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## Web Content Accessibility Guidelines

# FIRELIGHT GUIDE

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Electronic Activities

**WEB CONTENT ACCESSIBILITY GUIDELINES**

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## 1 FireLight Web Content Accessibility Compliance

The FireLight team is working toward the AA W3C standards for Web Content Accessibility Guidelines (WCAG) version 2.1. Our goal is to make the platform AA compliant and continue to provide options to clients via the CSS and Admin to control how they want to meet the standards. We have identified the below items that are needed to meet the A and AA rating within the base platform and are working toward them in a series of base releases.

Currently, there are many areas in FireLight where we allow clients to control the options to meet WCAG standards: CSS, Admin, built into base, and/or in some cases clients can control options via rules. A few examples controllable via the CSS are font, size, color, contrast, icons, etc. When designing the wizard, clients can use the Admin to add images, create their own text, hover over content, add help content, error messages, rules, etc. Please note that we do not limit when a client changes their settings outside of the acceptable range.

From a base standpoint, W3C standards are used when designing the base system. For example, color has been avoided as being the only means to detect a change (mail icon, counter, bubble), and percent complete, error messages with pop-up to show the full description of the error, tabs to move between fields, etc. Additionally, as we add new integrations into base, we consider WCAG in our vendor selection. For example, the service we use for the FireLight Training videos is VIMEO. VIMEO does support loading a transcript for videos as part of the training video. This is an option for firms to enhance our video solution meet these guidelines. FireLight does not mandate that clients load a transcript but because we selected VIMEO, this is an option for a future enhancement for clients.

Finally, from a development coding standpoint, the dev team is developing using the proper HTML structure and thinking through these standards as they code. With that said, there are areas that need to be addressed in a future release. We have a several platform enhancement PEs to be considered that will work toward the base platform A and AA compliance. As noted above, completing all of these will take time and they will be done based on the prioritization that we use for all PEs.

There are also different UI approaches for Firelight, and each have a different conformance according to the WCAG standards. For example, the Form based UI will be less conformant than Wizard, which will be less conformant than Embedded. All these approaches should be taken into consideration when it comes to determining WCAG compliance. Embedded platforms, such as IXN, will not be expected to be Level A compliant for the April release. We will work with IXN to reach compliance in a future release.

The FireLight team is using NVDA, Windows Narrator and a Chrome extension, Site Improve, to evaluate and update development items. These tools are being used in conjunction with the Web Content Accessibility Guidelines version 2.1 to reach the desired compliance level.

## 2 Conformance Level Targets A, AA and AAA

### 2.1 General Enhancement Plan

Each accessibility guideline is established to promote user success while navigating Web content. The Base FireLight Application has been enhanced to include accessibility improvements for users with the 2.20 release. Enhancements made will move the application closer to the accessibility compliance goal of Level A. Our desired end state goal is Level AA compliance, in accordance to the WCAG version 2.1.

Below are a few of the areas we are targeting over a series of releases:

- Ensure proper web page structure by using proper HTML structure. Our dev teams follow this practice, but we will need to evaluate this is done across FireLight.
- Create the ability for clients to manage the relationship between input and label. The system will do this when you create the page if the relationship is known, but when items are added later and the relationship is not known, there is no way in the design tool to create the relationship with properties.
- Images must have ALT text so that screen readers can read it.
- Keyboard friendly and control types in wizards. Our dev team focuses on this, but we will need to evaluate our new menu system supports keyboard friendly controls. One area under this section we need to address is supporting an icon instead of a hover and support that within the keyboard controls.
- Tab index for keyboard navigation needs some enhancements. We need to be able to navigate to the Help Text. If FireLight opens a dialogue like Print and Upload, we need to prevent tabbing outside of the dialogue.

### 2.2 Level A

Enhancements for Level A are part of the Base FireLight 2.20 release for FireLight Application. Additional enhancements for Level A compliance will be introduced in future releases for FireLight Access. Future enhancement considerations will be evaluated for the Base FireLight Admin and FireLight Access Admin.

### 2.3 Level AA

FireLight Base Application and FireLight Base Access will be targeted for a future release for Level AA WCAG compliance. Considerations for Base FireLight Admin and FireLight Access Admin will be evaluated to determine if updates will be made to reach Level AA compliance.

