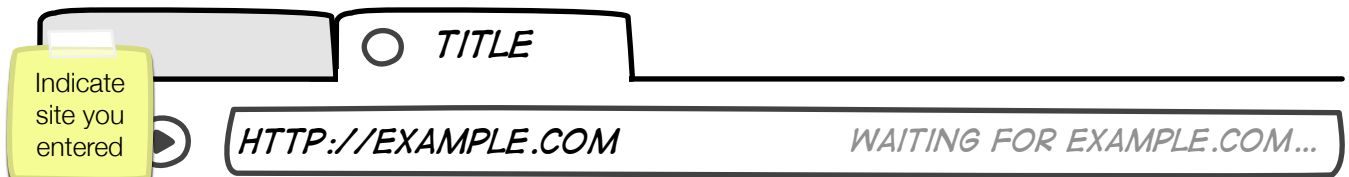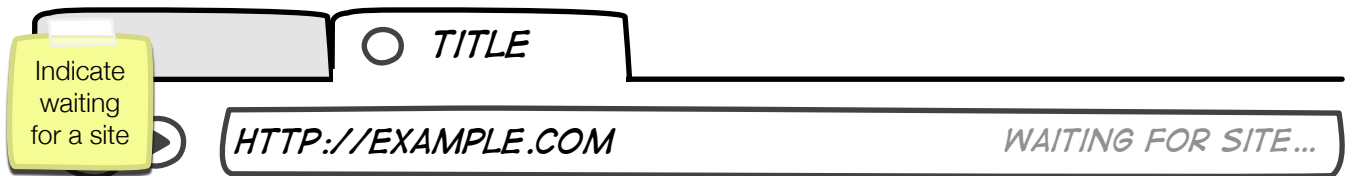# WAITING FOR UNRESPONSIVE EXAMPLE.NET
> 3-5 SECONDS AFTER STARTING TO LOAD EXAMPLE.COM

OPTION 0
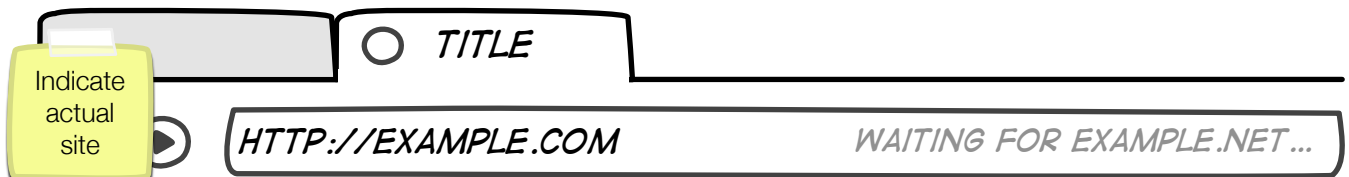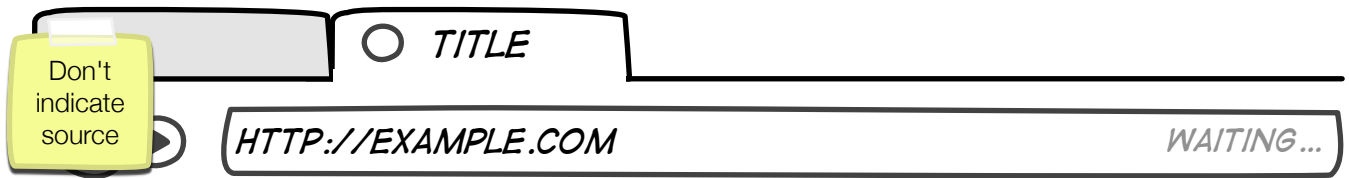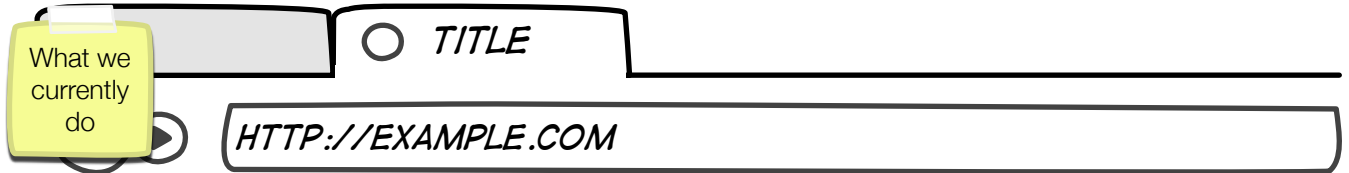
What we currently do

