

SiteImprove Full Guide

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SiteImprove Walkthrough

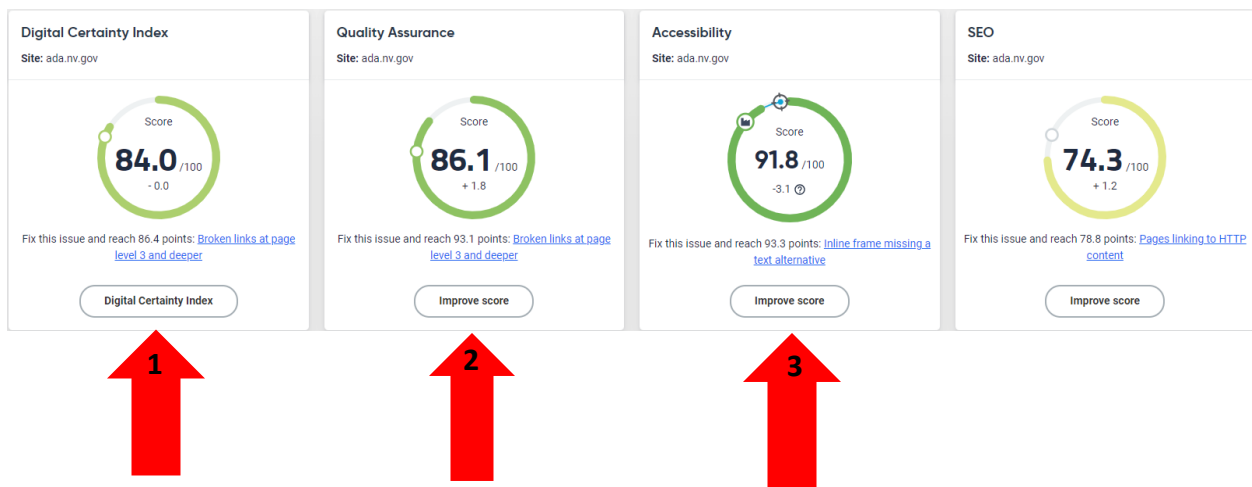
SiteImprove Overview

SiteImprove provides each site owner with the ability to review and monitor ADA compliance. Providing our customers with this tool gives each site owner the ability to provide their content to assistive technology users and meet the federal ADA requirements enforced by the Federal Office of Civil Rights. When you first come into the tool you are greeted by the Digital Certainty Index Dashboard “DCI Score Dashboard”. Don’t worry about the overall score as it includes things that you may or may not want to review.

1. The Digital Certainty Index “DCI” is a combination of your sites Quality Assurance, Accessibility, and Search Engine Optimization “SEO”.

The reason why I say don’t worry about the overall score is because SEO does not play a role in ensuring your site is ADA compliant. The two scores we want to look at are your Quality Assurance, and Accessibility.

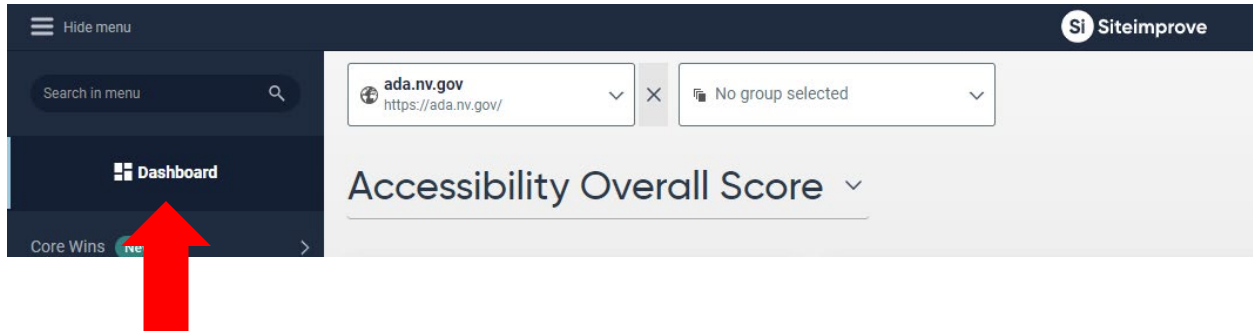
2. Quality Assurance is the overall confidence that a screen reader can get through your site without any issues. We focus on this because even though you may have a high Accessibility score, the Quality Assurance section may be telling you that you have bad links on key pages where these links will have a high probability of inhibiting an assistive technology user. We push for a 90% on this score as this gives a high probability that the assistive technology user will not have an issue when absorbing your site’s content.
3. Accessibility is the section of the score that focuses on your actual issues. This section shows you all the A, AA, and AAA issues with the site. It will let you know exactly how much each issue lowers your overall score. We also push for this to be at 90% as that will give a high probability that assistive technology users will not have an issue absorbing content.



