State of Nevada

EnterpriseIT

Web Enterprise Group

Siteimprove

ACCESSIBILITY MONITORING TOOL TRAINING

QUICK START GUIDE

COURSE OBJECTIVES

Objective 1	Objective 2	Objective 3	Objective 4	Objective 5	Objective 6
Learn to navigate the Siteimprove tool and locate Issues. This course will get you started but is not a comprehensive course.	Learn where to find Quick Start training class materials and comprehensive training materials	Learn who is responsible for what type of support and how to contact them	Learn what the overall accessibility score of your website is and how to improve it	Learn to manually review website content for accessibility barriers and learn how to apply decisions	Learn to fix common accessibility barriers using the State of Nevada Remediation Efforts website (http://ada.nv.gov) and Siteimprove resources

STATE OF NEVADA ENTERPRISE IT SERVICES ADA QUICK START TRAINING CLASSES & TRAINING MATERIALS

http://outreach.staging.nv.gov

Please Note: You must be behind the state firewall to access this site.

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STATE OF NEVADA SITEIMPROVE LANDING PAGE

- is located at http://ada.nv.gov/Siteimprove/Siteimprove

- The Siteimprove monitoring tool evaluates how accessible your website is and identifies accessibility, quality assurance and SEO issues and assists you in fixing them

- The landing page provides information to help you understand who is eligible to receive the tool and why it is being provided

- provides a high-level overview of the platform

- And most importantly provides links to Siteimprove training materials and information

Please Note: We will not be reviewing the Quality Assurance features in this course but links to Siteimprove training is available on the Resources page at the end of this course.

WHERE TO FIND SITEIMPROVE COMPREHENSIVE TRAINING

- How to get to the **Help Center**
  - Log in to the Siteimprove tool
  - Click the ? or ***Help Center and Academy link*** In the top-right corner
  - Select Help center from the drop-down menu

- You can search the help center for specific items
- Or click on one of the provided links
  - Getting Started
  - Guides & FAQs
  - Interactive tutorials
  - And much more

- How to get to the **Academy**
  - Log in to the Siteimprove tool
  - Click the ? or ***Help Center and Academy link*** In the top-right corner
  - Select Academy from the drop-down menu

- Comprehensive Training available at the **Academy**
  - Web Accessibility Fundamentals
  - Accessibility for Content Contributors
  - WCAG 2.1 – New and Improved
  - And more

Help Center & Academy are available at http://siteimprove.com
Choose "Help Center and Academy link"

WHO'S RESPONSIBLE FOR SUPPORT?

ENTERPRISE IT SERVICES (EITS)

Once an agency or board has signed the SLA, Enterprise IT Services is responsible for setting up user accounts to enable access to the Siteimprove Monitoring Tool and providing initial quick start training. Email stateweb@admin.nv.gov

SITEIMPROVE

Siteimprove is responsible for primary support for the Siteimprove Monitoring Tool. Contact them directly with questions or issues at support@Siteimprove.com or by using their ticket portal at https://support.siteimprove.com/hc/en-gb/requests/new or call 1 (855) 748-3467 and press 2 for Technical Support

Siteimprove will be providing high-level overview training on August 28th. Check http://outreach.staging.nv.gov for more information!
Note: You must be behind the state firewall to access this site

ACCESSING THE SITEIMPROVE MONITORING TOOL

In a browser window go to http://Siteimprove.com and click the *Sign In* Button

Enter your username (typically your email address) and click the *Continue* Button

Enter your password and click the *Login* Button

THE SITEIMPROVE DASHBOARD

- What you see when you first enter the Siteimprove tool depends on the dashboard displayed. You can choose which dashboard gets displayed.

- You can choose a preset or shared dashboard and you can star multiple dashboards so they appear at the top of the list.

