Microsoft Accessibility Insights for Web

A Comprehensive Guide to the Browser Extension for Screen Reader Users

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## Introduction

This guide helps screen reader users effectively navigate and use the Microsoft Accessibility Insights for Web browser extension. Microsoft Accessibility Insights for Web helps developers, testers, and designers find and fix accessibility issues in websites and web applications. It offers automated tests, guided manual testing workflows, and specialized tools for evaluating specific aspects of accessibility.

The extension works with JAWS from [Freedom Scientific](https://www.freedomscientific.com/products/software/jaws/), NVDA from [NV Access](https://www.nvaccess.org/), and Narrator built into Windows. This guide focuses on Windows usage, though the extension also works on macOS.

### Document Structure

This document is organized to follow the typical workflow of using Microsoft Accessibility Insights for Web:

1. Introduction and installation
2. Basic navigation and keyboard shortcuts
3. Using the main testing tools (FastPass and Assessment)
4. Working with individual specialized tools (Ad hoc tools)
5. Saving, exporting, and reviewing results
6. Finding documentation and providing feedback
7. Appendices with navigation commands and troubleshooting

Each section focuses on a specific page or feature of the extension, with clear keyboard instructions for navigating and using that feature. The document uses consistent terminology and navigation patterns throughout.

### Extension Structure

Microsoft Accessibility Insights for Web is organized into four main components:

1. **FastPass**: A quick automated scan that checks for common accessibility issues including automated rule checks and tab stop verification. FastPass is designed to be run frequently during development to catch basic issues.
2. **Assessment**: A comprehensive testing workflow that guides you through evaluating a website against WCAG requirements. Assessment combines automated checks with manual verification steps to provide thorough coverage of accessibility standards.
3. **Ad Hoc Tools**: Individual specialized tools for testing specific aspects of accessibility, such as color contrast, heading structure, landmarks, tab stops, and images. These tools can be used independently as needed.
4. **Settings**: Configuration options for customizing how the extension works, including keyboard shortcuts, assessment configurations, and export options.

Each of these components is accessible from the main menu and has a dedicated keyboard shortcut for quick access.

### Platform and Browser Compatibility

* **Operating Systems**: Windows 10 and 11, macOS (10.14+)
* **Browsers**: All modern versions of Microsoft Edge (Chromium-based) and Google Chrome
* **Screen Readers**: Works with JAWS, NVDA, and Narrator on Windows

The Chrome and Edge versions of the extension provide identical functionality and user experience. There are no significant differences between them.

### WCAG Standards

Microsoft Accessibility Insights for Web tests websites against the Web Content Accessibility Guidelines (WCAG), which are the internationally recognized standards for web accessibility developed by the W3C Web Accessibility Initiative.

The current version is WCAG 2.2, which was released in October 2023. WCAG is organized into three conformance levels:

* **Level A**: The minimum level of conformance, addressing the most basic accessibility requirements.
* **Level AA**: The standard level of conformance required by most regulations and policies, including Level A requirements plus additional criteria.
* **Level AAA**: The highest level of conformance, addressing advanced accessibility features.

Microsoft Accessibility Insights for Web typically tests against WCAG 2.2 Level AA, which includes both Level A and Level AA success criteria. This is the commonly accepted standard for most websites and applications.

You can learn more about WCAG at <https://www.w3.org/WAI/standards-guidelines/wcag/>.

### Testing Approaches

Microsoft Accessibility Insights uses three main testing approaches:

1. **Automated Testing**:
   * Tests performed by the extension without user intervention
   * Provides definitive pass/fail results
   * Examples include color contrast detection, missing alt text, keyboard traps
   * Found in the FastPass automated checks and parts of Assessment
2. **Semi-automated Testing**:
   * Extension identifies “candidate instances” that might have accessibility issues
   * User must manually verify each instance to determine if it’s a true issue
   * Involves human judgment to evaluate potential issues
   * Examples include meaningful link text, keyboard focus traps, logical reading order
   * Often includes instructions for the tester to follow
3. **Manual Testing**:
   * User performs specific actions to test accessibility requirements
   * Extension provides instructions but doesn’t automate the testing
   * Based entirely on human verification and judgment
   * Examples include logical focus order, meaningful sequence, sensory characteristics
   * Primary testing method in the Assessment workflow

### Test Results and Instances

When using the extension, you’ll encounter various terms related to test results:

* **Failures**: Confirmed accessibility issues that don’t meet WCAG requirements
* **Failure Instances**: Specific examples of a failure found on the page
* **Candidate Instances**: Potential issues identified by the extension that require human verification
* **Pass/Fail/Not Applicable**: Options for marking test results in Assessment

Test Mode is an optional feature that helps with some assessment requirements by modifying the page to make testing easier. For example, when testing keyboard functionality, Test Mode might add visual indicators to show focus states. You can enter Test Mode during applicable assessment items using the “Enter Test Mode” button, and exit it by pressing Escape.

