# HMRC accessibility audit request

## Service name

[Template completion instruction — enter the name of website, mobile app or digital service you want us to audit.]

## About the service

[Template completion instruction — use this section to give a description of your service and any other information you feel is important.]

## Service contacts

**Main contact**

[Template completion instruction — use this section to give the main contact for this service and your audit request.]

* Contact name:
* Contact phone number:
* Contact email address:

**User journey contact**

[Template completion instruction — use this section to give details of the person to be contacted if there are problems with the user journeys provided and who can reset data.]

* Contact name:
* Contact phone number:
* Contact email address:

### Names of people to invite to slack channel

When a service has its accessibility audit carried out within HMRC by the Digital Inclusion, Accessibility and Standards team we will set up a dedicated slack channel to post details of the issues we find in real time. It is also an opportunity to engage with us about the issues and discuss solutions.

[Template completion instruction — use this section to list the slack usernames of those you want us to invite when we set up the slack channel.]

## GitHub details

[Template completion instruction — as well as regular contact information, please provide your team name for us to contact you on GitHub and receive updates on your audit. You can find this here: <https://github.com/orgs/hmrc/teams>.

In the example, The Really Great Team (TRGT) is working on the really-great-service-name-frontend service.]

* GitHub team: @hmrc/trgt
* GitHub repository: /hmrc/really-great-service-name-frontend/

### A11y Jenkins job

[Template completion instruction — use this section to give details of the most recent run of the A11y Jenkins job, including a link to the snapshot of the report.]

## Timeline

[Template completion instruction — use this section to give details of any known dates or information about your project timetable. For example, when the service is entering public beta.]

## Details to access the service and user journeys to be tested

[Template completion instruction — use this section to give details of the user journeys that will be used to test your service. There should never be a need for more than 8 journeys to be submitted from a service.

The aim of these audits is not to test every single page of your service, but all the major component types and patterns. For example, we do not need to test functionality such as changing data on a ‘Check your answers’ page, and you don’t need to supply user journeys or instructions specifically to test error messages.

Your user journeys should be short enough that they hit all the right pages and avoid the need to visit the same pages repeatedly so the audit is not duplicating testing time and effort.

For each user journey you must provide details of how to access the service, the step by step actions needed to complete the user journey together with the dummy data that needs to be entered. The next section gives an example of what a well-presented user journey looks like.

Please be aware that when carrying out the audit there will be more than one user accessing the service at the same time and carrying out multiple iterations so ensure access accommodates this. If creds are consumable, you can't re-use them because it logs a change to the user, then enough creds should be supplied to complete each journey 12 times. More may be requested if necessary during the audit.]

### Journey 1: Example of a well-presented user journey

[Additional journey instructions — **always** use staging, and only mention fields which are changed from their default values. If values should be exact, say so; if values within a range are okay, say so; otherwise, indicate any values which values need changing for multiple testers to test concurrently.]

**Instructions to access the service**

* Connect to VPN
* Go to <https://www.staging.tax.service.gov.uk/auth-login-stub/gg-sign-in> and enter the following information:
  + CredID: any random value, for example test1
  + Redirect URL: /check-your-identity-for-trusts/relationships/1234567891
  + Affinity group: Organisation
  + Enrolment Key: IR-CT
  + Identifier Name: UTR
  + Identifier Value: 1234567890
  + Select Submit

**Steps to carry out to test the service**

1. What is the lead trustee’s last name?
   1. enter Jones
   2. then select Continue
2. What is the lead trustee’s date of birth?
   1. enter 01012000
   2. then select Continue
3. Does the lead trustee have a passport?
   1. choose Yes
   2. then select Continue
4. What is the lead trustee’s passport number?
   1. enter 925665416
   2. then select Continue
5. Check your answers before continuing
   1. select Continue
6. What are the details of a trustee, settlor or beneficiary associated with the trust?
   1. Enter First name: Mary
   2. Enter Last name: Jones
   3. Enter Date of birth: 01011998
   4. then select Continue
7. Check your answers before continuing (Person associated with the trust)
   1. select Continue
8. Check your answers before you confirm them
   1. select Submit
9. End of journey

On completion please email this completed audit request to [accessibility.team@hmrc.gov.uk](mailto:accessibility.team@hmrc.gov.uk)