### 2.4 Level AAA

Currently there is no planned expectation to update FireLight platforms to reach Level AAA compliance.

## 3 Web Content Accessibility Principle: Perceivable

### 3.1 WCAG Guideline 1.1: Text Alternatives

Text alternatives are available to the user, ie: speech, symbols, simpler language, etc.

#### 3.1.1 WCAG 1.1.1 Non-Text Content (Level A)

Any non-text content provided to the user has alternatives. There are some exceptions to this guideline. Controls, Input, Time-Based Media, Test, Sensory, CAPTCHA, Decorating, Formatting, etc: A name and/or descriptions are provided to describe the purpose.

- **Base FireLight:**
  - Images updated to contain “alt” & “title” attributes
  - “Title” and “aria-labels” used for text boxes
  - “<H1>” used for page heading
  - Time-Based Media is not used in FireLight
  - CAPTCHA is not used in FireLight
- **Client Controls/Customization Settings:**
  - Input fields should be updated to include “Help Text” in the Form Designer and “Text” fields for the Wizard Designer.
  - CSS Styling utilized when necessary

### 3.2 WCAG Guideline 1.2: Time-Based Media

Text alternatives provide descriptions of the non-text content.

#### 3.2.1 WCAG Guideline 1.2.1: Audio-only and Video-Only (Pre-recorded) (Level A)

Training videos are available on FireLight through the Admin Help.

- **Base FireLight: Evaluating for a future enhancement.**
- **Client Controls/Customization Settings: N/A**

#### 3.2.2 WCAG Guideline 1.2.2: Captions (Pre-recorded) (Level A)

Pre-recorded audio contains captions, except when it represents a text alternative and is clearly labeled.

- **Base FireLight: Evaluating for a future enhancement.**
- **Client Controls/Customization Settings: N/A**

### 3.2.3 WCAG Guideline 1.2.3: Audio Description or Media Alternative (Pre-recorded) (Level A)

Pre-recorded audio contains an audio description of the pre-recorded video content, except when it represents a text alternative and is clearly labeled.

- **Base FireLight: Evaluating for a future enhancement.**
- **Client Controls/Customization Settings: N/A**

Currently out of scope for Base FireLight Enhancement.

## 3.3 WCAG Guideline 1.3: Adaptable

Content is presented in different ways without losing information or structure. An example of this would be a simpler layout.

### 3.3.1 WCAG Guideline 1.3.1: Info and Relationships (Level A)

Information, relevant structure and relationships are available in text or easily determined programmatically.

- **Base FireLight:**
  - Options are currently available that do not rely solely on shape, color, size, visual location, orientation or sound.
- **Client Controls/Customization Settings:**
  - On Wizard and Forms, Clients can word their questions in a manner that meets this standard. We do not force the question layout or question wording.

### 3.3.2 WCAG Guideline 1.3.2: Meaningful Sequence (Level A)

Sequence throughout the Web page is logical to the user.

- **Base FireLight:**
  - Sequence of standard Base items on the page are in logical order.
- **Client Controls/Customization Settings:**
  - Clients can use Admin settings by navigating to “Activities” to re-order activities (by



using Rank Order) to conform to logical sequence.

### 3.3.3 WCAG Guideline 1.3.3: Sensory Characteristics (Level A)

Understanding the page does not rely on color, shape, size, etc.

- **Base FireLight:**
  - Options are currently available that do not rely solely on shape, color, size, visual location, orientation or sound.
- **Client Controls/Customization Settings:**
  - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

## 3.4 WCAG Guideline 1.4: Distinguishable

Content is easy to separate from background; users can see and hear content.

### 3.4.1 WCAG Guideline 1.4.1: Use of Color (Level A)

Information is not conveyed by use of color only.

- **Base FireLight:**
  - Color is currently not the only means to convey information. Base FireLight has errors with pop-ups, inline, and special characters as part of the message.
  - Clients have requested a way to use rules to show a special character and then an error message. This is on our wish list for revamping validations.
- **Client Controls/Customization Settings:**
  - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

### 3.4.2 WCAG Guideline 1.4.2: Audio Control (Level A)

Audio does not play for more than 3 seconds without allowing a way to pause, stop the video or control the volume. The volume control for the audio is separate from the overall system volume.