## Installation

### For Microsoft Edge Page

1. Navigate directly to the Accessibility Insights extension page: <https://microsoftedge.microsoft.com/addons/detail/accessibility-insights-fo/nlgbhdfgdhgbiamfdfmbikpdghaearhj>
2. Press H to navigate to the main heading
3. Press B to navigate to the “Get” button
4. Press Enter to initiate installation
5. A confirmation dialog will appear; press Enter to confirm

### For Google Chrome Page

1. Navigate directly to the Accessibility Insights extension page: <https://chrome.google.com/webstore/detail/accessibility-insights-fo/pbjjkligggfmakdaogkfomddhfmpjeni>
2. Press H to navigate to the main heading
3. Press B to navigate to the “Add to Chrome” button
4. Press Enter to initiate installation
5. A confirmation dialog will appear; press Enter to confirm

### Extension Updates Page

The extension updates automatically in both Chrome and Edge as part of the browsers’ regular extension update process. You do not need to manually update it.

To check the current version: 1. Press Alt+F to open the browser menu 2. Navigate to “Extensions” and press Enter 3. Find “Accessibility Insights for Web” 4. The version number will be displayed with the extension details

## Keyboard Shortcuts

The following keyboard shortcuts work globally from anywhere in the browser:

* **Alt+Shift+1**: Open the extension menu
  + Mnemonic: “1” for first action – opening the main menu
* **Alt+Shift+2**: Launch FastPass scan
  + Mnemonic: “2” for two-part FastPass (automated checks and tab stops)
* **Alt+Shift+3**: Launch Assessment scan
  + Mnemonic: “3” for three testing types (automated, semi-automated, manual)
* **Alt+Shift+4**: Launch Ad hoc tools menu
  + Mnemonic: “4” for four primary ad hoc tools (color, headings, landmarks, tabstops)

The following shortcut only works when the extension is already open: - **Alt+Shift+C**: Toggle visual helper - Mnemonic: “C” for color highlights

## Main Menu Page

The main menu is the starting point for accessing all testing tools in the extension. From here, you can launch FastPass, Assessment, or individual Ad hoc tools.

Press H to navigate to the main heading. Press B to navigate through the menu buttons: - FastPass - Assessment - Ad hoc tools - Settings

Press Enter to select the highlighted option.

## Settings Page

The Settings page allows you to customize how the extension works, including assessment configurations, keyboard shortcuts, and export options.

Go to the Main Menu Page by pressing Alt+Shift+1. Press S to jump to “Settings” and press Enter.

Press H to navigate to the “Settings” heading. Use H key to navigate through settings section headings.

### General Settings Section

* **High Contrast Mode**: Toggles high contrast view. Default: Off
* **Telemetry**: Controls if usage data is sent to Microsoft. Default: On

### Application Scope Settings Section

* **Enable scanning of iframes**: When enabled, scans content inside iframes. Default: On
* **Enable scanning of file URLs**: When enabled, scans local HTML files. Default: Off
* **Show insights when scanning**: Controls visual highlights during scanning. Default: Automatic

### Keyboard Shortcuts Section

To customize shortcuts: 1. Go to the Settings Page 2. Press H until you reach “Keyboard shortcuts” heading 3. Press Tab to reach the shortcut field you want to change 4. Press your preferred key combination 5. Press Tab to move to the next field

### Assessment Configuration Section

To set WCAG 2.2 AA as the default standard: 1. Go to the Settings Page 2. Press H until you reach “Assessment configuration” heading 3. Press Tab to reach the dropdown 4. Press Enter to open the dropdown 5. Press Down Arrow until you reach “WCAG 2.2 AA” 6. Press Enter to select

### Report Export Settings Section

To ensure screenshots are included in exported reports: 1. Go to the Settings Page 2. Press H until you reach “Report export settings” heading 3. Press Tab to reach the “Include screenshots” checkbox 4. If not checked, press Space to enable it 5. Other export options: - Include page URL. Default: On - Report format. Default: Standard

When screenshots are included in reports: - Visual snapshots of the webpage are embedded in HTML and JSON reports - Each failure instance includes a screenshot highlighting the problematic element - The screenshots help sighted colleagues identify the exact location of issues - For screen reader users, the screenshots include alt text descriptions - Screenshots increase file size but provide valuable context for collaborative remediation

To save changes: 1. Press B to find the “Save” button 2. Press Enter to save configuration changes

## FastPass Page

FastPass is a quick automated scan that checks for high-impact accessibility issues and keyboard accessibility. It includes automated checks and tab stop verification.