SiteImprove Walkthrough

Using SiteImprove

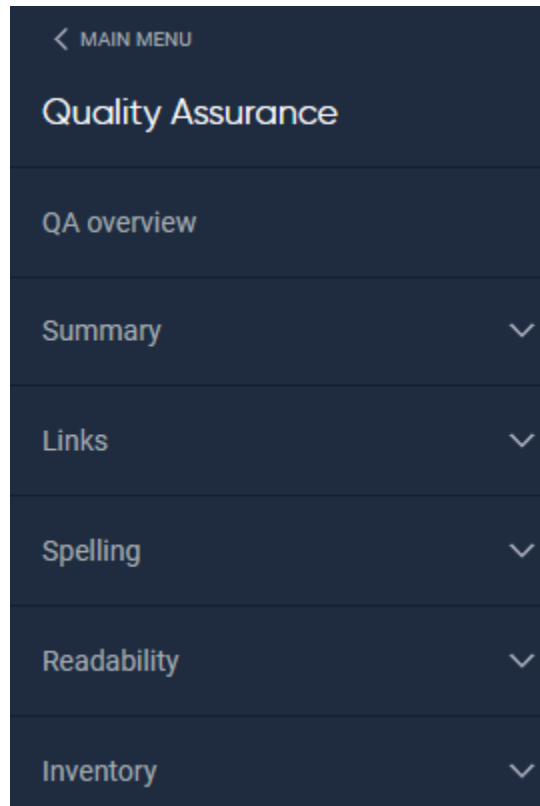
When you first log in you will always be on the Accessibility Overall Score. If at any time you ever want to get back to this dashboard as you're going through the tool you can simply click on the Dashboard tab in the upper left corner just under the search menu.



SiteImprove Walkthrough

Quality Assurance Tab

The key takeaways from this tab are their spelling, Readability, and Inventory tabs. Please feel free to look in the other tabs, however these three sections will give you the information we have found that most if not all content editors are looking for.



Once you click Quality Assurance, then click Spelling you will get a new drop down that provides you tabs called Find Misspellings, and Decisions on Spellings. These two tabs give you the ability to tell SiteImprove that a spelling is correct or reverse a decision on the spelling of a word for your site. The good thing about this is that it will stop showing up on your score once a decision has been made, and if a mistake was made you can fix the mistake without an admin getting involved.

Find Misspellings

1. Example of Find Misspellings.
2. In here you have the option to approve or deny. Blue thumbs up approval. Red thumbs down the system are validated on the misspelling.

The screenshot shows the 'Find Misspellings' interface. The left sidebar has a red arrow labeled '1' pointing to the 'Find misspellings' option. The main area shows a table of misspellings with columns for Word, Spelling suggestion, Decision for site, Language, First detected, Misspelling probability, and Pages. A red arrow labeled '2' points to the 'Confirm as misspelling' and 'Approve word' buttons above the table.

Word	Spelling suggestion	Decision for site	Language	First detected	Misspelling probability	Pages
Siteimprove	Siteimprove		English (U.S.)	5/24/2023	●●●	1
Action	Action		English (U.S.)	12/20/2020	●●●	1

Decisions on Spelling

1. Example of Decisions on Spelling.
2. This tab lets you reverse the decision. In the image below you will see a reversal picture on the right-hand side of the screen.