- I prefer the *Accessibility Overall Score dashboard* and it has been shared so it is available to you. It includes the following information at a glance:

  - Overall Accessibility Score

  - Issues to fix to improve score

  - My site info: number of pages, how many of each conformance level issues among other things

- Or build a custom dashboard by clicking on the NEW DASHBOARD button

  - Then use the ADD WIDGET button to select which widgets to display

THE ACCESSIBILITY TAB:
ACCESSIBILITY OVERVIEW TAB

provides an overview about site accessibility including:

- The accessibility score breakdown. It shows what items have passed accessibility criteria and what still needs work

- The accessibility overall score

- accessibility progress

- definitions for the levels of conformity. Federal guidelines require State of Nevada boards, commissions and agencies to comply with Levels A and AA

- issues to fix to improve overall score

- What issues have been fixed

- when the last crawl of the site was completed

- historical accessibility information

- and the number of PDFs with accessibility issues.

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THE SUMMARY TAB:
MY SITES & SINGLE PAGE CHECK

The My Sites Tab provides:

- the total number of pages in all the sites in your view

- The total number of Level A conformity issues in all the sites in your view

- The total number of Level AA conformity issues in all the sites in your view

- The total number of Level AAA conformity issues in all the sites in your view

- The number of PDFs with issues (that are smaller than 15 mb)

The Single Page Check provides:

- A way to run a crawl on a single page

Single Page Check:
if you made a change in the workarea you must wait for the next sync to complete before running the Single Page Check Tool

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THE ISSUES/PAGES TABS

- The Issues and Pages Tabs is where you'll spend most of your remediation time.

- First make decisions on items that must be manually reviewed as they typically affect every page in the site

- Then, fix the issues that appear on the most pages to improve the sites score as quickly as possible

- Work through each remaining issue until all issues that can be resolved have been

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MANUAL REVIEW ITEMS

- Manual Review items – these warnings will always appear because these items require manual review to determine if they meet success criteria and this cannot be done by the automated tool. These issues often include but are not limited to:

  - Is the image free of text

  - Is the alternative text appropriate for the content

  - Should the image be marked as decorative

  - Should the table have a description

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WAI-ARIA

- WAI-ARIA items are the responsibility of EITS if you are in the State CMS

- Typically we will have already applied decisions which will have removed these items from displaying in the tool so you will not see them, however if Siteimprove identifies anything that mentions:

  - WAI-ARIA

  - landmarks

  - aria

  - Aria-label

  - Or if Siteimprove identifies anything outside the white content area

- Contact stateweb@admin.nv.gov

For a more complete list of WAI-ARIA Issues visit:
http://ada.nv.gov/Training/CI/SiteimproveCantFix/

GETTING STARTED APPLYING DECISIONS

- On the Accessibility Overview tab, take note of the Accessibility Score, in this case it is 66.7.

- Click on the ISSUES tab

- And scroll down to view the A, AA & AAA issues

- Typically, you will never see the WAI-ARIA issues because they will already have been APPROVED by the EITS Web Enterprise Group before Siteimprove access is provided. However, should a WAI-ARIA item appear as an issue on your website, please contact stateweb@admin.nv.gov.

- First, make decisions for manual review items as this will quickly improve the accessibility score of the site. Typically, these things affect the most pages in the site.

- Go to the Most Common Issues page on the State of Nevada's Remediation Efforts website to find solutions to these issues.

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"NO OCCURRENCES OF THIS ISSUE DETECTED"

Decision for this issue
No decision taken

⚙

A 1.3.1 Info and Relationships

Description of this issue:

Presentational attributes such as 'border', 'align', or 'bgcolor' are used. CSS should be used for styling instead.

How to fix it:

It's important to review these issues and determine if they can be fixed by moving the presentational attributes to your CSS. It's not always practical to make these changes, but should be made when possible.

Select occurrences ⌄

✓ No occurrences of this issue detected

There are **[2]** fewer occurrences of this issue

- According to Siteimprove their platform currently performs two separate checks: A full site recrawl and a page report crawl. Whenever you open a page report, a quick crawl happens on the page (page report crawl).

