mailbox Subscription

Bahrain Post offers citizens and business the use of mailboxes on an annual bases for a nominal fee. Customers of the mailbox can rent a mailbox at any of the designated post offices across the country for a fee of BD 15 per year. This service will enable the customers to renew and pay their annual fees online.

This service is available to all customers with updated records at Bahrain Post. All other customers are requested to visit the nearest Post Office to update their information.

Instructions:

- Enter the P.O. Box number
- Select Identity type from the drop down list
- Enter Personal Identification Number(CPR) or Commercial Registration (CR) Number

- d. Service Landing page to have a “Cancel” button if there are more than one links



Customer Details	
Identity Type*	<input type="text" value="Please choose..."/>
Identity Number*	<input type="text"/>
Please select one of the options provided *	<input type="radio"/> Account Number <input type="radio"/> Address

Items marked with * are required

2) **Instructions:**

- a. Instructions should be easy to understand and should assist users in knowing what to do next
- b. All Instructions are to have 'bullet points' and not numbers
- c. All instruction will inform the user to complete the specified 'section' when applicable and not state each label separately.
 - i. Example: Enter Personal Details
- d. If there are multiple tables/sections in a single page, instructions to be in the following format:

Instructions:

- Please enter the following:
 - Personal Details
 - Complaint Details

<<< (should be bold)

- <<< (Bullet Point, regular typeface)
- <<< (Dash , regular typeface)
- <<< (Dash , regular typeface)

- e. For specific format instructions, the format will be displayed ***IN*** the control itself
 - i. Example:

Date of Birth	<input type="text" value="dd/mm/yyyy"/>			
	<table border="1"> <tr> <td>dd</td> <td>mm</td> <td>yyyy</td> </tr> </table>	dd	mm	yyyy
dd	mm	yyyy		

- f. All instructions will not have full stop (.)
- g. The spacing between the lines should be of single line spacing.
- h. The name of a button, field or table must be clearly identified by placing “, for example
 - Enter your 'Personal Number' in the 'Personal Details' table, then click on 'Submit'



3) Note:

- a. Note (heading) to be 'BOLD' and the font style should be of Italics and should begin with *
- b. Notes to have full stop.
- c. The spacing between the lines should be of single line spacing.
- d. Notes will have bullet points not numbers.
- e. The font style used should be of the same used for Instruction.

Instructions:

- Choose the Identity Type
- Enter your Identity Number
- Enter your Account Number or the Address

***Note:**

- Account Number is the customer account identification number printed on the electricity bill .
- Address should be entered in the following format Flat (4 digits), Villa/Building (5 digits) , Road (4 digits) and Block (4 digits).

4) Links:

If a service has to cater to different function such as Registration / Inquiry then it should be represented as links

- a. All links should be blue and underlined
- b. All links should have a brief description explaining its purpose
- c. The description should be of single line spacing
- d. The description of the link is to be placed directly under the link, without any line spaces.



House Maintenance Request

The Ministry of Housing aims to provide high quality housing services that improve the quality of life for Bahraini families.

The ministry is responsible for the maintenance of the services related owned by the ministry. Maintenance is offered to the beneficiaries of the housing /flats scheme.

Beneficiaries can request maintenance through the web and also can check the status of their requests online Based on the nature of the job required, a timeframe will be classified and a team will be assigned to fix the problem considering that emergency complaints will be attended immediately within 24 hours. In case the maintenance request is not within the Ministry scope the beneficiary will be informed.

[Apply for a House Maintenance Request](#)

To submit a maintenance request, please fill the form and identify the type of job(s) you require

[Status Enquiry](#)

To view the status of your request, simply click on the above link and enter the Reference Number you received in your confirmation and your personal number.

