

# Accessibility

Overview of the accessibility features, what they are, why they are needed, how to use them and what are their limitations

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# Accessibility



## What is Accessibility?

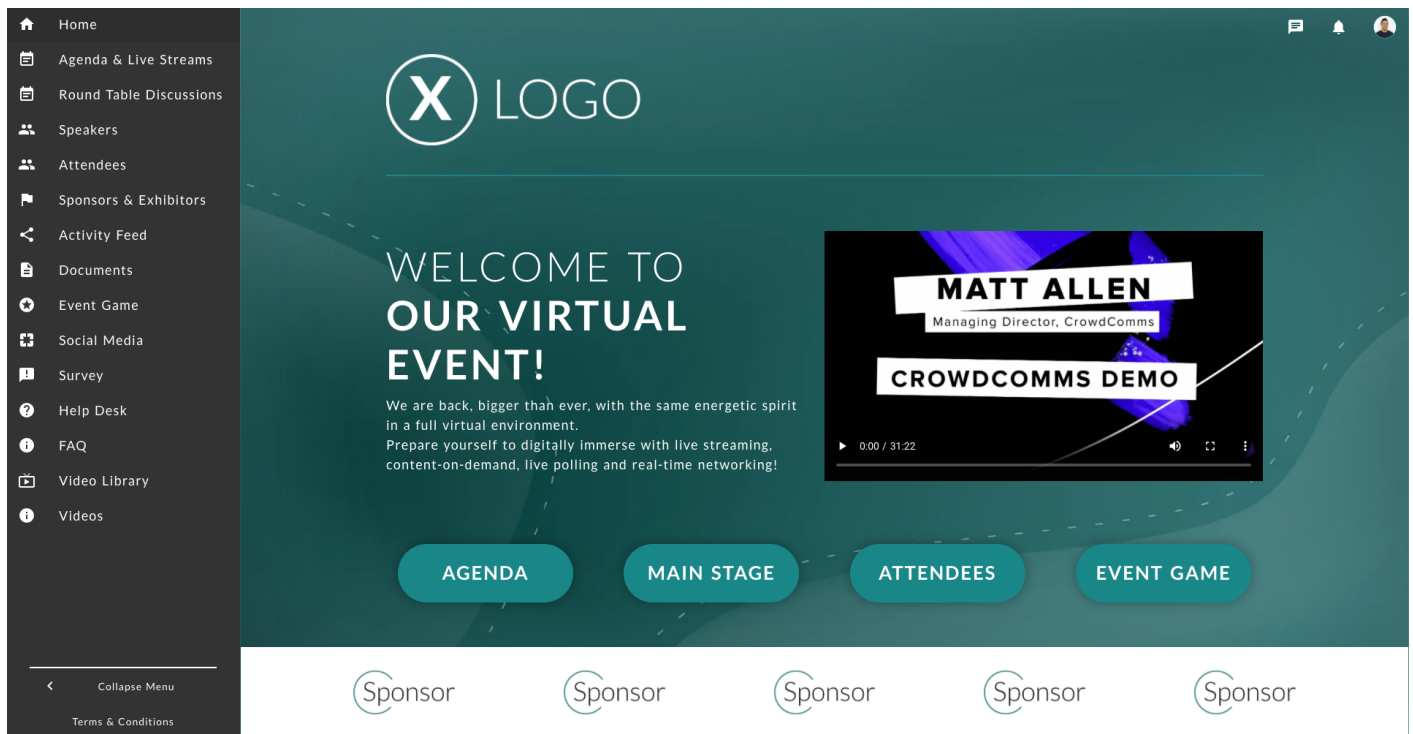
Accessibility is about making a system or environment more accessible for use, be that adjusting language, building accessibility ramps, or providing hearing aids. What this means for software accessibility is making the software more user friendly by going beyond what we would consider standard access to account for the potential user disabilities and make additions to our software to make their experience of it as easy as practically possible.