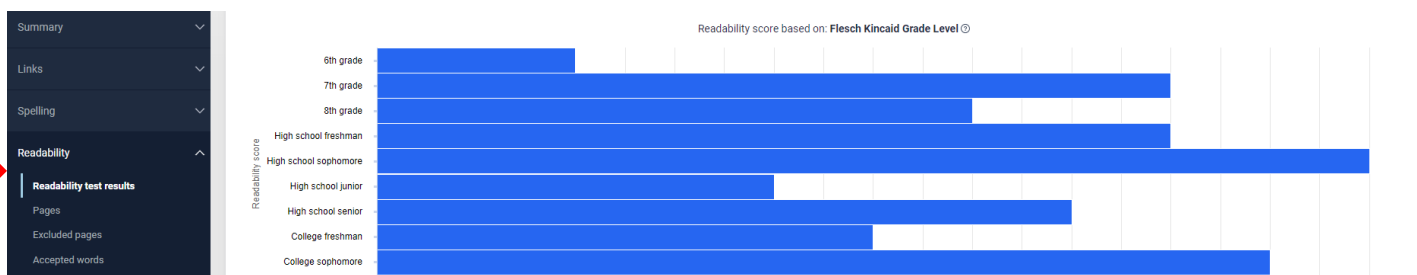
The screenshot shows the 'Decisions on Spelling' interface. The left sidebar has a red arrow labeled '1' pointing to the 'Decisions on spellings' option. The main area shows a table of decisions with columns for Word, Spelling suggestion, Decision for site, Language, and Pages. A red arrow labeled '2' points to the reversal icon (a circle with a right arrow) on the right side of the table.

Word	Spelling suggestion	Decision for site	Language	Pages
WebAIM	Diana Estey 12/26/2018	Approved for site	English (U.S.)	Entire website
eLearn	Diana Estey 12/26/2018	Approved for site	English (U.S.)	Entire website
ADANevada	Diana Estey 12/26/2018	Approved for site	English (U.S.)	Entire website
NVeLearn	Diana Estey 12/26/2018	Approved for account	English (U.S.)	Entire account
mouseless	Diana Estey 12/26/2018	Approved for site	English (U.S.)	Entire website

Readability

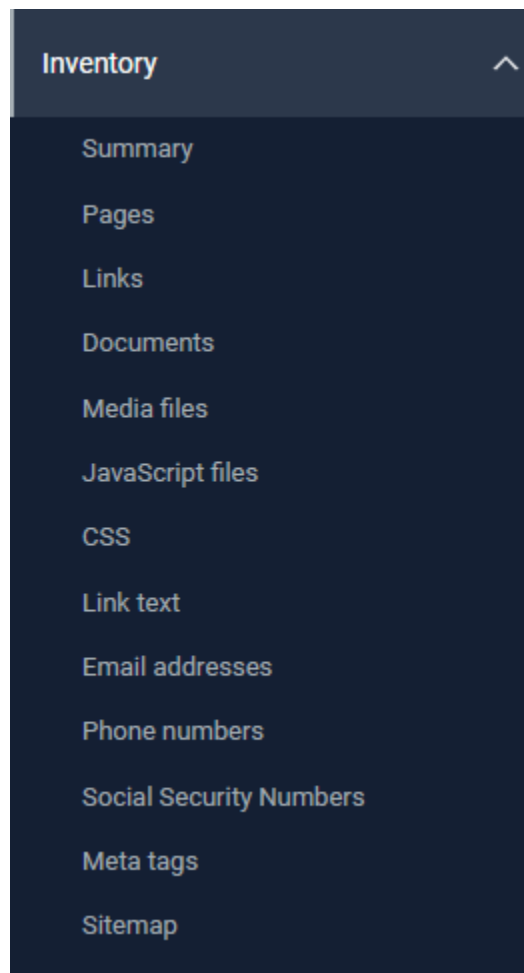
Readability is an important section for determining if the content you created is comprehensible by your target audience. This lets you know a breakdown of every page you have and what the reading level is. This will help you to tailor your content to your audience.

1. To get there you click on Readability and then click on Readability Test Results.




Inventory

The last section we cover in Quality Assurance is the Inventory section. In this section the key tabs are the Documents, Email Addresses, Phone Numbers, and Potential Identification numbers. This section gives information about documents and sensitive information that might have been published to the website on accident. You get to this section by clicking on Quality Assurance and then clicking on the inventory. In here you will see the Documents, Email Addresses, Phone Numbers, and Potential Identification numbers tab.



Documents

Documents gives you a list of all documents that are internal and external to your website. Key take away is that you have no control over the external content. The only control you truly have is that you don't have to link to that content. If it's a legal requirement that we can put things in place to stop that bad document from getting scanned.