- **Base FireLight:**
  - Training videos are available throughout Base FireLight when the user Admin Group settings are selected for Training. Users can control the video and volume within Vimeo, outside of the main system volume.
- **Client Controls/Customization Settings:**
  - Clients can choose to activate Training videos in FireLight Admin, Groups, App, Menu Options, Enable Training. When this setting is active, the user can control when/if they watch the training video(s) available.

## 4 Web Content Accessibility Principle: Operable

### 4.1 WCAG Guideline 2.1 Keyboard Accessible

Ability to navigate Web page using only keyboard keys (using tab/enter/spacebar/arrow keys) or a built-in keyboard, as on a mobile device or tablet

#### 4.1.1 WCAG Guideline 2.1.1 Keyboard (Level A)

System can be navigated using keyboard controls, without a mouse

- **Base FireLight:**
  - Keyboard navigation is now present throughout Base FireLight Application.
  - There are additional enhancements required for all areas of each page to be navigable by keyboard. We have begun this process and will complete in a future release.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.1.2 WCAG Guideline 2.1.2 No Keyboard Trap (Level A)

All areas of the Web page are accessible using a keyboard, the user does not get “stuck” in an activity without a way to exit via keyboard.

- **Base FireLight:**
  - Keyboard navigation is now present throughout Base FireLight Application.
  - There are additional enhancements required for all areas of each page to be navigable by keyboard. We have begun this process and will complete in a future release.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.1.3 WCAG Guideline 2.1.4 Character Key Shortcuts (Level A)

Character key shortcuts are disabled, allow for user to disable shortcuts or an alternate control is provided

- **Base FireLight:**
  - Key Shortcuts are not used for Base FireLight Application.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.2 WCAG Guideline 2.2 Enough Time

Users are required to be provided with sufficient time to complete an action or have a way to extend the time limit.

##### 4.2.1 WCAG Guideline 2.2.1 Timing Adjustable (Level A)

Time limits of activities can be adjusted by users.

- **Base FireLight:**
  - The only activity featuring a time-out/time limit is the user session. Due to security measures, the time-out functionality cannot be changed by a user due to inactivity. All other activities within FireLight Application are not time based.
- **Client Controls/Customization Settings:**
  - N/A

##### 4.2.2 WCAG Guideline 2.2.2 Pause, Stop, Hide (Level A)

Any activity that begins automatically (moves, blinks or scrolls) and lasts longer than five seconds is able to be paused, stopped or hidden.

- **Base FireLight:**
  - No actions are present on FireLight that move, blink or flash. All toast/pop-up messages are presented and stay on the screen in a still state until the user takes action to close the message.
- **Client Controls/Customization Settings:**
  - N/A

### 4.3 WCAG Guideline 2.3 Seizures and Physical Reactions

Content is not designed in a way that is known to cause seizures or physical reactions.

#### 4.3.1 WCAG Guideline 2.3.1 Three Flashes or Below Threshold (Level A)

- **Base FireLight:**
  - Does not apply; FireLight is not designed with flashes or any other way that is known to cause seizures or physical reactions.
- **Client Controls/Customization Settings:**
  - N/A

### 4.4 WCAG Guideline 2.4 Navigable

Users can easily navigate the Web page.

#### 4.4.1 WCAG Guideline 2.4.1 Bypass Blocks (Level A)

Users can bypass repeated content blocks on multiple Web pages.

- **Base FireLight:**
  - Any repeated content blocks existing in Base FireLight Application are relevant and necessary to the design and navigation. FireLight is designed for the main content and controls to always be in view.
- **Client Controls/Customization Settings:**
  - Clients can use Forms and/or Wizard Designer to pre-fill multiple fields with the same data items to reduce redundancy. Design of Client Wizards should be considered with this concept in mind; pages should be designed with the main page controls in view whenever possible.

#### 4.4.2 WCAG Guideline 2.4.2 Page Titled (Level A)

Pages are properly titled with a specific topic or contain a purpose.

- **Base FireLight:**
  - FireLight currently contains properly titled pages for each area of navigation.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.4.3 WCAG Guideline 2.4.3 Focus Order (Level A)

Navigation provides meaning with focus on the item selected.