## CrowdComms Platform

The CrowdComms platform is customisable, we can create custom home screens outside of our standard templates following your specific design requirements. Text size can be increased throughout and as the platform is responsive, users can zoom in where needed without compromising experience.

The below accessibility settings can be enabled to your platform. These will be applied for all users if enabled.

- Line height (line spacing) to at least 1.5 times the font size
- Letter spacing (tracking) to at least 0.12 times the font size
- Word spacing to at least 0.16 times the font size
- Blocks of text are no more than 80 characters wide
- Minimum 14 point text size access the platform



Further information relating to screen reader compatibility, subtitles within live streams and pre records can be found within the other folders - [View here](#)

# How do I access screen reader functionality?

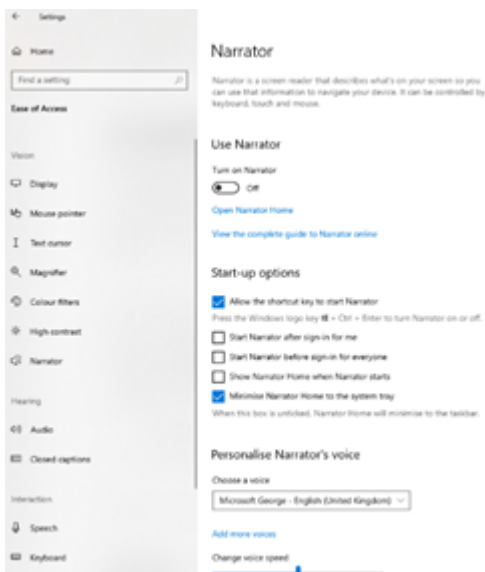
## How to access screen reader functionality

A feature of most modern commercial and domestic computer systems is the ability to switch on a screen reader functionality. This accessibility tool is designed to help partially sighted users navigate their screen by describing with audio what the cursor is highlighting currently and by making navigation without a mouse easier.

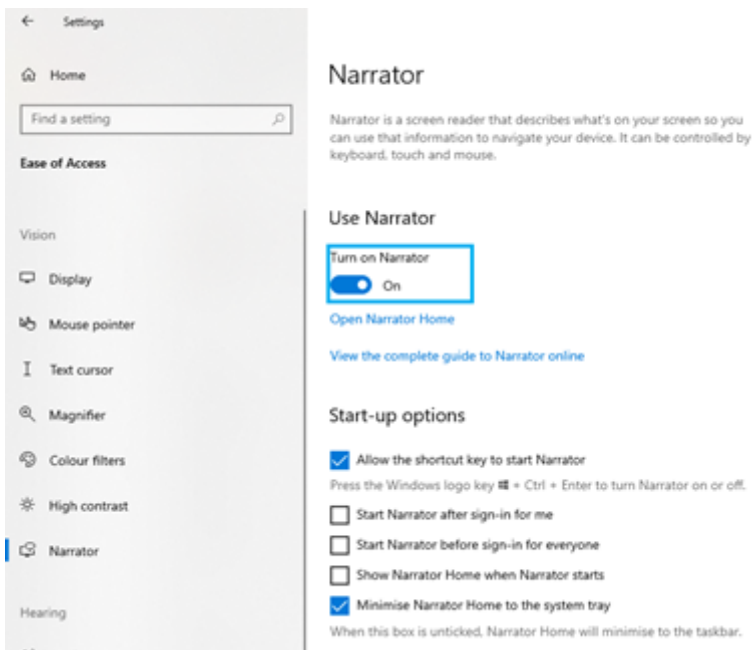
To access this functionality please see below for your appropriate system.

### **Windows**

1/ Click the Start button and open **Settings > Ease of Access > Narrator** to view the Narrator pane.



2/ Under the “Use Narrator” header there is a slider for “Turn on Narrator”. Move this slider from the “off” to “on” position. This will make the slider change colour, have the slider highlighted and the narrator will start to describe what is highlighted via your device audio.