- When the page report crawl sees no errors for the Accessibility issue on the page, the "No occurrences of this issue detected" message appears. The problem is that the page report and the platform aren't always communicating with each other.

- Siteimprove developers are aware of the issue and they are implementing a new crawler that uses only one check for the entire platform but they aren't sure of the release date.

- Until the release of the new crawler mark these issues as "Can't Fix" and add a note to the decision saying something like *"No occurrences issues – fixed issue".* This will remove the issue and its occurrences for that page by ignoring them. However, this is a temporary solution, since all future occurrences of the issue will not be flagged until that decision is reversed. Decisions can be undone in the decisions section of the accessibility module.

MOST COMMON ISSUES

- Is the image free of text?

- Image with no alt attribute

- Image link missing alt text

- Alt text for image identical to link text

- Page element has no description

- Alt text for the image is a file name

- No top-level heading on page

- No headings on page

- Webpage title is missing text

- Link text used for multiple different destinations

If an issue indicates that *a tag is used to format text* ('u', 'font', etc.) notify stateweb@admin.nv.gov

ISSUE: IS THE IMAGE FREE OF TEXT?

- Your first question might be, why is text in an image a problem? Siteimprove explains that in the Description of the issue.

- Images that contain text are not accessible. Alternative text helps screen reader users understand the concept, but other user groups do not benefit from alt text.

- Dyslexic users who use different tools for reading aloud than visually impaired users will not be able to access either the image or the alternative text with their kinds of assistive technologies.

- In addition, users with low vision who use magnification programs to enlarge elements on the page can experience the image become pixelated and even more difficult for them to read.

- For these reasons, images of text should be avoided except in special cases, such as in logos. You need to review each image to assess whether images of text is used and should be avoided. If images of text can't be avoided (as in the case of a logo), the 'alt text' should contain the same text as the image.

- By clicking on the link Siteimprove provides a list of pages that have an image that need manual review to determine if it is free of text. This warning appears for all images on your pages because they require manual review.

AGENCY LOGO

- Please note: if your site uses an image other than the State Seal as the logo in the top right-hand corner, like the Department of Public Safety's website this logo will return an error. The Web Enterprise Group is looking at solutions to this problem. Please ignore it for the next 60 days, then contact stateweb@admin.nv.gov

ISSUE: IS THE IMAGE FREE OF TEXT? CONTINUED

- By clicking on the link Siteimprove provides a list of pages that have an image that need manual review to determine if it is free of text. This warning appears for all images on your pages because they require manual review.

MISSION SLIDE

- We'll click on the first link and see the first issue Siteimprove is identifying is an issue with the Mission slide. See how the tool highlights it and places a red box around the problem element. It really does have too much text and it does not pass manual review. It would be best to remove this slide from the slide rotation and move the mission statement to a content block under the ABOUT or an appropriate menu.

OTHER SLIDES

- The next slide is free of text, so it passes manual review. Click to select the DECISIONS OPTIONS button and click on APPROVED and on ENTIRE WEBSITE. In the note area I like to put an explanation of why it passes manual review. In this case I'm going to enter APPROVED: Image is free of text

- We look at every image and either approve it for this page, approve it for the entire site or apply a can't fix decision or make corrections to the page and wait for the not only the next sync but the next crawl on the site to verify whether the changes made now pass the Siteimprove tool as well as manual review.

CAROUSEL IMAGES

- As these are program logos, they too pass inspection. But still, where possible text in images should be completely avoided.

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ISSUE: NO H1 HEADING ON PAGE

- What does this really mean? Let's right-click on this heading and see what the code behind it shows

- You'll notice the QUICK LINKS heading shows a tag of <h2>. This semantic tag indicates it is a level 2 heading.