Press Alt+Shift+2 to launch FastPass directly.

When FastPass completes scanning, the results page appears with tabs for: - Automated checks - Tab stops

Press H to navigate to the “FastPass” heading at the top of the page. Go to the main landmark to find the main content area. Press H again to navigate between rule categories and results.

### Automated Checks Tab Section

On the FastPass Page: 1. Press Tab to reach the tab options 2. Use arrow keys to select the “Automated checks” tab if not already selected 3. Press H to navigate between rule categories 4. Press H again to navigate to specific failure instances 5. Press Enter on a failure to expand detailed information

### Tab Stops Tab Section

On the FastPass Page: 1. Press Tab to reach the tab options 2. Use arrow keys to select the “Tab Stops” tab 3. Press Tab to reach the tab stops list 4. Press Down Arrow to move through the list of tab stops 5. Press Enter on a tab stop to expand its details

## Assessment Start Page

The Assessment tool provides a comprehensive evaluation framework for testing against WCAG criteria. It combines automated tests with guided manual verification.

Press Alt+Shift+3 to launch Assessment directly.

Press H to navigate to the “Assessment” heading. Find “Start assessment” by pressing B to navigate through buttons.

To select WCAG 2.2 AA: 1. Press Tab until you reach the requirements dropdown 2. Press Enter to open the dropdown 3. Press Down Arrow until you reach “WCAG 2.2 AA” 4. Press Enter to select 5. Press B to find the “Start assessment” button 6. Press Enter to begin the assessment

## Assessment In Progress Page

The Assessment In Progress page guides you through each WCAG requirement with instructions, pass/fail controls, and navigation between requirements.

After starting an assessment: Press H to navigate to the “Assessment” heading. Press H again to navigate between requirement categories and individual requirements.

### Tracking Assessment Progress Section

To determine your progress through the assessment on the Assessment In Progress Page: 1. Press Ctrl+F to search for “Progress” text 2. Navigate to the status information near the top of the page 3. The status information includes: - A progress percentage (e.g., “29% complete”) - Current requirement number and total (e.g., “Requirement 7 of 25”) - Category progress (e.g., “2 of 8 in this category”)

After each requirement is marked, the progress information automatically updates.

For each requirement: 1. Read the instructions 2. Press Tab to find the pass/fail form controls 3. Press Space to select Pass/Fail/Not Applicable 4. If marking as Fail, press Tab to reach the comment field 5. Press B to find “Next requirement” button 6. Press Enter to advance

### Nonvisual Testing Methods Section

Several assessment requirements reference visual aspects of the page. Here are nonvisual approaches to these tests:

#### For Visual Focus Indicators Subsection

1. When testing focus visibility, press Tab to move through interactive elements
2. For each element, your screen reader should announce when it receives focus
3. If an element receives focus without your screen reader announcing it, mark it as a failure
4. Interactive elements should announce their state changes (focused, pressed, etc.)

#### For Visual Spacing Requirements Subsection

1. Extract text to a document using Ctrl+A, Ctrl+C
2. Review the text for unexpected runs of spaces or line breaks
3. Use the screen reader’s text review commands to analyze the structure

#### For Visual Layout Tests Subsection

1. Go to the Ad Hoc Tools Page by pressing Alt+Shift+4
2. Select the Headings tool
3. Review the heading structure to understand the logical organization
4. Return to the Ad Hoc Tools Page and select the Landmarks tool
5. Review landmark regions to verify proper page structure
6. Tab through interactive elements to verify logical order matches content flow

## Ad Hoc Tools Page

The Ad Hoc Tools menu provides access to individual specialized testing tools for evaluating specific aspects of accessibility.

Press Alt+Shift+4 to open Ad hoc tools directly.

Press H to navigate to the main heading. Press B to navigate through the tool buttons, then press Enter to select.

## Color Tool Page

The Color Tool helps evaluate color contrast between foreground and background elements against WCAG contrast requirements.

