merative™

Cúram 8.2

Curam Accessibility User Guide

Note

Before using this information and the product it supports, read the information in

Edition

This edition applies to Cúram 8.2.

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Contents

Chapter 1 Accessibility in Cúram

The Cúram application is accessible and adheres to Web Content Accessibility Guidelines (WCAG) 2.1 (Level A & AA), US Revised Section 508, and EN 301 549 V3.1.1 standards. While Cúram is committed to fully meeting these accessibility standards and legislations, we have some exceptions.

For more information about Cúram's accessibility conformance, including exceptions, see our [Accessibility Conformance Report](#) for Cúram 8.0.2 or earlier versions. For Cúram 8.0.3 or later versions, the report is publicly available upon request. Alignment to the standards is a strategic part of our ongoing product evolution, and exceptions will be addressed over time.

Accessibility features are provided to aid users with disabilities in navigating the application.

Supported technologies

The accessibility information assumes that you are using the supported software to interact with the Cúram user interface. For more information about the supported technologies, see the [Cúram Supported Prerequisites](#).

1.1 Accessibility

Accessibility features help users with physical disabilities, such as restricted mobility or limited vision, to use software products successfully.

The accessibility features in the product enable users to:

• Use technologies, such as screen reader software and digital speech synthesizers, to hear what is displayed on the screen. Consult the product documentation of the assistive technology for details on using the technology with this product.
• Perform tasks with the software using only the keyboard.

Merative ™ and accessibility

Merative ™ is committed to producing accessible products.

For more information about the commitment that Merative ™ has to accessibility, see the IBM® Human Ability and Accessibility Center. The IBM® Human Ability and Accessibility Center is at the following web address:

www.ibm.com/able (opens in a new browser window or tab)

1.2 Accessibility features for desktop

A number of accessibility features are available in the Cúram application for desktop users. These accessibility features are designed for users with restricted movement or low vision who interact with the application by using a keyboard, a screen reader, or both.

Multiple-selection list boxes

Two widgets in the Cúram application contain multiple-selection list boxes, the transfer list widget and the multiple-selection widget. You can use a specific keyboard command to make multiple selections at the same time in these widgets.

A multiple-selection list box displays multiple selection options at the same time so that the user can make multiple selections. A keyboard or screen reader user must use specific keyboard commands to make multiple selections.

The following steps describe how to select multiple items with a keyboard, a screen reader, or a combination.

The Microsoft™ Edge browser is supported for accessibility in Cúram.

Complete the following steps to select multiple items on the transfer list widget and the multiple selection widget with Microsoft™ Edge.

1. Give focus to the multiple-selection form field by using the Tab key.
2. Use the Up Arrow and Down Arrow keys to navigate through items and move the selected state with focus, that is, single selection.
3. Press Shift and the Up Arrow or Down Arrow keys to move focus and to toggle the selected state of the previous or next option, that is, multiple adjacent selections.
4. Press Ctrl+Alt and the Up Arrow or Down Arrow keys to move focus without the selected state. In this mode, press the Space bar to change the selected state of each highlighted item, that is, multiple selections.

Single select lists

Use specific keyboard commands to navigate single select lists by keyboard, screen reader, or a combination of both.

Procedure

1. Navigate the single select list with a screen reader:
   a) Navigate to **Single Select List** in any Cúram application. Lists of radio buttons are displayed.
   b) Use the Tab key to give focus to the radio button.
   c) Press the Enter key to select the radio button. When users press Enter to make a selection, JAWS also enters the FORMS MODE.

d) Use the Up Arrow and Down Arrow keys to navigate through the items in the **Single Select List** and to change the selection.

2. Navigate the single select list without using a screen reader:

   a) Navigate to **Single Select List** in any Cúram application. Lists of radio buttons are displayed.

   b) Use the Tab key to give focus to the radio button.

   c) Press the Space bar to select the radio button.

   d) Use the Up Arrow and Down Arrow keys to navigate through the items in the **Single Select List** and to change the selection.

Section shortcut panel

The section shortcut panel contains links to allow quick access to common user areas in the Cúram application. These links are grouped in section shortcut categories.

About this task

Accessibility access features are integrated into the section shortcut panel to help screen reader and keyboard users.

Use the following steps to navigate and interact with the section shortcut panel by using a keyboard.

Procedure

1. Navigate to the expand icon on the section shortcut panel by using the Tab key and press Enter. The section shortcut panel expands.

2. Press the Tab key to give focus to the expanded section shortcut category. The screen reader identifies this element as a tab.

3. Use the Up Arrow and Down Arrow keys to navigate through each section shortcut category in the section shortcut panel. The section is automatically expanded when it receives focus.

4. When a section shortcut category receives focus, you can press the Tab key to access each link in that category.

Tabs

Navigate and interact with tabs and their content in the Cúram application by using a screen reader and keyboard.

