

Loading and unavailable states

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Loading content means the application is retrieving it. An unavailable authentication state means the application cannot currently complete its authentication check and is retrying when a stored token is available.

If you need to...	Go to
Recognize the message beside article content or tags	Understand the messages and fields
Wait for content or reload while authentication retries	Wait for content or reload
Distinguish an empty result from a temporary failure	Handle the different states
Recover after authentication does not load	When authentication or content does not load
Sign in after authentication is cleared	Sign in
Read broader authentication guidance	Authentication and loading messages

On Home, the article area uses this pattern while the header communicates whether access is still being checked, signed in, signed out, or temporarily unavailable.

Before you start

Prerequisites

- Have access to the application and the Home or [Sign in](#) page.
- If authentication becomes unavailable, keep the stored token in place so automatic retry can

continue.

- Allow the authentication request to return before deciding whether the state is temporary or requires signing in again.

Authentication becomes temporarily unavailable after a server error or network error. With a stored token, retry waits for 2 seconds, then 4, then 8, and then 16 seconds; later retries remain at 16 seconds. A client error in the 4XX range clears authentication instead.

Find the state on screen

Prerequisites

- Know whether you are checking article and tag content or authentication.

Steps

1. Select the matching navigation label:

If you need to check...	Select...
The header, article area, or Popular Tags area	Home
The authentication form	Sign in

Result: You are on the screen that can display the loading or unavailable message you need to identify.

Understand the messages and fields

Loading and authentication status appear in different areas. Use the message and its location to identify what is happening.

Area	What you can see	When it appears
Article area	Loading articles...	Article data is being requested
Tags area	Loading tags...	The tags request has not completed
Tags area	No tags are here... yet.	The tags request completes with no tags
Header	Loading...	Authentication is still loading

Area	What you can see	When it appears
Header	Connecting...	Authentication is temporarily unavailable
Header tooltip	Auth unavailable - retrying automatically	Authentication is unavailable while retry is scheduled

The authentication form uses **Email** and **Password**. On Register it also uses **Username**;
the username field does not appear on Login. The submit button uses the current page title,
which is **Sign in** on Login and **Sign up** on Register.

While the article area is retrieving content, article results, pagination, and the empty-article message are not shown. When tags are empty, tag links are not shown. While the application is checking access or reconnecting, signed-in navigation is not shown; the header instead uses the message-specific navigation described above.

Wait for content or reload

Use this procedure when Home is still retrieving article or tag content, or when the header says

Connecting... .

Prerequisites

- Be on Home.
- The page shows Loading articles... , Loading tags... , or Connecting... .

Steps

1. Keep the relevant page open and follow the matching action:

When you see...	Do this...
Loading articles... in the article area	Keep Home open until the article area changes
Loading tags... in the tags area	Keep Home open until the tags area changes
Connecting... in the header	Reload the page while automatic authentication retry continues

Result: The page shows article results and pagination after a successful article request, or
it continues its authentication retry cycle after a temporary authentication failure.

Handle the different states

Use the message and the content around it to choose the matching path.

Prerequisites

- Be on Home and see one of the messages or content conditions below.

Steps

1. Match what you see to the reader action in the table:

What you see	What it means	What to do
Loading... in the header	Authentication is loading	Wait for the authentication check to finish
Connecting... in the header	Authentication is temporarily unavailable	Wait for automatic retry or reload the page
Loading articles... in the article area	The article request is in progress	Wait for the article request
Loading tags... in Popular Tags	The tags request is in progress	Wait for the tags request
No tags are here... yet. in Popular Tags	The tags request completed with no tags	Continue without selecting a tag
No articles are shown after the article request is loaded	The article list can show an empty-feed message	Read the empty-feed message in the article area

Result: You have chosen the response that matches the message or content condition on screen.

Authentication responses take a different path: an invalid authentication response clears access,

while a server or network problem displays Connecting... and schedules retry. The article area

shows its loading message when a query starts and shows content when the query succeeds.

When authentication or content does not load

Authentication failure handling determines whether the application clears the current authentication or keeps it for retry. Dynamic API error entries are handled by the shared error list on the pages that own those requests.

Prerequisites

- Know whether the header shows `Connecting...` or whether the page has returned to its signed-out view.

Steps

1. Follow the matching recovery action:

When you see...	Do this...
<code>Connecting...</code> in the header	Keep the current page open while automatic retry continues
Access has been cleared after an invalid authentication response	Select Sign in
A dynamic API error entry	Use General error messages

Result: You either remain in the retrying authentication path or arrive at the sign-in task after authentication is cleared.

Know what happens next

A successful article request displays its results and calculates pagination. A successful authentication retry restores signed-in navigation; an invalid authentication response clears access and sends you to the sign-in task.

Prerequisites

- Have identified whether the page loaded content, is retrying authentication, or cleared authentication.

Steps

1. Follow the matching next action:

When...	Do this...
The article request finishes successfully	Continue reading the article results
The header shows <code>Connecting...</code>	Keep the current page open while automatic retry uses 2, 4, 8, and 16-second intervals
An invalid authentication response clears access	Select Sign in
You need broader troubleshooting	Open Common issues and solutions

Result: You continue with loaded content, remain in the automatic retry path, or reach the next documented task for authentication recovery.