## Mac

1/ At the top left corner of the screen click the Apple Menu button and open **System Preferences>Accessibility**

2/ Click on the “Voiceover”

3/ Next to the “Enable Voiceover” click the checkbox.

# What to expect from Accessibility functionality with Crowdcomms?

## What to expect from Accessibility functionality with Crowdcomms?

The screen reader is designed to speak clearly in the language, pitch and speed specified to it by the user and read out what has been selected/highlighted by the user. This tool will not do work for you but will assist those with sight difficulties to better understand what is on their screen, what they are inputting onto the screen and use the functions on the screen to progress processes.

Some unique key features of the crowdcomm platform that have been upgraded for use with screen reader technology in addition to the standard descriptions and selection of items on screen are:

**Toast pop ups:** Our app often generates notifications to the users device which “pop up” usually at the bottom right of the screen, *a bit like toast hence the name*, and with screen reader technology switched on will allow for that toast pop up to be both selectable, and read out by the screen reader.



**Modals / Alerts:** These are pop up windows on the application screen which wont disappear until the user has actively closed them. These are most common when the user has received an alert. To make sure these modals are addressed by the user, the screen reader will automatically select it when they appear and the screen reader cant be navigated away from it to other items on the screen until the modal is closed by the user. This way it will ensure the user has time to understand what the modal is for without the risk of clicking off it by accident and losing it and allows the user the ability to access the modal so that the screen reader can read out its content.



**Map pin name:** Unlike an image on the screen a map can sometimes have “pins” to denote locations. Google maps for example will illustrate to the user the map of the specified location but it will also mark exactly where on the map the location in question with a “pin” icon. These pin icons are usually accompanied with text such as an address, name, company name etc. Using a screen reader on Crowdcomms platform will allow the user the navigate to a pin on the map and have the content of its description read back to the user.



# Limitations of a Screen Reader

## Limitations of a Screen Reader

Although the accessibility features are impressive and assist greatly those with visual disabilities, they do still have limitations.

A common misunderstanding with screen readers is the expectation for them to “describe” something. The screen reader doesn’t “describe” anything, it looks at written text, translates that to audio for the benefit of the user. Keeping that in mind...

**Pictures/Images:** A image on the application has a “name”. i.e. the file name you would use to recall it from your device directory. The screen reader can only read out the name of the image including any hyphens, comma’s, dashes etc. but it can’t describe what the image portrays. If the image was a picture of a sunset with the name “picture 1” the screen reader would only read out “picture 1”. It would make no reference to the sunset or anything else on the screen.



**Icons/Buttons/nodes/sliders:** Similar to images, icons/buttons/nodes/sliders are just assets that can appear on the screen in many different ways. They can be large, small, portray a Wi-Fi symbol or a warning sign. The screen reader cannot describe to the user what these look like, it can only state the “name” of the asset to the user which in most cases is simply “button”.







# How to use a Screen Reader?

## How to use a Screen Reader?

With the Narrator or Voiceover turned on you will notice there is now a thick bordered and coloured box around what the audio is reading. This is the item on the screen that has been selected by the narrator to describe. You will need to use the keyboard to navigate the computer and to assist there are a number of commands:



For Windows:

**CapsLock+1:** Enables input learning. This states what keys you're pressing on the keyboard. To turn off this feature, press and hold the CapsLock and then press 1 twice.

**CapsLock+Spacebar:** Enables/disables scan mode. This allows navigation through a page by pressing the Up or Down arrow keys. When you have navigated to the item you wish to select press the enter button on the keyboard.

**Left or Right Arrow:** Being on a highlighted word allows the user to switch to have it read out letter by letter.

**Ctrl+Left or Right Arrow:** Being on a highlighted word allows the user to have the word read out to them.

**D and Shift+D:** Navigates through a grouping of similar elements, like buttons or blocks of text, or a single element like a search box.