- **Base FireLight:**
  - Focus is displayed from left to right across the page when using keyboard navigation.
  - Focus is evident for the option the user is navigating to.
  - There are additional enhancements required for all areas of each page to be navigable by keyboard, but we have begun this process and will complete in a future release.
- **Client Controls/Customization Settings:**
  - Clients should evaluate Forms and/or Wizard Designer for tab order to ensure it is apparent and meaningful.

#### 4.4.4 WCAG Guideline 2.4.4 Link Purpose (In Context) (Level A)

Links are properly defined by meaningful text without the need for additional detail.

- **Base FireLight:**
  - Links are currently meaningful and apparent for navigation
- **Client Controls/Customization Settings:**
  - N/A

### 4.5 WCAG Guideline 2.5 Input Modalities

Multi-point controls present on a Web page provides an alternative selection to be compatible with assistive technologies.

#### 4.5.1 WCAG Guideline 2.5.1 Pointer Gestures (Level A)

Any navigation requiring the user to perform multi-point actions (such as a pinch gesture to zoom in and out or slider movement) provides an alternative for assistive technologies.

- **Base FireLight:**
  - FireLight does not currently contain multi-point actions.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.5.2 WCAG Guideline 2.5.2 Pointer Cancellation (Level A)

Any selection on a Web Page can be cancelled.

- **Base FireLight:**
  - Selections on each page allow for confirmation or cancellation option.
- **Client Controls/Customization Settings:**
  - N/A

#### 4.5.3 WCAG Guideline 2.5.3 Label in Name (Level A)

Text labels match the text spoken by screen readers for users to clearly understand the navigation.

- **Base FireLight:**
  - Images updated to contain “alt” & “title” attributes
  - “Title” and “aria-labels” used for text boxes
  - “<H1>” used for page heading
- **Client Controls/Customization Settings:**
  - Input fields should be updated to include “Placeholder Text” when possible. “Text” should be added for Wizards in the Designer, “Help Text” should be utilized for Forms in the Designer. This will allow Windows Narrator to read those values as title text.
  - CSS Styling utilized when necessary

#### 4.5.4 WCAG Guideline 2.5.4 Motion Actuation (Level A)

When motion is used to perform an action with the help of assistive technologies (such as shaking, tilting, etc.) controls are present to navigate in lieu of the motion.

- **Base FireLight:**
  - Firelight does not use motion to determine an action. Controls are present to perform navigation.
- **Client Controls/Customization Settings:**
  - N/A

## 5 Web Content Accessibility Principle: Understandable

### 5.1 WCAG Guideline 3.1 Readable

All text content throughout the Web page is readable and understandable.

#### 5.1.1 WCAG Guideline 3.1.1 Language of Page (Level A)

The native language can be programmatically determined and set for the Web page.

- **Base FireLight:**
  - The native language of FireLight is set to English, but Localization settings are available to change the language of the Web page to Spanish or French.
- **Client Controls/Customization Settings:**
  - Clients can control the Localization settings via the FireLight Admin, Organization Settings, Organization, Localization.

### 5.2 WCAG Guideline 3.2 Predictable

Operation of the Web page is predictable in appearance and operation, consistent behavior is present across pages.

- **Base FireLight:**
  - FireLight currently behaves in a consistent manner/color scheme/operation order across all Web pages.
- **Client Controls/Customization Settings:**
  - Clients should evaluate Forms and/or Wizard Designer to ensure each field of the same information/value is consistently setup.

#### 5.2.1 WCAG Guideline 3.2.1 On Focus (Level A)

Actions are not automatically performed when a component receives focus.

- **Base FireLight:**
  - FireLight Application does not have components with automatic actions; the user is required to perform an action, such as clicking on the component.
- **Client Controls/Customization Settings:**
  - N/A

### 5.2.2 WCAG Guideline 3.2.2 On Input (Level A)

Actions are not automatically performed when a component receives focus.

- **Base FireLight:**
  - FireLight Application does not have components that change with focus; the user is required to perform an action, such as clicking on the component.
- **Client Controls/Customization Settings:**
  - N/A

## 5.3 WCAG Guideline 3.3 Input Assistance

Errors are reduced or eliminated with guidance to correct mistakes throughout entries on the Web page.