- Screen readers and other assistive technologies require semantic tags to allow them to recognize headings. If you use bold as heading screen readers will not recognize it as a heading because its semantic tag reads <b> or <strong>

- Headings must be used in order H1, H2, H3, H4, etc. Meaning an H1 must be used before an H2, and H2 must be used before an H3 and an H3 must be used before an H4.
  - Though you can go out more than 4 heading levels, we recommend limiting heading levels to three whenever possible.

- Every page must have at least a single H1 or level 1 heading

- There should not be more than a single H1 or level 1 heading on any page

- It is customary to use multiple H2, H3, H4 headings on a page

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ISSUE: NO H1 HEADING ON HOMEPAGE / SECONDARY PAGE

- In the workarea, in the HOME > FEATURES FOLDER

- Create a new HTML Content block

- Enter the main subject of the page (whatever you want the h1 heading to be). In this case, I want that to be *Governor's Finance Office*

- Now I'll select that text and choose HEADING 1 from the PARAGRAPH drop-down menu

- Now I can publish this content block. But we are only half done. Now we have to connect it to the homepage directly above the slide area.

- In the workarea, in the HOME Folder and locate the homepage

- Edit the homepage and click on the METADATA tab

- Locate the BANNER LEFT section and click the EDIT button

- In the left-pane, navigate to the HTML content block containing the H1 heading and in the top right pane, double-click to select the HTML content block or click once and click the INSERT button.

- You should see it populate in the bottom right pane. If not, scroll down until you see the content block listed

- Click on it to select and then using the arrows at the top of the bottom-right pane place it above all other content.

- Click the SAVE button, then click the PUBLISH button. Go to the staging website to see the change.

- If the H1 heading is missing on a secondary page, go to http://ada.nv.gov/training/commonissues for instructions on how to add the H1 title to a secondary page in a smart form. You could also add it in a Rich Area Text in a smart form just like we did for the homepage in the HTML content block.

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ISSUE: LINK TEXT USED FOR MULTIPLE DESTINATIONS

Why does it matter?

When link text is used for multiple destinations it is confusing to users as they might not know the difference if it isn't somehow explained. Let's check the Common Issues page for more information http://ada.nv.gov/training/commonissues

What if Siteimprove indicates "No Occurrences of this Issue"

- The first site we are going to look at this issue on is DWSS. You notice when I bring up their homepage, it indicates "No Occurrences of this Issue". This usually means the problem has been fixed and it should drop off after the next crawl of the site. If you continue to see this message after that, contact Siteimprove for assistance.

Same link text used for multiple destinations

- Next, lets go to the DPBH website and here we notice that the EITS JOBS link in the right-hand corner and the JOBS link on the gold bar have the same link text but go to different destinations. If you run into something like this, change the wording on the navigation is the simplest fix. In this case there is not enough space on the gold bar to change the title and the site uses translation, so the navigation probably already wraps to a second line when translated. Here DPBH might want to contact Stateweb@admin.nv.gov so we can collaborate and come up with a solution.

- Notice the next link flagged is HOME and there are 3 locations identified.

  - The first is the HOME button on the navigation. It goes to the site home page and is appropriately titled as HOME.

  - The next is a link to the Official State of Nevada Home. We should re-label it in the navigation as NV.GOV HOME to distinguish it from the other two.

  - The third HOME link refers to the Department of Health and Human Services home page and it should be relabled DHHS HOME to distinguish it from the other two.

ISSUE: IS THE TABBING SEQUENCE LOGICAL

- You'll notice that when I start up here in the URL bar, I can tab using just the keyboard and it will take me each image or link on the page.

- You should be able to tab through the page from left to right as that is the logical reading order.

- Make sure the page is not tabbing to the second or third columns on the page before the 1st column and that it doesn't jump to the third column before the second column.