**Ctrl:** This will stop the Narrator at its current position.

**CapsLock+F1:** Opens the command list. As this list is not definitive, only the most popular. For a full list see this command list.



For Mac:

**Command + F5+A:** Will start the voiceover reading the screen.

**Control:** Will stop the voiceover reading the screen.

**Command + F5+> :** Move to read the next item to the right of the currently selected item.

**Command + F5+< :** Move to read the previous item to the left of the currently selected item.

**Command + F5+P :** The voiceover will read the entire currently highlighted paragraph.

**Command + F5+S :** The voiceover will read the entire currently highlighted sentence.

**Shift+Tab:** Move the cursor to the next item

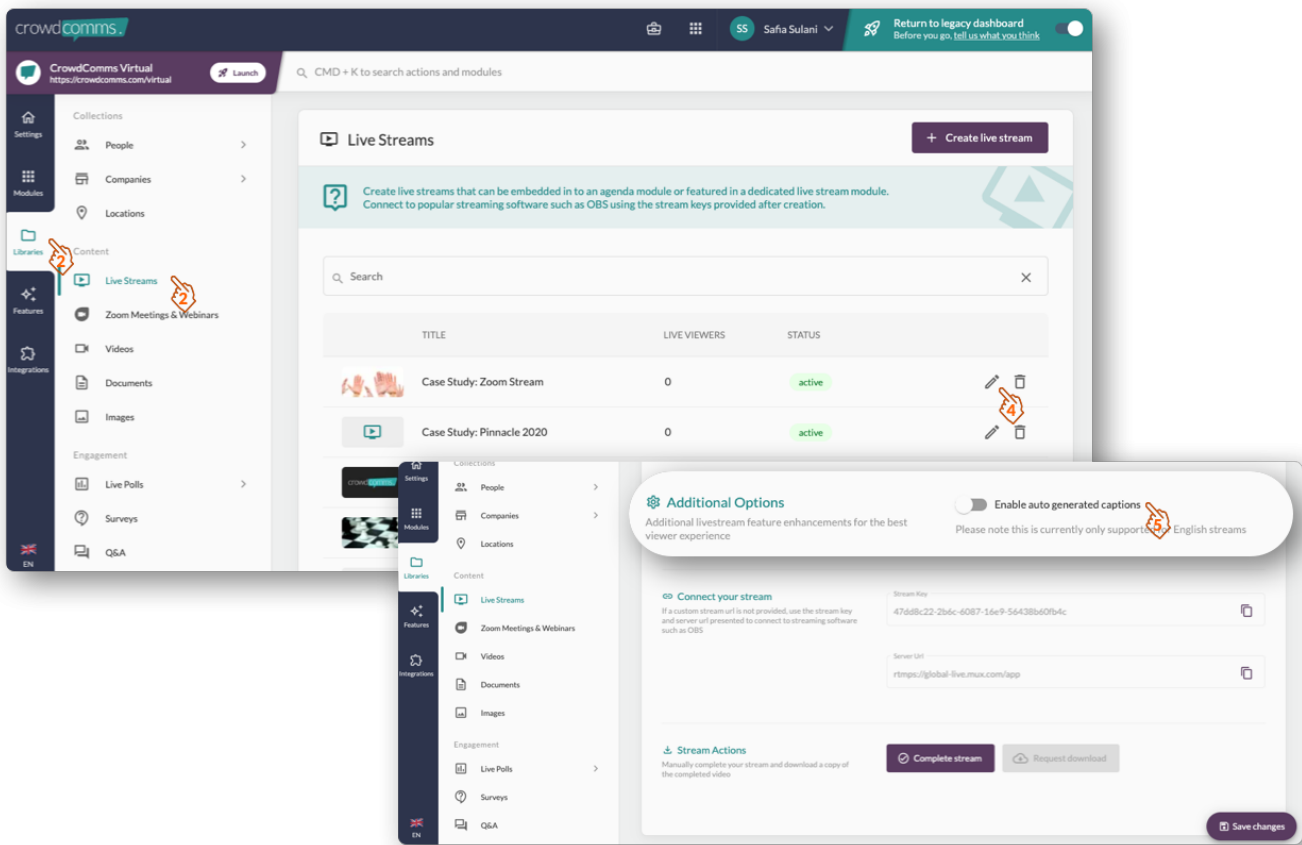
**Command + F5+L :** Move the cursor to the next link