Go to the Ad Hoc Tools Page by pressing Alt+Shift+4. Select “Color” by pressing B until you find the Color button, then press Enter. Press H to navigate to the “Color” heading. Press Tab to navigate to the color input forms. Use Up/Down arrows to adjust values.

## Headings Tool Page

The Headings Tool displays all headings on the page in their hierarchical structure, allowing you to verify proper nesting and organization.

Go to the Ad Hoc Tools Page by pressing Alt+Shift+4. Select “Headings” by pressing B until you find the Headings button, then press Enter. Press H to navigate to the “Headings” heading. Press H again to navigate to each heading in the list.

To analyze heading structure nonvisually: 1. Press 1-6 to navigate through different heading levels 2. Listen for heading level announcements from your screen reader 3. Verify logical nesting (h1 followed by h2, etc.) 4. Check for missing or skipped levels 5. Check that headings accurately describe their sections

## Landmarks Tool Page

The Landmarks Tool identifies all ARIA landmarks and HTML5 structural elements on the page, helping verify proper page structure.

Go to the Ad Hoc Tools Page by pressing Alt+Shift+4. Select “Landmarks” by pressing B until you find the Landmarks button, then press Enter. Press H to navigate to the “Landmarks” heading. Press Tab until you reach the landmarks list. Press Down Arrow to move through landmark entries.

## TabStops Tool Page

The TabStops Tool records and displays the keyboard navigation sequence through interactive elements, helping verify logical tab order.

Go to the Ad Hoc Tools Page by pressing Alt+Shift+4. Select “TabStops” by pressing B until you find the TabStops button, then press Enter. Press H to navigate to the “TabStops” heading. Press B to find the “Start” button and press Enter. Tab through the page to record tab sequence. Press Escape when finished.

## Images Tool Page

The Images Tool lists all images on the page along with their alternative text, helping verify proper text alternatives.

Go to the Ad Hoc Tools Page by pressing Alt+Shift+4. Select “Images” by pressing B until you find the Images button, then press Enter. Press H to navigate to the “Images” heading. Press Tab until you reach the image list. Press Down Arrow to move through image entries.

To evaluate alt text nonvisually: 1. Navigate through the images list 2. For each image, the tool will announce if alt text is present 3. Review the announced alt text for: - Appropriate length (not too verbose or too brief) - Accurate description of image content - Purpose-serving information for functional images - Empty alt attributes for decorative images

## WCAG 2.2 AA Assessment Page

The WCAG 2.2 AA Assessment provides a comprehensive evaluation against all Level A and AA success criteria in the WCAG 2.2 standard.

To start a WCAG 2.2 AA assessment:

1. Press Alt+Shift+3 to open the Assessment Page
2. Press H to navigate to the main heading
3. Press Tab to reach the requirements dropdown
4. Press Enter to open it
5. Press Down Arrow until you reach “WCAG 2.2 AA”
6. Press Enter to select
7. Press B to find the “Start assessment” button
8. Press Enter to begin

During the assessment: Press H to navigate between requirement categories. Press H again to navigate to specific requirements. Press Tab to reach Pass/Fail/Not Applicable options. Press Space to select.

To check your progress: Press Ctrl+F to search for “Progress” text, or navigate to the top of the page to find the status information.

## Export Results Page

The Export Results dialog allows you to save test results in different formats for documentation and remediation planning.

After completing any test:

Press B to find the “Export” button and press Enter. Press Down Arrow to select your preferred format: - HTML (default, most accessible for screen readers) - JSON - CSV (for FastPass tabstop results only) Press Enter on your chosen format.

## HTML Report Page

The HTML Report provides a comprehensive summary of all accessibility issues found during testing, organized by category and severity.

When you open an exported HTML report:

Press H to jump to the report title. Press H again to navigate between main sections. Press H a third time to navigate directly to failure categories. Press Enter to expand/collapse specific failures.

### Report Structure Section

* **Summary section**: Contains overall pass/fail counts
* **Results section**: Organized by test category with failures listed first

For each failure: - Rule name (heading) - Impact level (Critical, Serious, Moderate, Minor) - WCAG reference number - How to fix guidance - Element information - Screenshot (if enabled in export settings) with alt text description

### Prioritizing Remediation Section

To find Critical and Serious issues: 1. Press H to navigate to each failure heading 2. Read the impact level 3. Address Critical and Serious issues first 4. Press B to find “How to fix” buttons and press Enter for guidance

## Additional Features

### Test Mode Page

Test Mode modifies page elements to make certain accessibility tests easier to perform. It’s available for some semi-automated tests.