This service is provided by Ministry of Housing



5) Sub-headings:

- a. Sub-headings are to be used for pages that require 'input' from the user (i.e. Inquiry Page or Apply Page)
- b. Format should be "Apply for <<name of service>>" or "Inquiry of <<name of service>>"
- c. If a form has multiple pages (i.e. apply, review, confirm, etc.) the sub-heading will be "Apply for <<name of service>>"
- d. They should be center-aligned and directly under the service name heading
- e. All sub-headings should be bold
- f. Sub-heading are not to contain background color
- g. Should be one size smaller than service header font size and one size larger than text used in the form/page
- h. The line space left between the title frame and sub-heading should be of a single space
- i. The sub headings in the Table should be bold



Apply for a Complaint

Instructions:

- Choose the Identity Type
- Enter your Identity Number
- Enter your Account Number or the Address

**Note:*

- Account Number is the customer account identification number printed on the electricity bill.
- Address should be entered in the following format Flat (4 digits), Villa/Building (5 digits) , Road (4 digits) and Block (4 digits).

Customer Details	
Identity Type*	Personal Number <input type="button" value="v"/>
Identity Number*	<input type="text"/>
Please select one of the options provided *	<input type="radio"/> Account Number <input type="radio"/> Address


Items marked with * are required

6) Service Launch Page:


- All services should have 'About the Service' and 'A Quick Guide'
- In 'About the Service', paragraph spacing should be of single line
- The paragraph text for 'About the Service ' should be **left** Justified, and **right** justified in Arabic,
- In 'A Quick guide' paragraph spacing should be of single line
- The Quick guide in the service launch page to have full stop
- The Quick guide steps to have numbers and no bullets
- The title 'About the Service' and 'Quick Guide' should begin with double line spacing
- "About the service "and "Quick guide" headings are to be of red color and bold The name of a button, field, label and link must be clearly identified by placing them between double quotations ""



Issuing Copies of Student Certificates



Launch Service ▶

Print  Font Size **AAA**

About the Service

This service provides graduate students the opportunity to request online various secondary school certificate copies or notifications from the Examination Directorate at Ministry of Education. In addition this service will allow students to define the delivery method of the certificate copies.

A Quick Guide

1. Click on "Launch Service" Button
2. Enter Student Personal Details and press "submit" to proceed.
3. Enter delivery method, type of certificates, and number of copies required.
4. Click on "Proceed with Payment"
5. Follow up payment steps. If you wish to retain a copy of receipt press "Print".

7) Breadcrumbs:

- a. For service Launch page the breadcrumb text should be 'I am @ eService Launch'
- b. For service Landing page the breadcrumb text should be 'I am @ <service name>'
- c. For services that have more than 3 steps to complete a form (or payment) a breadcrumb should be available to show the user at what step he is in.

8) Buttons:

The following are the agreed text for the below buttons. All other buttons will be discussed on service-by-service bases:

Description	English	Arabic
a. Returns user to previous page	Back	رجوع
b. Returns user to main landing page of service. Should also be considered as a 'Log Out' button, unless not applicable to be used.	Cancel	إلغاء
c. To Clear the form. This is to be used if the	Clear	مسح



form is lengthy.		
d. Submission of the form. If exist in a page it should be positioned as a first button from left to right	Submit	إرسال
e. To confirm that details entered is accurate	Confirm	تأكيد
f. To guide the user to the next step in the form	Continue	مواصلة
g. To have confirmation before deletion. The confirmation page should be a Popup Message	Delete	حذف
h. To print the page user is in. To be used when there is static text, confirmation page or receipt. 1. The printing method should open a new page with only the text of that page and the service header with appropriate title with the Print button at the bottom. 2. Click on print button should open up the print popup. 3. All portal images/logos should be removed.	Print	طباعة
i. All other functions	To be discussed on a service-by-service basis	To be discussed on a service-by-service basis
j. The Button text to be centre aligned.		
k. If there is more than one button in a page then the spacing between the buttons should be of two spaces only.		