QA overview	Documents overview	Export
Summary	A full list of all documents - Click a link within the table to view a detailed list of all documents within the selected category.	
Links		
Spelling		
Readability		
Inventory		
Summary		
Pages		
Links		
Documents		

Document type	Internal	External	All
Excel	1	0	1
PDF	49	45	94
PowerPoint	3	0	3
Word	30	0	30
XML	0	0	0
All documents	83	45	128

Email Addresses, Phone Numbers and Potential Identification Numbers

This next section is combined because it presents the information the same for Email Addresses, Phone Numbers, and Potential Identification numbers. This is a good section to look at because if there are Email Addresses, Phone Numbers, and Potential Identification numbers that are published, and they should not be you can then go in and remove the content from the site.



Quality Assurance	Email Addresses	Export
QA overview	Email addresses that have been detected - Especially useful when email addresses need to be updated or removed from the site.	
Summary		
Links		
Spelling		
Readability		
Inventory		
Summary		
Pages		
Links		
Documents		
Media files		
JavaScript files		
CSS		
Link text		
Email addresses		

Email address	Action required	First detected	Pages
adaremediation@it.nv.gov		9/2/2023	2
desantis@admin.nv.gov		10/7/2019	1
listserv@listserv.state.nv.us		1/28/2021	4
stateweb@admin.nv.gov		5/23/2022	1
stateweb@admin.nv.gov		8/29/2018	4
Stateweb@admin.nv.gov		9/9/2020	4
support@siteimprove.com		2/24/2019	3
webteam@admin.nv.gov		3/6/2019	1

Showing all 8 items

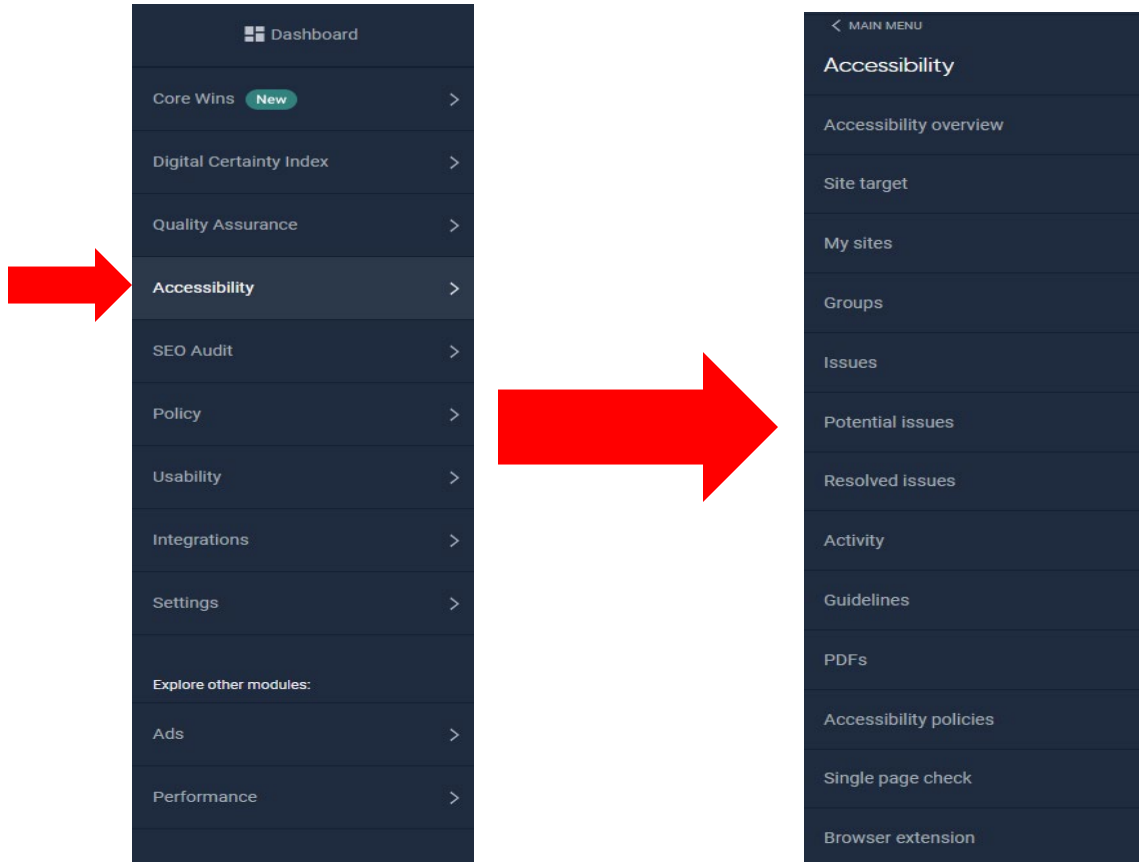
Show 200 items per page

Note: You can always click the down arrow on the right-hand side of the screen. — Once you have clicked on either of the Email Addresses, Phone Numbers, and Potential Identification numbers.