○ TITLE

HTTP://EXAMPLE.COM

OPTION 1

Don't indicate source

○ TITLE

HTTP://EXAMPLE.COM   *WAITING...*

OPTION 2

Indicate waiting for a site

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR SITE...*

OPTION 3

Indicate site you entered

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR EXAMPLE.COM...*

OPTION 4

Indicate actual site

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR EXAMPLE.NET...*

UX Team Recommendation: Option 4, with option 2 as alternative.

- Option 1 risks that the user thinks it's waiting for Firefox, not the site.
- Option 2 is acceptable (and #2 choice), but uninformative.
- Option 3 is misleading, since you're actually waiting for a different site.
- Option 4 is preferred since it's showing exactly what site you're waiting for.
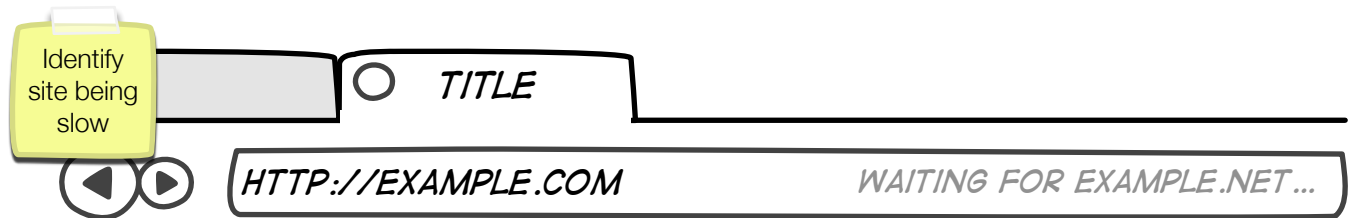- Option 5 (not shown) could be to show full address to resource.

CONNECTING TO UNRESPONSIVE EXAMPLE.COM

What we currently do: counter-clockwise spinner

CONNECTING...
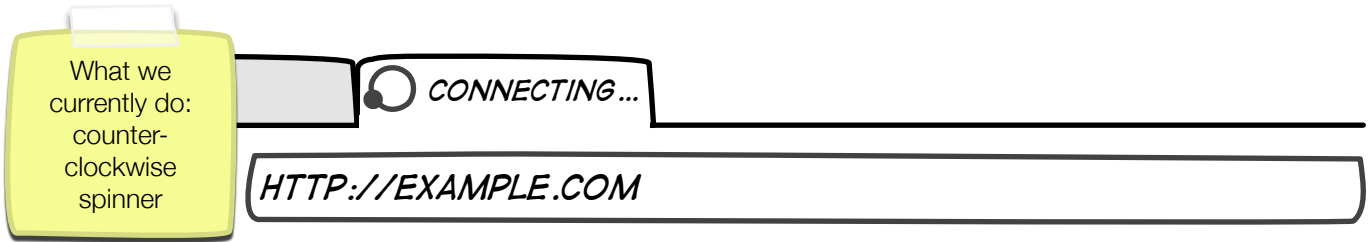
HTTP://EXAMPLE.COM

UX Team Recommendation: Keep as-is.

ATTEMPTING TO CONNECT TO UNRESPONSIVE EXAMPLE.NET AS PART OF THE PAGE AT EXAMPLE.COM — MESSAGE APPEARS AFTER > 3–5 SECONDS FOR THAT PARTICULAR RESOURCE

OPTION 1

Don't indicate source

TITLE

HTTP://EXAMPLE.COM
WAITING...

OPTION 2

Indicate waiting for a site

TITLE

HTTP://EXAMPLE.COM
WAITING FOR SITE...

OPTION 3

Indicate site you are currently loading

TITLE

HTTP://EXAMPLE.COM
WAITING FOR EXAMPLE.COM...

OPTION 4

Identify site being slow

TITLE

HTTP://EXAMPLE.COM
WAITING FOR EXAMPLE.NET...

UX Team Recommendation: Option 4, with option 2 as alternative.