9) **Mandatory/Required fields:**

- a) Colour red to be used as visual clue to identify the mandatory fields in a page:
{Color: #FF0000}
- b) An * which denote the required field must precede the form/ element , never after it



- c) The asterisk * must be inside the label
- d) For Mandatory label, the * to be positioned after the label text by one space. For example: Personal Number *
- e) Statement should be: **Items marked with * are required.**
- f) Placement of the mandatory statement should be directly under the table with one line space (
) between the text and the table.
- g) The statement should be Left aligned for English and Right aligned for Arabic.
- h) Should be above the button controls (i.e. under table and above buttons).
- i) Should appear in BOLD
- j) Text Should appear in RED Color

Block Number *	<input type="text"/>
Items marked with * are required	
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

10) Table headers:

To contain:

- i. Background color
- ii. Bold

Birth Notification Details

11) Labels:

- a. To contain background color, but not bold.
- b. Do not add colon (:) after labels.
- c. Label Name should begin by leaving one blank space.
- d. If table row is horizontal, then label text should be center aligned.
- e. If table row is vertical, then text label should be left aligned (for English version) and right aligned (for Arabic version)
- f. The width of the text labels are to be aligned equally of same length
- g. Table column headings should be bold
- h. CPR to be labeled as 'Personal Number' wherever being referred



Student Personal Details	
Personal Number *	<input type="text"/>
Identity Card Expiry Date*	-- Day -- <input type="button" value="v"/> -- Month -- <input type="button" value="v"/> -- Year -- <input type="button" value="v"/>
Block Number *	<input type="text"/>

Last Reading date	Present reading	Present reading type	Present Reading date	Consumption	Meter Reading	Meter Defect Code	Status	Status Date
08/01/2009	620979	Actual	04/02/2009	45430	334	Meter terminal cover damaged/missing	Pending	08/06/2009
08/01/2009	620979	Actual	04/02/2009	45430	6520123	Direct connection	Pending	08/06/2009
08/01/2009	272671	Actual	04/02/2009	140130	3333	Insulation damaged / black box	Pending	07/06/2009
08/01/2009	272671	Actual	04/02/2009	140130	3	Meter in bad location	Pending	07/06/2009
08/01/2009	272671	Actual	04/02/2009	140130	343424324	Meter in bad location	Pending	04/06/2009
08/01/2009	620979	Actual	04/02/2009	45430	678999	Meter stopped	Pending	03/06/2009
08/01/2009	620979	Actual	04/02/2009	45430	678999	Meter stopped	Pending	03/06/2009
08/01/2009	15634	Estimated	04/02/2009	1785	6666666	Meter terminal cover damaged/missing	Pending	03/06/2009
08/01/2009	273	Estimated	04/02/2009	27	12345678	Cover damaged/missing	Pending	03/06/2009
08/01/2009	620979	Actual	04/02/2009	45430	678999	Meter stopped	Pending	03/06/2009

12) Footer:

All services should contain footer in the landing page stating the following:

- a) This service is provided by <<Ministry Name>> <<Logo>>.
- b) The text along with the Logo should be center aligned in the page.
- c) Appropriate Alt- text to be provided for the Ministry Logo image



[Check Status of Complaint](#)

Use this option to check status of previously submitted complaint. To check the status you would need the complaint number which you got when you submitted the complaint.

This service is provided by Ministry of Industry & Commerce



13) **Service Name Header:**

- a) Will always be static irrespective if you are in the “Apply” or “Inquiry” screens. The sub-heading will inform the user in which page he is in.
- b) Heading and Sub-heading of the service page should always be different

Refuse Bags Status Tracking
Refuse Bags Inquiry

14) **Login Pages:**

- a) Login button should be centre under the table for English and Arabic.
- b) Some services require Login Details, if so, the “Forgot Password” should be placed directly under the mandatory statement

Login Details	
Username *	<input type="text"/>
Password *	<input type="password"/>
Items marked with * are required	
Forgot password? click Here	
<input type="button" value="Submit"/>	



15) Amount Fields

- a) All amount fields should be equally aligned along with the decimals.
- b) All amount value should be represented in 3 decimals.
- c) Amount value should be prefixed with Currency i.e. BD for English and .د.ب. for Arabic .
- d) One space to be left between the prefix BD and the amount with more digits.

Registration Fee(s) Details	
Fees Type	Amount(BD)
Late Renewal Fees - Late Renewal Fees are the due payment for vehicle registration renewal for previous unregistered year(s)	BD 5.000
Postal Fees	BD 0.610
Renewal Fees	BD 20.000
Total Amount	BD 25.610

16) Date Fields

- a) Date fields should be represented in a 3 input text box.
- b) The input text box for day should provide the list from 1-31.
- c) The input text box for the month should provide the list from 1 -12.
- d) The input text box for the year should provide the range of values depending on the need.
- e) The same to be applied for Arabic version.

