DHS TRUSTED TESTER PROGRAM
# FREQUENTLY ASKED QUESTIONS

## Q: What is the DHS Trusted Tester Web Certification Program?

A: The DHS Trusted Tester Web Certification Program provides a path to earn the Trusted Tester certification for web on the windows platform. Upon completion of the Trusted Tester for Web on Windows track, students will be able to identify the Section 508 standards for web and use the tools and test processes to evaluate websites and web applications for compliance to the Revised Section 508 standards released in January 2017. Students must score a 90 or better on the Trusted Tester Certification Exam to obtain their Trusted Tester Certification.

## Q: Who can take DHS Trusted Tester for Web on Windows?

A: Any employee or public individual who has a desire to evaluate web sites and web applications for Section 508 compliance.

## Q: How do I register to take DHS Trusted Tester for Web on Windows?

A: Visit https://training.section508testing.net

## Q: What courses are included in the DHS Trusted Tester for Web on Windows?

A: You must complete the following courses before you can receive your Trusted Tester web certification:

| Course | Description |
|---|---|
| What Is Section 508 and Why Is It Important (FACA-ALL-049-B) | This course is designed to describe what Section 508 is and why it is important to make Information and Communications Technology (ICT) products accessible to people with disabilities. In this course, students learn about the job-related responsibilities, and available resources needed to meet Section 508 requirements. This course serves as a prerequisite to all other Section 508 compliance training courses. |
| Section 508 Standards for Web (DHSA-TT-100-A) | This course is designed for personnel who need a basic understanding of the Section 508 standards for web and web applications. It is also the prerequisite for becoming a Trusted Tester. Students will learn about a subsection of those technical standards: Those that deal with the compliance of web sites and web applications. This course is a prerequisite for Trusted Tester Training for any students who plan to certify as DHS Section 508 Trusted Testers. |
| Trusted Tester Tools for Web on Windows (DHSA-TT-150-A) | This course is designed to enable students to install or coordinate the installation of the required software used for testing web sites and web applications for Section 508 compliance and to validate that the newly installed tools are working correctly. As part of this course, students are required to review the downloadable Installation Guide that provides minimum systems requirements as well as recommended workstation configurations for 508 testing. |
| Trusted Tester - Training for Web on Windows (DHSA-TT-200-A) | This course teaches the Trusted Tester process for testing websites and web applications for compliance with Section 508 standards. Students learn and apply the processes for testing both web and web applications for Section 508 compliance. They also learn which tools are needed to perform this testing and how to use those tools. Upon completion of this course, they will be able to identify the tools and procedures for the process for testing web and software applications for Section 508 compliance and apply test processes to evaluate elements of web sites and web applications for Section 508 compliance. Following successful completion of this course, students will qualify to proceed to the Section 508 Trusted Tester Certification Exam. |
| Trusted Tester - Practice Exam for Web on Windows | This practice exam provides hands-on testing of a multipage application for Section 508 compliance using the DHS Section 508 Compliance Test Process for Applications. Students will perform 508 compliance testing using the test process, determining appropriate methods for web content and |

| Course | Description |
|---|---|
| (DHSA-TT-201-A) | entering results of their evaluation for scoring. *Note:* Students must score a 90 or better on the Practice Exam to be eligible to proceed to the Trusted Tester Certification Exam. |
| Trusted Tester - Certification Exam for Web on Windows (DHSA-TT-202-A) | The exam provides students hands-on experience with the DHS Trusted Tester process to evaluate multiple pages of web content for Section 508 compliance. While taking the exam, students will demonstrate their ability to test web content and accurately capture test results. Trusted Tester Certification is provided to those students who demonstrate a proficiency in evaluating web sites and web applications for Section 508 compliance. |

## Q: Where can I post questions related to the course content?

A: Students registering for the Trusted Tester training will also be enrolled in the Frequently Asked Questions (FAQ) for Trusted Testers. The FAQ message board can be used to review and submit questions related to the course content. Questions are answered in the order they are received. *Note:* We encourage students to search for answers that may have already been provided for similar questions.

## Q: How do students access the FAQ for Trusted Testers?

A: To access the message board:

1. Log into your Moodle Account.
2. Select "FAQ for Trusted Testers" from the navigation menu.
3. Review the section titled "How to use this Resource" to understand how to use the message board.

## Q: How will I know my question was answered?

A: When a team member replies to your question, you will receive an email notification containing the answer and a link to the question.

## Q: How do students find the resources used in Trusted Tester courses?

All Trusted Tester candidates; past, present and future will be able to access the Trusted Tester Resources module during and after completion of the Trusted Tester Training Program. The Trusted Tester Resources may be accessed anywhere on the OAST training platform by selecting the dashboard menu on the left-hand side of the screen (the same location where you access the FAQ for Trusted Testers) and select Trusted Tester Resources.

## Q: What technical support guidance is available for Trusted Tester students?

A: The Trusted Tester Web Certification Program is designed to be a self-paced course. For assistance with understanding course content, students are encouraged to review submitted questions and answers on the FAQs for Trusted Tester message board. If you still have questions, submit them to the message board and someone from the Trusted Tester community will answer them.

For additional support, microlearning training videos and supporting course resources are available on the Trusted Tester Resource page. <u>One-on-one assistance from a Trusted Tester Analyst is only provided under special circumstances.</u> If you encounter technical difficulties accessing course content, submit a request for assistance to [accessibility@hq.dhs.gov](mailto:accessibility@hq.dhs.gov).

## Q: When will DHS Trusted Tester 4.0 certifications expire?

It is advised to use the Trusted Tester 5.0 guidance for web applications. The Trusted Tester 4.0 may still be used when evaluating software applications for Section 508 compliance.

## Q: How do I share test results?

A: We suggest that you use the [Accessibility Compliance Reporting Tool (ACRT)](), which walks you through how to document your test results, tracks your results, and more.

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## Contact Us

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