**Command + F5+H:** Move the cursor to the next header

# Captions / Live Stream And Pre-Record Subtitles

## Switching on Captions on the CMS Dashboard

1. As an event organiser, you can now switch on the AI-generated closed captions to enable viewers with limited hearing ability to enjoy your live-stream sessions.
2. To do this, click on 'Libraries' in the left-hand menu and click on 'Live-Streams', which will appear as an option in the secondary menu to the right.
3. You will then see a list of live-stream videos.
4. Click on the 'Pencil' icon on the video to which you wish to apply the captions feature.
5. Scroll down to the Additional Options session, and you will see a toggle to Enable auto-generated captions.
6. Click Save changes.
7. Please note that this offering currently only works in English-speaking videos. Each toggle setting only applies to the specific live-stream. Therefore, if you have multiple live-streams on your events, don't forget to switch them on by repeating steps 4 and 5.



AI-Generated subs

- [Watch Overview Video](#)
- Microsoft STT chat site - <https://translator.microsoft.com/>

## Pre-recorded subs

- [Watch Overview Video](#)

## Human-generated subs

We make use of a service called MyClearText <https://www.mycleartext.com/> to provide accurate, quick and reliable subtitles and captions to live videos. This works by having a stenographer listening directly to the speakers within Zoom/Teams etc. and they then type out the transcription in real-time.

This is then fed back to the stream technician via another piece of software, which can be captured and overlaid on top of the video output.

**\*Please note there are associated costs for above services.**

**\*English subtitles only provided by MyClearText.**

## Working with AV / Production Company

If you are working with an external AV / production company to deliver live streaming. The above will need to be managed by them as the captions are embedded within the stream. CrowdComms can only assist with captions where we manage the live streaming.

# WCAG 2.2 Review

A review of the CrowdComms Front End application measured against the Web Content Accessibility 2.2 requirements.

## Web Content Accessibility Guidelines (WCAG) 2.2

<u>WCAG Requirements</u>	<u>Current CC Platform build complaint with standards</u>	<u>Notes</u>
1.Perceivable	Partial	
1.1Text Alternatives	Partial	Braille not supported, as each app is custom built we cant confirm the FE supports users with issues relating to seeing colour/s or colour blindness. Large print is not supported but zoom functionality works. "Simpler language" cant be confirmed as app is custom built so the language complexity used cant be defined by CrowdComms but we have the ability to select multiple different languages if the app is required to support them.

1.1.1Non-text Content	Yes	Non text content as text alternatives is possible as html alternate text "alt=" but clients have to specify what the alternate text for the image is otherwise the default is no alternative text. This is to reduce confusion around what the image is designed to express to the reader.
1.2 Time-based Media	No	As each app is custom built we cant confirm the FE media will also be replicated with alternative pre-recorded audio/video only content. As each app is custom built we cannot control whether media content has clear audio or prevent media with multiple voices speaking simultaneously on it. As each app is custom built we cannot control if media supports sign language when played.
1.2.1 Audio-only and Video-only (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will also be replicated with alternative pre-recorded audio/video only content. Alternative for time based media could include transcripts added as documents into applications for example but this is upon the requirements of each unique client.
1.2.2 Captions (Pre-recorded)	Partial	As each app is custom built we cant confirm the FE media will contain captions supports sign language. Video functionality allows for Closed Captions to be generated and stored at the time of video creation but only if the designed requirements of the client specify this functionality is enabled.
1.2.3Audio Description or Media Alternative (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will have audio description.
1.2.4Captions (Live)	Partial	As each app is custom built we cant confirm the FE media will contain captions supports sign language. Video functionality allows for Closed Captions to be generated and stored at the time of video creation but only if the designed requirements of the client specify this functionality is enabled.