For tests with a “Test Mode” option:

Press H to navigate to the main heading. Press B to find “Enter test mode” button and press Enter. Follow the on-screen instructions. Press Escape to exit test mode.

### Save and Resume Assessment Page

The Save and Resume feature allows you to save progress during a lengthy assessment and continue it later.

To save progress during an assessment:

Go to the Assessment In Progress Page. Press B to find “Save assessment” button and press Enter. Type a filename in the Save dialog. Press Enter to save.

To resume: Go to the Assessment Start Page by pressing Alt+Shift+3. Press B to find “Load assessment” button. Navigate to your saved file and press Enter.

## Documentation, Feedback, and Resources

### Official Documentation Page

To access official documentation: 1. Navigate to <https://accessibilityinsights.io/docs/web/overview/> 2. The documentation is organized in a screen reader-friendly format with proper headings

### Tutorials and Learning Resources Section

#### Official Microsoft Tutorials Subsection

1. **Getting Started Videos**: <https://accessibilityinsights.io/docs/web/reference/videos/>
2. **Official User Guide**: <https://accessibilityinsights.io/docs/web/getstarted/>
3. **Microsoft Learn Module**: <https://learn.microsoft.com/en-us/training/paths/accessibility-insights-web/>

#### Curated Third-Party Tutorials Subsection

1. **WebAIM Tutorial**: “Using Accessibility Insights for Web” - <https://webaim.org/articles/insights/>
2. **Deque University**: “Accessibility Testing with Accessibility Insights” - <https://dequeuniversity.com/resources/>
3. **A11y Project**: “Getting Started with Accessibility Insights” - <https://www.a11yproject.com/resources/>
4. **TPGi Blog**: “Automated and Manual Testing with Accessibility Insights” - <https://www.tpgi.com/resources/blog/>
5. **Inclusive Design 24 Conference**: “Accessibility Insights Demo” - Search YouTube for “ID24 Accessibility Insights”

### Providing Feedback Page

To report issues or provide feedback to Microsoft through the extension:

1. Open the extension by pressing Alt+Shift+1
2. Press B repeatedly until you locate the “Feedback” button (usually in the top-right corner)
3. Press Enter to open the feedback form
4. Tab to the feedback type dropdown and press Enter
5. Use arrow keys to select the type of feedback (Bug, Feature request, or Other)
6. Press Tab to move to the description field
7. Type your feedback
8. Press Tab to move to email field (optional)
9. Press Tab to move to the “Send feedback” button
10. Press Enter to submit

To file issues directly on GitHub:

1. Navigate to <https://github.com/microsoft/accessibility-insights-web/issues>
2. Press B repeatedly until you find the “New issue” button
3. Press Enter to open the issue creation page
4. Press Tab to navigate to the “Get started” button next to “Bug Report” or “Feature request”
5. Press Enter to select
6. Fill in the template fields using Tab to navigate between them
7. Press Tab until you reach the “Submit new issue” button
8. Press Enter to submit your issue

### Open Source Repository Page

The extension is open source and available on GitHub under the MIT License, which is a permissive free software license.

1. Repository URL: <https://github.com/microsoft/accessibility-insights-web>
2. You can:
   * Examine the source code
   * Contribute to development
   * Report issues
   * Suggest enhancements
   * Fork the repository to create your own version

### Community Support Page

For community support: 1. Join the Microsoft Accessibility Insights GitHub Discussions: <https://github.com/microsoft/accessibility-insights-web/discussions> 2. Post questions to the community forum 3. Share your testing experiences and solutions

## Appendix A: Keyboard Navigation Reference

### General Navigation Section

* Tab: Move to next interactive element
* Shift+Tab: Move to previous interactive element
* Enter: Activate buttons or expand sections
* Space: Select options (checkboxes, radio buttons)
* Escape: Close current view or dialog

### Screen Reader Navigation Section

* H: Navigate by headings
* B: Navigate to buttons
* Ctrl+F: Search for specific text
* Down/Up Arrow: Navigate through lists

## Appendix B: Troubleshooting Tips

* If keyboard focus seems lost, press H to navigate to the main heading and start navigation again
* If the extension doesn’t respond to keyboard shortcuts, check if it’s enabled in the Extensions menu
* For iframes that aren’t being scanned, verify “Enable scanning of iframes” is enabled in Settings
* If an export fails, check if you have permission to write to the selected location
* If the extension seems to be missing features, check if it’s updated to the latest version