- If there is a problem with the tab order
  - Determine if the content is in an HTML content block or a smart form
  - If it is in an HTML content block,
    - can you restructure the HTML to correct the tab order?
    - Could you re-create the content of the page using an ADA compliant smart form?
  - If the problem is in a smart form
    - Verify you are using the ADA version of the smart form. If not email stateweb@admin.nv.gov as we can upgrade the smart form without you having to rebuild the content
    - If you are using an ADA smart form contact stateweb@admin.nv.gov

Step-by-Step Guide for 'Is the Tabbing Sequence Logical' is located at: http://ada.nv.gov/Training/CI/SiteimproveCantFix/

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GUIDELINES TAB

provides information about the *Web Content Accessibility Guidelines (WCAG)*

- WCAG sets the guidelines and success criteria for accessibility

- This table indicates the conformance level of the item

- The number of the guideline, and

- Provides a link to the issues within the site that pertain to that particular guideline

- and displays how many errors, warnings and items requiring review there are.
  - If an item displays a green check mark there is no issue

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OTHER TABS

- The **Pages tab** provides a list of pages with WCAG issues and indicates how many Level A, Level AA, and Level AAA issues Siteimprove has identified on each page.

- The **PDFs tab** provides a list of pdf documents with issues, indicates if the file contains machine-readable text, if it is tagged, how many issues it has and how many pages contain the issue.

- The **Validation tab** provides information on CSS and HTML validation. This is the responsibility of EITS if your site is within the State CMS.

- The **All Decisions tab** provides two kinds of decisions:
  - Issue-level decisions
  - Decisions on specific occurrence
  - Note: We will explore this tab later in this course.

To revisit how to apply decisions visit:
http://ada.nv.gov/Training/CommonIssues/

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SITEIMPROVE MONITORING TOOL QUICK START GUIDE RESOURCES

- Siteimprove Quick Start Training Materials http://ada.nv.gov/Training/SiteimproveClassMaterials

- **Who's Responsible for Support**
  - Contact Stateweb via email at stateweb@admin.nv.gov for user accounts, quick start training or SLA Inquiries
  - Contact Siteimprove for all other questions or issues via email at support@Siteimprove.com or using their Ticket Portal at https://support.Siteimprove.com/hc/en-gb/requests/new

- **Access to the Siteimprove Monitoring Tool** http://Siteimprove.com

- **EITS Resources**
  - State of Nevada Siteimprove Landing Page on http://ada.nv.gov/Siteimprove/Siteimprove
  - WAI-ARIA Issues and Can't Fix or Approval Decisions http://ada.nv.gov/Training/CI/SiteimproveCantFix/
  - Manual Review Information, Checklist & Common Issues http://ada.nv.gov/Training/CommonIssues
  - State of Nevada Outreach http://outreach.staging.nv.gov

- **Siteimprove Resources & Comprehensive Training**
  - What is Accessibility? https://siteimprove.com/en-us/accessibility/what-is-accessibility/
  - Images, Best Alt Text https://support.siteimprove.com/hc/en-gb/articles/115000013031-Accessibility-Image-Alt-text-best-practices
  - On-Demand Siteimprove US Webinars https://support.siteimprove.com/hc/en-gb/articles/360022013432-On-Demand-Siteimprove-US-Webinars
  - Webinars https://support.siteimprove.com/hc/en-gb/categories/360000205017
  - Siteimprove Help Center https://support.siteimprove.com/hc/en-gb
  - Siteimprove Courses Library https://siteimprove.litmos.com/courses/library
  - Fixing Misspellings https://support.siteimprove.com/hc/en-gb/articles/115000040451-How-do-I-fix-a-misspelling-
  - Fixing Broken Links https://support.siteimprove.com/hc/en-gb/articles/205999006-How-do-I-fix-a-broken-link-

- **Web Content Accessibility Guidelines** https://www.w3.org/TR/WCAG20/

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QUESTIONS?

✉ EMAIL STATEWEB@ADMIN.NV.GOV

✳ HTTP://ADA.NV.GOV