



“

“I couldn’t buy my sister the present she really wanted for her birthday because none of the fields were labelled on the website.”

”

Ashleigh: partially sighted screen reader user

- 24 year old arts graduate and admin assistant
- Uses a screen reader

Chromebook help

- press ‘Tab’ to go to the next link or form element
- press ‘Shift + Tab’ to go back to the previous link or form element
- press ‘Search + Arrow Right/Left’ to read text in between those.



Ashleigh: partially sighted screen reader user

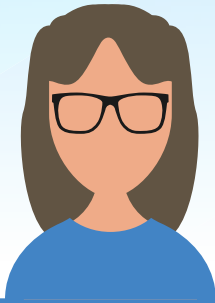
- 24 year old arts graduate and admin assistant
- Uses screen reader

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Ashleigh experiences and version 2 shows the fixes that will help Ashleigh. Do version 1 before version 2.

Do the following tasks logged in as Ashleigh:

1. There is a form with two questions. Try to fill it in.
2. There is a graph underneath the form which lists types of assistive technology. Try to find out which one of them is used the most.



“

“My screen magnifier has made it possible for me to use the web again. I just wish more companies kept their websites simple.”

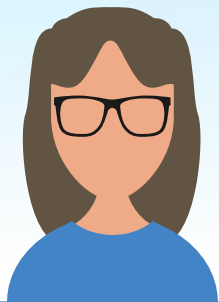
”

Claudia: partially sighted screen magnifier user

- 54 year old social worker
- Uses screen magnifier

Chromebook help

If you get lost while using the screen magnifier, go back to the top left to re-orientate yourself.



Claudia: partially sighted screen magnifier user

- 54 year old social worker
- Uses screen magnifier

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Claudia experiences and version 2 shows the fixes that will help Claudia. Do version 1 before version 2.

Do the following tasks logged in as Claudia:

1. Read the text. Find out the total number of ministers.
2. Fill in the form below the text.



“

“I don’t like having to ring call centres - it’s too noisy and people don’t speak clearly enough.”

”

Ron: older user with multiple conditions

- 82 years old, retired, arthritis, hearing loss, cataracts
- Doesn’t use any assistive technology

Chromebook help

As Ron is not very technical, don’t use anything which might help. For example, don’t zoom into the page and don’t use the keyboard to navigate.



Ron: older user with multiple conditions

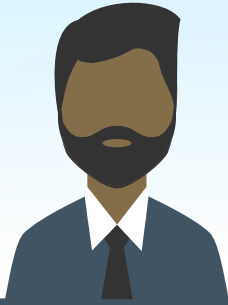
- 82 years old, retired, arthritis, hearing loss, cataracts
- Doesn't use any assistive technology

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Ron experiences and version 2 shows the fixes that will help Ron. Do version 1 before version 2.

Do the following tasks logged in as Ron:

1. Read the text. Find out the number of Cabinet ministers.
2. There is a pagination at the bottom of the text. Use it to go to the second page.



“

“I’m fluent in British Sign Language, but people don’t realise it’s different from English and things can be difficult for me to understand.”

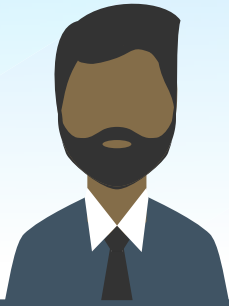
”

Saleem: profoundly deaf user

- 22 years old, unemployed
- Uses BSL as his main language, English is his second language, always has video captions switched on

Chromebook help

Make sure the volume is switched off.



Saleem: profoundly deaf user

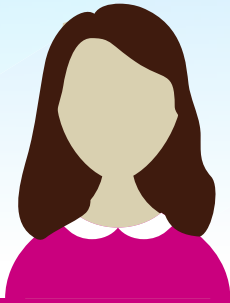
- 22 years old, unemployed
- Uses BSL as his main language, English is his second language, always has video captions switched on

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Saleem experiences and version 2 shows the fixes that will help Saleem. Do version 1 before version 2.

Do the following tasks logged in as Saleem:

1. Read the text. Find out when we need to receive your application if you send it electronically.
2. Watch the video. Try to find out how many people were provided with guide dogs “this year”.



“

“My spelling’s bad and forms take me ages to fill in, but I have to get things right in my job and the software I use helps me a lot.”


”

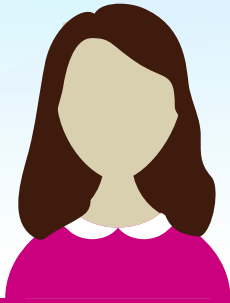
Simone: dyslexic user

- 41 year old office manager
- Uses software which highlights text as well as reads it out

Chromebook help

Selecting the text and pressing ‘Search + S’ will read out the text.

You will have to stop the simulation for this to work properly: Select the Tampermonkey icon  next to the address bar and click “Enabled”.



Simone: dyslexic user

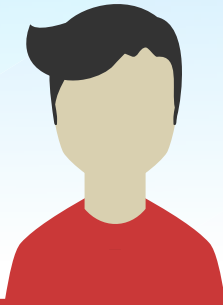
- 41 year old office manager
- Uses software which highlights text as well as reads it out

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Simone experiences and version 2 shows the fixes that will help Simone. Do version 1 before version 2.

Do the following tasks logged in as Simone:

1. Read the text. Find out what you should do as a US private citizen before you go abroad.
2. There are a couple of social media links under the text. Try to click on the YouTube link.



“

“Websites can be so distracting. It takes me ages to do anything sometimes, as I feel like I have to read every word and click on every link.”

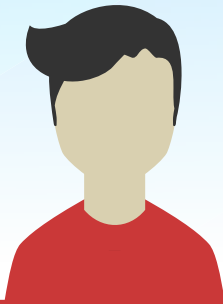
”

Pawel: user with Asperger's

- 24 year old chemistry graduate
- Adjusts things like colours to reduce potential stress and distractions

Chromebook help

Use headphones and make them loud enough.



Pawel: user with Asperger's

- 24 year old chemistry graduate
- Adjusts things like colours to reduce potential stress and distractions

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Pawel experiences and version 2 shows the fixes that will help Pawel. Do version 1 before version 2.

You have 2 minutes to do the following tasks logged in as Pawel:

1. Read the text. Find out where you can get Tamiflu if you are a US Government employee abroad.
2. There are a couple of buttons below the text. Try to select the correct button before the timer expires.



“

“I’m training my software to understand my voice commands. In the meantime, I’ll carry on using a keyboard to get around websites as it’s less painful than a mouse.”

”

Chris: user with rheumatoid arthritis

- 53 year old management accountant
- Only uses keyboard and started using voice control

Chromebook help

Navigate with the tab key. Navigate back with ‘Shift + Tab’. If you’re stuck, use the touch screen. ‘Ctrl + Alt + /’ shows keyboard shortcuts.

Start using voice control (only in the browser) by saying “wake up”. Other commands: “click” (and then follow the on-screen instructions, often saying a number), “scroll down”, “scroll up”, “help”

If it doesn’t work, restart the extension.



Chris: user with rheumatoid arthritis

- 53 year old management accountant
- Only uses keyboard and started using voice control

Training tasks

There are 2 versions of an example page. Version 1 shows the issues Chris experiences and version 2 shows the fixes that will help Chris. Do version 1 before version 2.

Do the following tasks logged in as Chris:

1. There is a table. It's country column includes an explanation indicated by a question mark. Try to select that question mark to find out what the explanation is.
2. The end date column might be hidden. Try to find out what the end date of the Algeria entry is.