1.2.5 Audio Description (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will have audio description.
1.2.6 Sign Language (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will have sign language.
1.2.7 Extended Audio Description (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will have audio description.
1.2.8 Media Alternative (Pre-recorded)	No	As each app is custom built we cant confirm the FE media will have audio description or sign language.
1.2.9 Audio-only (Live)	No	As each app is custom built we cant confirm the FE media will have audio description or sign language.
1.3 Adaptable	Yes	Multiple examples of creating bespoke layouts including multiple templates for module layouts and functionality options.
1.3.1 Info and Relationships	No	As each app is custom built we cant ensure information is structured or programmatically determined. App creation and app design options have been built in a structured uniformed way to ensure ease of use and intuitive to computer literate users.
1.3.2 Meaningful Sequence	No	As each app is custom built we cant ensure data presented is in an appropriate sequence.
1.3.3 Sensory Characteristics	No	As each app is custom built we cant ensure content shape or location will allow all users to understand the data being presented.
1.3.4 Orientation	Yes	Orientation is flexible between portrait, landscape and the most common screen size combinations.
1.3.5 Identify Input Purpose	Partial	All user input fields on a standard CC product are clear in what the content should be and have alternative text available for screen readers. Data input by users such as in a Live Poll can be extracted for data analysis.



1.3.6 Identify Purpose	No	As each app is custom built we cant confirm content or symbols will be appropriate for all users to understand. Basic product layout is the same in most cases but nothing prevents clients from changing layouts, moving content, hiding content or adjusting it's select ability.
1.4 Distinguishable	Yes	
1.4.1 Use of Color	Yes	
1.4.2 Audio Control	Yes	
1.4.3 Contrast (Minimum)	No	As each app is custom built we cant confirm that text or images of text have a contract ratio of 4:5:1.
1.4.4 Resize text	Yes	FE is responsive, adjusting to reflect screen size so if a user zooms into an app the screen adjusts to correctly display the content in its adjusted size.
1.4.5 Images of Text	No	As each app is custom built we cant ensure text font, colour, spacing, blank spaces, paragraphs or size is appropriate.
1.4.6 Contrast (Enhanced)	No	As each app is custom built we cant confirm that text or images of text have a contract ratio of 7:1
1.4.7 Low or No Background Audio	No	As each app is custom built we cant confirm the FE media will not have background audio. The ability to filter out audio background is not a supported functionality.
1.4.8 Visual Presentation	Partial	Foreground and background colours are selected as a design feature but not by individual users. Text formatting and layout is based on individual design specifications so unique to each build.
1.4.9 Images of Text (No Exception)	No	As each app is custom built we cant confirm images of text will only be for decorative purposes.

1.4.10 Reflow	Partial	As the FE is responsive the CSS height and width is adjusts to reflect screen size changes without any limits of minimum/maximum pixel size. Content is responsive as a percentage of the screen and no defined by pixel count.
1.4.11 Non-text Contrast	No	As each app is custom built we cant confirm a non-text contrast ratio of 3:1 would be maintained.
1.4.12 Text Spacing	No	As each app is custom built we cant ensure text spacing, blank spaces, paragraphs or size is appropriate.
1.4.13 Content on Hover or Focus	Partial	Most selectable content on a standard app version has a hoover alternative state.
2. Operable	Partial	
2.1 Keyboard Accessible	Yes	
2.1.1 Keyboard	Yes	
2.1.2 No Keyboard Trap	Yes	
2.1.3 Keyboard (No Exception)	Partial	Embedded content such as Video Library videos and filters cant be selected via a keyboard only.
2.1.4 Character Key Shortcuts	N/A	No keyboard shortcuts are implemented.
2.2 Enough Time	Yes	
2.2.1 Timing Adjustable	N/A	There is no time limit features in the application and no plans to implement any time limited based feature.
2.2.2 Pause, Stop, Hide	Yes	Alert and pop up displays have a minimum display time of 5 seconds.
2.2.3 No Timing	Yes	
2.2.4 Interruptions	Planned	Availability selectable by the user for chat, video meetings, meeting booking, business card exchanges, sound notification and email notification. User does not have the ability to prevent interruptions from Alerts.