SiteImprove Walkthrough

Accessibility Tab

In this section we focus on Issues, Potential issues, Resolved issues, Activity, PDF's, and Single Page Check. This section is where you will resolve the A, AA, AAA issues within your site.



Issues Tab

The Issues tab gives you all the A, AA, AAA issues. SiteImprove breaks down the issues by how many points each issue affects your score. The larger issues have a higher effect on your overall scores. So, issue one will always be the fix that will give you the most positive points to your score. If this is not true for you, you can click on the column heading called Points you can Gain. This will put the table into a descending table based on score. Click on the issue link to investigate it.

The diagram illustrates the navigation path from the SiteImprove Dashboard to the Accessibility Issues tab. On the left, the 'Accessibility overview' sidebar lists: Accessibility overview, Site target, My sites, Groups, Issues, Potential issues, Resolved issues, Activity, and Guidelines. A red arrow points to the 'Issues' module. On the right, the 'Issues' tab is active, showing a table of accessibility issues.

Issues	Conformance	Difficulty	Responsibility	Element type	Occurrences	Pages	Points you can gain
Container element is empty →	A	Advanced	Development	Other	30	27	0.80 points
Inline frame missing a text alternative →	A	Intermediate	Content writing	Other	13	13	1.58 points
Page does not start with a level 1 heading →	SI	Intermediate	UX design	Headings	8	8	0.28 points
Table headers aren't referenced correctly →	A	Intermediate	Development	Tables	100	1	0.98 points
Table cell missing context →	A	Advanced	Development	Tables	100	1	0.98 points

After clicking the link, you will get a page with the name of the error and all the pages SiteImprove found the error.

Container element is empty

Export

Container element is empty

Conformance	Points you can gain	Pages with this issue	Number of occurrences	Difficulty level	Responsibility
A	0.80 points	27 pages	30 occurrences	Advanced	Development

Description

Some roles are designed to contain other roles. This element has this type of role, but it doesn't contain any [required-owned elements](#).

Related to this issue

Container element is empty (850 occurrences) →

Learn more

Roles provide information about content structure and how page elements fit together.

Some roles depend on other roles for context. For example, the role `listitem` can only really be meaningful in the context of a `list` or `group`.

Pages with this issue

Filters

URL

Search

Custom views (2 selected)

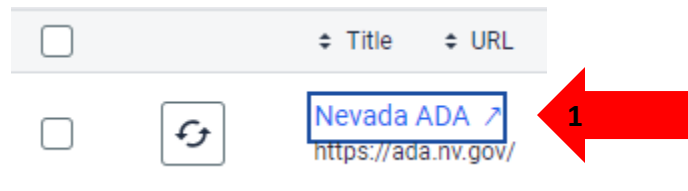
CSV

Decisions: Occurrences without decisions

State: All pages

	Title	URL	Occurrences	Page views
	Nevada ADA	https://ada.nv.gov/	1	1,216
	Overview: Road to Training	https://ada.nv.gov/home/Overview_Road_to_Training(N)/	1	411

1. Click on the link that is in the Title URL column. For this example, I clicked on the Title Nevada ADA. Once you click on this you will be taken to a page that explains the issue and how to resolve the issue. This page also has a snapshot of the site's page.



Page report

Refresh

QA

Accessibility

SEO

Policy

Nevada ADA

https://ada.nv.gov/

Set up a direct link to your CMS

Page Inspector

Nickolas Kirsche

Accessibility Explorer

Overview

Issue

Container element is empty

Some roles are designed to contain other roles. This element has this type of role, but it doesn't contain any [required-owned elements](#).

Why is this an issue?