Identity Card Expiry Date*	-- Day --	-- Month --	-- Year --
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17) Validation Message

- a) Validation message should display in a normal font not in bold.
- b) In Validation messages, all Label name referred should be of init caps.
- c) Validation messages should appear under the field directly (ex: under the text box or drop down), If there is a generic error message which is applicable to the full table, then the message should be displayed on top of the table and equally aligned with the table on the left.



- d) There should be one line space between the validation message displayed and the table

Please enter your Personal Number
Please enter your Block Number
Please enter a valid Identity Card Expiry Date

Student Personal Details	
Personal Number *	<input type="text"/>
Identity Card Expiry Date*	-- Day -- <input type="button" value="v"/> -- Month -- <input type="button" value="v"/> -- Year -- <input type="button" value="v"/>
Block Number *	<input type="text"/>

Items marked with * are required

18) Field Validation

- Fields are to be validated depending on numeric or alphabetic.
- Personal number field is to be validated to accept 9 numeric values only.
- Local Phone number fields (Mobile, Home, Work) are to be validated to accept numeric values only.
- Block Number, Flat Number, Road Number and Building Number are to accept 4 characters only
- Password fields should be validated to the following:
 - Make the Password At Least Eight Characters Long
 - Combine Upper and Lower Case Letters
 - Combine Letters and Numbers

19) Drop Down Lists

- All values in the drop down are to be listed in alphabetical order of English in English page and in Arabic for Arabic page.
- All values in the drop down list are to begin with uppercase letters.
The drop down list to have default text as 'Select' and the Label Name



Driver Details			
Personal Number*	<input type="text"/>		
Identity Card Expiry Date*	Day <input type="text"/>	Month <input type="text"/>	Year <input type="text"/>
Block Number *	<input type="text"/>		
License Type*	-- Select License Type -- <input type="text"/>		

Items marked with * are required

20) File Upload

1. Validate for the file size while uploading.
2. Validate for the allowed file types while uploading.
3. Attachment table details should be accommodated into two tables as below

Attachments			
Attach the required files one after the other *	--Select Attachment Type-- <input type="text"/>	<input type="text"/>	<input type="button" value="Browse..."/> Add File
Attachment Type	File Name	File Size	Delete
Advertisement photo	Wipro.jpg	655.79 KB	Delete


21) Language Specific

If the service is available only in English or Arabic

- a) If the service is available in Arabic only then at the bottom of the service Launch page display the message as 'This Service is available in Arabic only. Please switch to Arabic'.
- b) If the service is available in English only then at the bottom of the service Launch page display the message as 'This Service is available in English only. Please switch to English.
- c) The message should be center aligned to the page.
- d) On clicking the Launch button the page will open in the default language. No need for a landing page again to state that this service is only available in Arabic or English.
- e) If the service is only available in English, then in the Service Launch Page only About the service needs to be visible above the language specific statement.
- f) If the service is only available in Arabic, then in the Service Launch Page only About the service needs to be visible above the language specific statement



In Service Launch Page:

[Print](#)  | [Font Size](#) **AAA**

About the Service

This service enable the students (age: 7-12) to register in MOE-Summer Clubs, which is a series of activities held during the school summer holidays in many schools in Bahrain in order to take advantage of leisure time for the benefit of the students. In addition, it will allow part time teachers wishing to teach on these clubs to apply online.

This Service is available in Arabic only. Please switch to Arabic.

22) Email Notifications

- a) All email notifications are to have the ministry title - Service name as subject
- b) Readability of the e-mail should be consistent in text view and Html view
- c) The email footer to have message as 'This is an auto generated message. Please do not reply to this e-mail.'

23) Set AUTO COMPLETE OFF

24) Portal Images : All portal images (big & small) should be of .jpg ,.gif and .png format

25) The portal images resolution can be between 72-96 ppi

26) Refer to the w3c standards and apply the required criteria's.



w3c_1 1 1 Non-text
Content_update_02.r