- Option 1 risks that the user thinks it's waiting for Firefox, not the site.
- Option 2 is acceptable, but slightly more misleading in this case than for "Waiting…"
- Option 3 is misleading, since you're actually waiting for a different site.
- Option 4 is preferred since it's showing exactly what site you're waiting for.
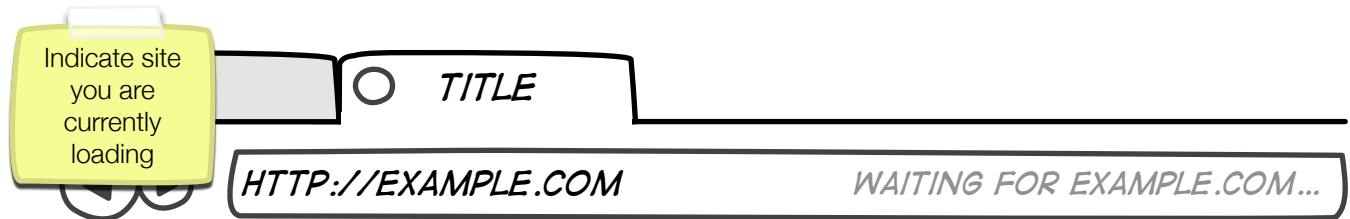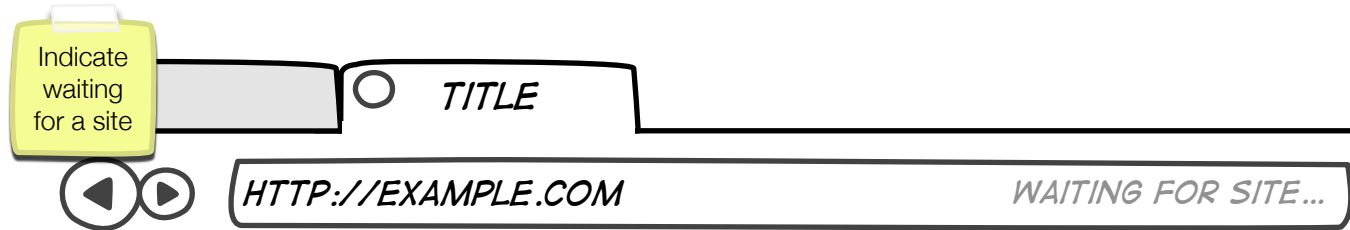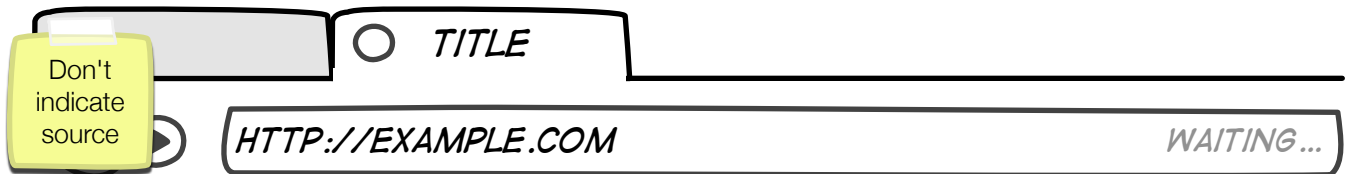- Option 5 (not shown) could be to show full address to resource.

MULTIPLE SLOW RESOURCES ON PAGE EXAMPLE.COM REQUESTED IN PARALLEL: SLOW.COM, TURTLE.COM SHOWN AFTER > 3-5 SECONDS OF WAITING FOR THAT PARTICULAR REQUEST

STEP 1

Request page

○ TITLE

HTTP://EXAMPLE.COM

STEP 2

First slow resource loading

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR SLOW.COM...*

STEP 3

Second slow resource (turtle.com) loading, still waiting for first to complete

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR SLOW.COM...*

STEP 4

slow.com finishes, turtle.com still hasn't returned

○ TITLE

HTTP://EXAMPLE.COM   *WAITING FOR TURTLE.COM...*

STEP 5

turtle.com finishes

○ TITLE

HTTP://EXAMPLE.COM

Principle: Show request we're waiting for in the order they come in, but don't change mid-flight once a resource has started loading. If another resource is being slow after the first one finishes, transition to indicating that one — if not, clear the indicator.