

Barry Tone - Screen Reader User



Bio

Barry is a Veteran that served in the Navy. He spends his time using technology with screen readers such as JAWS and Apple technology. From time to time he has his wife help comprehend the information on the screen.

Demographics

Age:	55
Branch:	Navy
Education:	Bachelor’s
Status:	Married

Motivations

- Refill their prescriptions
- Check their expenses and claims
- Learn more about VA.gov
- Check on health benefits

Behaviors

- Uses VoiceOver on Mobile
- Manages passwords with their web browser
- Uses speech recognition software

Pain Points

- Sometimes have to use picture captchas
- Only recently (5 or so years) that their has been a push for accessibility
- Navigation issues with buttons and links.
- Must use screen reader to read new pages
- Sometimes the content on the page is repetitive