Occurrences

Filter on decisions: No decision taken

role="list"

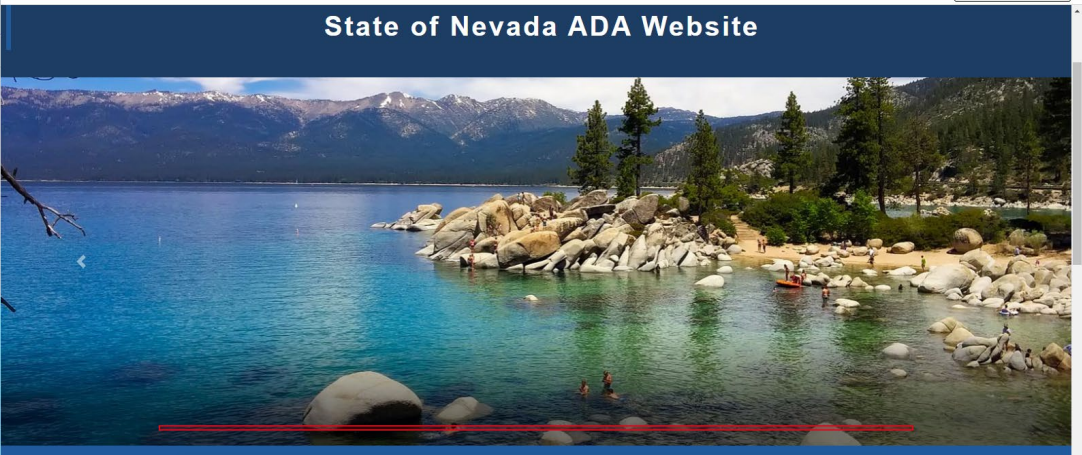
Make sure required-owned elements are nested correctly under the context-giving element.

Code examples

Content view

HTML view

State of Nevada ADA Website



2. Click on HTML View
3. Click on Code Examples

< Overview

Issue A

! Container element is empty

Some roles are designed to contain other roles. This element has this type of role, but it doesn't contain any [required-owned elements](#).

Why is this an issue? ▾

Occurrences **1**

Filter on decisions:

No decision taken ▾

role="list" ^

Make sure required-owned elements are
→ nested correctly under the context-giving element.

3 `</>` Code examples

Content view HTML view **2** ⚙

This will give you a code example of the bad, and a code example of what its expecting.


```
<ul>
<li>List item 1</li>
<li>List item 2</li>
</ul>
```

Copy

```
> <div class="row" style="background: rgb(29, 61, 99); 1<
v <div class="row">
  v <div class="col-12" style="padding:0">
    v <div id="global_carousel" class="carousel slide c
      <ol class="carousel-indicators"> </ol>
    > <div class="carousel-inner"> ... </div>
    > <a class="carousel-control-prev" role="button"
    > <a class="carousel-control-next" role="button"
```

Potential Issues

Potential issues operate the same as Issues. You will go through and decide on the potential issue. You can always reverse the issue in the Activity tab.



Potential issues						
Decisions: Occurrences without decisions X Conformance: Level A, Level AA, WAI-ARIA authoring practices, Accessibility best practices X Clear all X						
Potential issues	Conformance	Responsibility	Element type	Occurrences	Pages	Points you can gain
⚠ Is it possible to skip straight to the main content? →	SI	Development	Page layout	12	12	0.53 points
⚠ Do page sections with the same name serve the same purpose? →	ARIA	UX design	Other	7	7	0.53 points
1 - 2 of 2 items						
				Show	200 items	per page

1. Like Issues you will click the issue link in the first column.
2. On the Potential issues page the column is called Potential Issues instead of issues. Once you click on the potential issues it will take you to a page that provides you will all pages that are affected by this potential issue. Click on an issue link in the Title column.

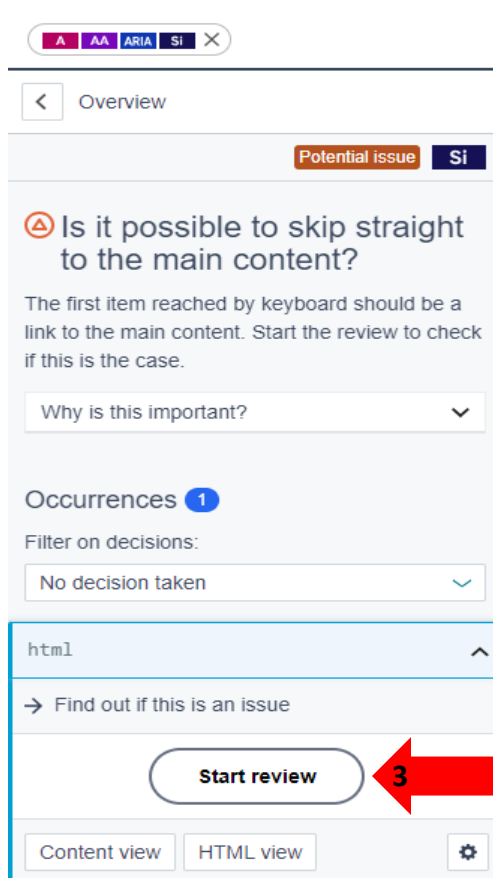


Potential issues	
⚠ Is it possible to skip straight to the main content? →	

<input type="checkbox"/>	Title	URL
<input type="checkbox"/>	NV ADA Assistance	https://adahelp.nv.gov/digital



3. Next Step is to click on the Start review button.



Potential issue SI

⚠ Is it possible to skip straight to the main content?