2.2.5 Re-authenticating	Yes	<p>Auto Auth token refreshes enable continued service.</p> <p>Connection dropping for external features such as VBO and Zoom calls will require re-authentication but are driven by 3rd party software.</p>
2.2.6 Timeouts	No	<p>No warning is displayed before user logout when 24 hours of continuous login without user input has been reached.</p>
2.3 Seizures and Physical Reactions	No	<p>As each app is custom built we cant ensure content will not contain flashing images or induce physical reactions.</p>
2.3.1 Three Flashes or Below Threshold	Yes	
2.3.2 Three Flashes	Yes	
2.3.3 Animation from Interactions	No	<p>No functionality yet built around giving the users the option to prevent animation or integration including alert pop up notifications, icon changes upon selection etc.</p>
2.4 Navigable	Partial	<p>FE can be navigated via keyboard, mouse and on native touch screen devices. No instructions on basic navigation actions are provided in a standard FE app. Search bars are present in appropriate application modules to assist in item retrieval.</p>
2.4.1 Bypass Blocks	Yes	<p>The Navigation menu bar is collapsible but still provides user access to select modules. The User menu bar is only displayed when selected by the user and disappears when a user selects another location within the FE application</p>
2.4.2 Page Titled	Partial	<p>All modules and user menu options have a title within the head section but modules and pop ups don't. The app has the ability to direct users to other pages or iframe content which may not have a title within the head section.</p> <p>Documents and lists that can populate the page are custom built so we cant ensure titles of such content will be provided.</p>

2.4.3 Focus Order	Yes	
2.4.4 Link Purpose (In Context)	No	As each app is custom built we cant ensure all links are in context and named appropriately.
2.4.5 Multiple Ways	No	As each app is custom built we cant ensure all pages are linked to each other directly and the requirement is not appropriate for an interactive application comparable to a static web site of displayed content. Access permissions also prevent specified users/groups from accessing specified area's of the application.
2.4.6 Headings and Labels	Yes	
2.4.7 Focus Visible	Yes	
2.4.8 Location	Partial	FE supports the use of the back button in the app and most builds of the application leave the user navigation bar present which can be selected from any module however as each app is custom built we cant ensure all apps built follow this model.
2.4.9 Link Purpose (Link Only)	Partial	As each app is custom built we cant ensure all links are in context and named appropriately.
2.4.10 Section Headings	Partial	As each app is custom built we cant ensure all pages have sub headers where appropriate although the standard build templates do have appropriate section heading names.
2.5 Input Modalities	Yes	
2.5.1 Pointer Gestures	Yes	
2.5.2 Pointer Cancellation	Yes	Abort Or Undo can be applied but remaining in the down-event then moving off the selector so the up event occurs off selector.
2.5.3 Label in Name	No	As each app is custom built we cant ensure labels are appropriate for their content.

