

From: StateWeb
 To: Grant Heault
 Cc: Linda DeSantis; Joseph Diarte
 Subject: FW: Treasurer's Office Complaint - ABLE Account Accessibility
 Date: Wednesday, May 2, 2018 2:48:00 PM
 Attachments: [image004.png](#)
[image005.png](#)

Grant,

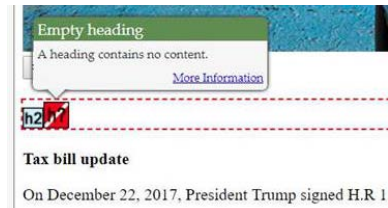
As discussed on the telephone the browser extensions that check pages for accessibility are SITEIMPROVE (Chrome) <https://chrome.google.com/webstore/detail/siteimprove-accessibility/efcfolpjhicnikpmhnmphjhpicljc?hl=en-US> or WAVE <https://wave.webaim.org/extension/> (Chrome & Firefox). When using WAVE make sure you click on the No Styles button to find all the errors. You can't always see them under the Styles view. You can use these tools to identify accessibility issues on the Able Nevada website and both also suggest methods for correction.

The login button is the subject of the complaint against the Treasurer's Office Contractor Fifth Third Bank's Able Nevada website reported by Carissa below. WAVE did flag and identify the Login link as an empty link. WAVE identified 4 other errors & 13 alerts. The errors are outlined below along with recommended corrections.

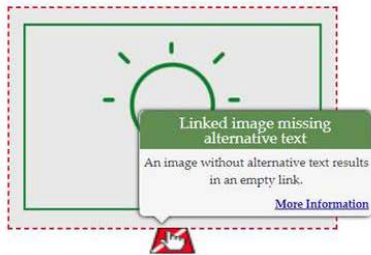
Provide text within the Login button link that describes the functionality and/or target of the link



Either remove the h2 heading (semantic tags) or add text to it. They could make Tax bill update the h2 heading.



Add missing alternative text *alt text*= "xxxx" to the three images below.



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Learn more »



Start here.

It only takes a few minutes and a few clicks.

Open an account »

We only checked Able Nevada's homepage, and of course we could not login to check any pages after login. We'd recommend checking the other pages in the site as well as after the users log in with the Siteimprove or WAVE accessibility checkers to identify issues throughout the site.

Sincerely,

Diana Estey
 State of Nevada

EnterpriseIT

Stateweb | Enterprise Application Support (EAS) | Web Development Group

State of Nevada | Department of Administration | Enterprise IT Services

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Web site updates | Monday - Friday, 8-5

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Ektron Environment Issues - If you are experiencing issues in the Ektron environment please check to see if there is a known system wide issue by going to <http://staging.nv.gov>.

CMS Users for "How To's", Procedures or FAQs visit <http://t.nv.gov/web> for more information.

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From: Carrisa Harding-Tashiro <Carrisa@ndalc.org>

Sent: Wednesday, May 2, 2018 9:30 AM

To: StateWeb <StateWeb@admin.nv.gov>

Subject: ABLÉ Account Accessibility

Hello Diana,

It was a pleasure speaking with you this morning! Thank you for following up regarding ABLÉ account website accessibility. The Nevada Treasurer's Office contracts with Fifth Third Bank to administer ABLÉ accounts, which are tax-advantaged savings accounts for individuals with disabilities. The main Nevada ABLÉ account website is here:

<https://savewithable.com/nv/home.html>

The complaint we received concerns the account login portion of the website. Specifically, the complainant alleged that:

"There is a visual element that is untagged with an untagged word thus rendering access to monthly statements, transactions, and tax information moot." The complainant alleges she spoke to an ABLÉ manager, "Randy," who said that the lack of accessibility was a result of quickly establishing the Nevada ABLÉ program but has not offered to resolve the problem.

Any assistance you can provide in addressing this matter would be much appreciated! Please do not hesitate to contact me with any additional questions.

Thank you,

Carrisa Tashiro
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