The first item reached by keyboard should be a link to the main content. Start the review to check if this is the case.

Why is this important?

Occurrences **1**

Filter on decisions: No decision taken

html

→ Find out if this is an issue


Start review

Content view HTML view

After clicking this the review will take you through the steps for reviewing the issue. If you ever need to reverse the decision you can click on the Activity tab, and it will push you through a similar process.


PDF Tab

The next tab is PDF's. This section causes the most work for remediators. PDF remediation is by far have the most time-consuming thing you can do when it comes to ADA compliance. Our recommendation is to remove documents that are no longer needed, and only remediate the pdfs and documents that are required by the site. In this platform you can do that by clicking on the columns and sorting by the date. This will put the list in order by date. You can make it an ascending or descending list by simply clicking the last modified date link in the date column.




Accessibility-tested PDFs									
Check PDFs for common accessibility issues picked up by our automated tests. What does SiteReview check for in PDFs?									
Last modified No issues Machine-readability PDF Tags Filter by tag URL Search									
<input type="checkbox"/>	Document title URL	Last modified	Machine-readable	PDF Tags	Other issues	Pages	Tags	Clicks on PDFs	
<input type="checkbox"/>	ADA Technology Accessibility Guidelines Office of the Chief Information Officer State of Nevada http://ada.nv.gov/uploadedFiles/adanewnv.gov/content/Partners/Policies/ADA_WebsiteGuidelines_7-22-19.pdf	5/21/2020	✓	✓	0	64		171	
<input type="checkbox"/>	State of Nevada Web Style Standards Effective 02-10-2019 http://ada.nv.gov/uploadedFiles/adanewnv.gov/content/Resources/2019-05-01_WebStyleGuidelines.pdf	11/4/2020	✓	✓	0	64		97	
<input type="checkbox"/>	ADA Technology Accessibility Guidelines Office of the Chief Information Officer State of Nevada https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/Partners/Policies/ADA_WebsiteGuidelines_7-22-19.pdf	5/21/2020	✓	✓	0	1		18	
<input type="checkbox"/>	Intern training for ADA Documentation Remediation https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/Training/InternTrainingOutline.pdf	1/20/2023	✓	✓	0	4		14	
<input type="checkbox"/>	Different versions of Adobe Acrobat Pro State of Nevada Department of Administration https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/home/features/ADAClasses/Adobe_AcrobatDifferences.pdf	10/21/2020	✓	✓	0	1		12	
<input type="checkbox"/>	Website Compliance with the Americans with Disabilities Act https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/home/features/ADA-All_AgencyNotification-MichaelDietrich-CIO.pdf	9/27/2022	✓	✓	0	1		12	
<input type="checkbox"/>	Linked-in course instructions https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/home/features/Linked-in%20Instructions.pdf	12/27/2021	✓	✓	0	5		7	
<input type="checkbox"/>	Redacted Material Guide State of Nevada Department of Administration https://ada.nv.gov/uploadedFiles/adanewnv.gov/content/home/features/ADAClasses/RedactedGuide.pdf	7/26/2021	✓	✓	0	1		7	

1. Make sure you are viewing documents by One or More Issue



Last modified One or more issues Machine-readability PDF Tags Filter by tag URL Search

From this section you can also find the page where the document is published by clicking  to the right of the document title. This makes replacing the document easy as it provides you with the link to the document and will get you exactly where the document is published within your environment.

Single Page Check

This is an awesome feature that lets you check a single page any time you want. An example of when this comes in handy is when you have a customer that uses assistive technology, and they send you a page that has an issue. You can look that page up, make fixes to the page, and then check that page on your production site after you have published the changes to your production site without having to wait for the next scan of your website. To do this you simply just copy the URL and then past that URL in the Single page check input box.