### 5.3.1 WCAG Guideline 3.3.1 Error Identification (Level A)

Errors are easily identified and described using text throughout the Web page.



- **Base FireLight:**
  - Required fields, error messages, toast messages, etc. are provided on Base FireLight to enhance user visibility of errors.
- **Client Controls/Customization Settings:**
  - Tools are provided in the Admin settings of Base FireLight to reduce or eliminate errors. Forms and Wizards can be updated with required fields, Help Text, Text and Placeholder Text.
  - “Help Text” is the title attribute in the Wizard Designer, “Text” is the title attribute in the Forms Designer. Clients are required to enter text in these fields throughout Forms and Wizards to allow Windows Navigator to read the fields to meet the Level A Compliance.
  - Rules can also be written to assist user with data entry.

### 5.3.2 WCAG Guideline 3.3.2 Labels or Instructions (Level A)

Labels or any instructions are short, easy to understand with formatted fields to guide the user for correct entry. Example: U.S. Phone Number is expected to be entered, so entry format is displayed as “( ) \_\_\_\_-\_\_\_\_”.

- **Base FireLight:**
  - ‘Font’ tags are no longer used to create changes in typography
- **Client Controls/Customization Settings:**
  - Span and CSS styles should be used to create changes in typography
  - “Placeholder Text” should be added when possible. “Text” should be entered for Wizard and “Help Text” should be entered for Forms to allow Windows Narrator to read the fields as the title attributes.
  - Masks and Formatting should be used when possible.

## 6 Web Content Accessibility Principle: Robust

### 6.1 WCAG Guideline 4.1 Compatible

Development is completed to maximize compatibility with assistive technologies.

#### 6.1.1 WCAG Guideline 4.1.1 Parsing (Level A)

Development has elements with complete start and end tags, no duplicate attributes, IDs are unique when possible and elements are nested accordingly.

- **Base FireLight:**
  - Base FireLight developers have reviewed, identified and updated any duplicate/missing elements, attributes and IDs.
  - **See Resource Section 7.1.4** for detailed documentation containing updated fields.
- **Client Controls/Customization Settings:**
  - Clients may be required to update any Automated testing or Embedded items impacted by the changes identified.

### 6.1.2 WCAG Guideline 4.1.2 Name, Role, Value (Level A)

Interface components contain names and roles that can be programmatically determined. This includes, but is not limited to form elements, links and script generated components.

- **Base FireLight:**
  - Base FireLight developers have reviewed, identified and updated any duplicate/missing elements, attributes and IDs.
  - **See Resource Section 7.1.4** for detailed documentation containing updated fields.
- **Client Controls/Customization Settings:**
  - Clients may be required to update any Automated testing or Embedded items impacted by the changes identified.

## 7 Resources

Detailed information can be found using the resources provided for Web Content Accessibility, as well as tools for testing and review. The sources listed below were used by the internal FireLight Product, Development and QE teams for research, evaluation, development updates and testing.

### 7.1 Web Content Accessibility Guidelines

The Web Content Accessibility Guidelines with detailed information for each guideline can be found at: <https://www.w3.org/WAI/standards-guidelines/>

### 7.2 Siteimprove

Siteimprove is a Google Chrome extension that can be added for free to the Chrome browser. This tool provides insight on areas of the Web page that are not in compliance with the Web Content Accessibility Guidelines, or items that may need to be manually reviewed for compliance. Each compliance level can be reviewed using this free extension.

### 7.3 NonVisual Desktop Access (NVDA)

NVDA is a free screen reading tool that can be downloaded at <https://www.nvaccess.org/download/>. This tool is available for Windows based operating systems and is compatible with multiple browsers, including Google Chrome and FireFox.

### 7.4 Windows Narrator

Windows Narrator is a standard tool available on Windows based devices. This option located in Windows Settings is often used by individuals who require accessibility assistance. Any user can turn the Narrator function on for information to be read aloud. Microsoft Edge and Internet Explorer are the best compatible browsers with this tool.

### 7.5 FireLight Development Documentation

Documentation has been provided by the Base development team to detail the specific changes to the elements, attributes, headers, font tags, etc.

Please review the document in detail to determine if any of these values impact your organization.



WCAG Elements  
3.11.21.xlsx