2.5.4 Motion Actuation	N/A	Not applicable. There is no functionality impacted by device motion other than on tablets and mobile devices when the screen size corresponds to the portrait or landscape state of the device.
2.5.5 Target Size (Enhanced)	No	As each app is custom built we cant ensure target size is a minimum of 44 CSS pixels.
2.5.6 Concurrent Input Mechanisms	Yes	
2.5.7 Dragging Movements	Yes	
2.5.8 Target Size (Minimum)	No	As each app is custom built we cant ensure all target input sizes are of a minimum 24 pixels or have applied selection alternatives present.
3. Understandable	Partial	
3.1 Readable	Yes	
3.1.1 Language of Page	Yes	
3.1.2 Language of Parts	Yes	
3.1.3 Unusual Words	No	As each app is custom built we cant ensure what words are used or if there is any dictionary or jargon buster present on the FE app.
3.1.4 Abbreviations	No	As each app is custom built we cant ensure what abbreviations are used or if there is any dictionary or jargon buster present on the FE app.
3.1.5 Reading Level	No	As each app is custom built we cant ensure all text is at a reading level equivalent to lower secondary education level.
3.1.6 Pronunciation	No	As each app is custom built we cant ensure a mechanism is put to provide contexts to ambiguous words.
3.2 Predictable	Yes	
3.2.1 On Focus	Yes	
3.2.2 On Input	Yes	
3.2.3 Consistent Navigation	Yes	

3.2.4 Consistent Identification	Yes	
3.2.5 Change on Request	Yes	
3.2.6 Consistent Help	No	As each app is custom built we cant ensure any help information or contact details is presented in the same order on all pages.
3.3 Input Assistance	Yes	All standard input fields within the app are clear about what data is expected to be held there and which input fields are mandatory.
3.3.1 Error Identification	Yes	
3.3.2 Labels or Instructions	No	As each app is custom built we cant ensure labels or instructions are present for all user inputs.
3.3.3 Error Suggestion	Partial	As each app is custom built we cant ensure all errors present suggestions but in the standard build of the application all login failures, failed save attempts and user profile update failures indicate a reason for the error.
3.3.4 Error Prevention (Legal, Financial, Data)	No	As each app is custom built we cant ensure user submissions are revisable, checked or reversible.
3.3.5 Help	Partial	Icons and symbols have tool tips applied where appropriate to indicate in text what function they perform as standard but as each app is custom built we cant ensure this standard is maintained.
3.3.6 Error Prevention (All)	Yes	Data input by users can be reversible except in specific defined individual instances such as voting. Input fields such as User name etc. can be edited multiple times. Data entered in mandatory fields is checked for errors and presents an error to the user upon attempting to save the input so that incorrect data entered is not saved.
4. Robust	Yes	
4.1 Compatible	Yes	
4.1.1 Parsing (Obsolete and removed)	Yes	

4.1.2 Name, Role, Value	Yes	
4.1.3 Status Messages	Yes	Status messages such as toast messages can be selected and read by assistive technologies.
5. Conformance	No	As each app is custom built we cant ensure conformance standards are met or that a user cant be directed from the FE app to a none conformance location.
5.1 Interpreting Normative Requirements	No	As each app is custom built we cant ensure normative standards are maintained.
5.2 Conformance Requirements	No	As each app is custom built we cant ensure confirmation standards are maintained.
5.2.1 Conformance Level	No	As each app is custom built we cant ensure confirmation standards are maintained.
5.2.2 Full pages	Yes	
5.2.3 Complete processes	Yes	
5.2.4 Only Accessibility-Supported Ways of Using Technologies	Yes	
5.2.5 Non-Interference	Yes	
5.3 Conformance Claims (Optional)	No	No functionality to support conformance claims.
5.3.1 Required Components of a Conformance Claim	No	No functionality to support conformance claims.
5.3.2 Optional Components of a Conformance Claim	No	No functionality to support conformance claims.
5.4 Statement of Partial Conformance - Third Party Content	No	As each app is custom built we cant ensure a statement of conformance with third party content is displayed.
5.5 Statement of Partial Conformance - Language	No	As each app is custom built we cant ensure a statement of conformance with third party content is displayed or a partial conformance due to unsupported languages.