About this task

The Cúram application is divided into a hierarchical structure with tab navigation at each level; application sections, application tabs, content area navigation bar tabs and in page navigation tabs. Accessibility controls are integrated into these tab navigation elements to help keyboard and screen readers.

Use the following steps to navigate and interact with these tabs and their content by using a screen reader, a keyboard, or a combination of both:

Procedure

1. Give focus to the selected tab in the tab bar by using the Tab key. Only the selected tab can be given focus by using the Tab key.
2. Use the Up and Down arrow keys to navigate through each tab in the tab bar.
3. When a tab receives focus, you can press the Tab key to access the content in the selected tab.
4. To close a tab, give focus to the relevant tab and press the Delete key. On Microsoft™ Windows™, you can also press Ctrl+W.

   Pressing Shift+F10 with focus on the tab title, or right-clicking the tab title, opens a context menu with the option to close the tab if available. Not all tabs can be closed as the delete function can be disabled.
5. To expand an action menu, press Shift+Enter.

Rich Text Editor

You can enter formatted text information in the Rich Text Editor with a keyboard or screen reader by placing focus on the Rich Text Editor toolbar.

About this task

The Rich Text Editor in the Cúram application enables users to enter, format, and style text. By default, focus is given to the text area in the editor that allows users to enter unformatted text information. To enter formatted text information, you must access the Rich Text Editor toolbar.

Use the following steps to enter formatted text with a keyboard, screen reader, or a combination of both:

Procedure

1. Give focus to the Rich Text Editor text area by using the Tab key.
2. Press Alt+F10 to give focus to the toolbar.
3. Navigate through options in the toolbar by using the Tab key or the Up Arrow or Down Arrow keys.
4. Press Enter to select an option in the toolbar. The focus is automatically brought back to the text area.
5. Press Esc to exit the toolbar without making a selection.

IEG date picker in the classic Universal Access application

You can use specific keyboard commands to navigate and make selections on the IEG date picker in the classic Merative ™ Cúram Universal Access application.

About this task

A date picker form field displays a calendar widget to a user so that the user can select a specific date. To select the specific date in the date picker widget by using a keyboard or a screen reader, or a combination, users must use specific keyboard commands.

Procedure

1. Use the Tab key to give focus to the date picker form field.
2. Press the Down Arrow key to open the date picker.
3. Press the Left Arrow, Right Arrow, Up Arrow, and Down Arrow keys to navigate between date cells.
4. Press Page Down to navigate to the same day in the next month.
5. Press Page Up to navigate to the same day in the previous month.
6. Press Alt+Page Down to navigate to the same day in the next year.
7. Press Alt+Page Up to navigate to the same day in the previous year.
8. Press Home to navigate to the first day in the month.
9. Press End to navigate to the last day in the month.
10. Press Enter, Space bar to select the date.

1.3 Accessible alternatives for desktop

A number of user interface elements in the Cúram application have alternative accessibility features for keyboard and screen reader users on desktop computers.

The Calendar

View calender events using the accessible Calendar List View.

About this task

The Calendar gives users the options to display events using a monthly, weekly or daily view. These views are inaccessible for screen readers. As an accessible alternative users can view calender events using the Calendar List View. This list view can be accessed by performing the following steps:

Procedure

1. Select the "Calendar" Application Section. By default the "Calendar View" Application Tab will be displayed.

2. Select the "List View" Application Tab.

3. In this view all calendar events are displayed in an accessible table.

The Cúram Express Rule Editor

Create and publish new rule sets and modify existing ones in an accessible manner in the administration application.

Cúram Express Rule Sets contain rules that can be used in a number of ways. A rule set can contain legislative rules that govern the eligibility and entitlement for a related program or some advisory rules to assist a case working to process a clients application.

A CER rule set is stored as XML on the database and is maintained through a number of administration screens in the online application. There is also a Flex based CER editor that is used for periodic maintenance however certain aspects of this editor are not accessible.

Many rule sets are used during the execution of key client application processing, therefore all changes to rules are performed within a development or staging environment where those changes can be tested and approved.

The developer must have knowledge of the structure and definition of a CER rule set that is described in the *Cúram Express Rules Reference Manual*. For development outside of the online application an XML editor is required. As this is a development activity it is expected that the developer has access to the application database and can log into the online application at any time.

Creating a New Rule Set

About this task
The following sections outlines how a user with disabilities can create a new rule set in the administration application.

Procedure

1. In the administration application, select the **Administration Workspace Application Section**.

2. In the **Shortcuts Panel**, select the **Rules and Evidence** category.

3. Within this category, select the **Cúram Express Rule Sets** link. This opens a page containing a list and an option to create a new rule set.

4. To create a new rule set, select the **New Rule Set** page action and enter the rule set name, the display name and category. Note that the rule set name is the technical identifier used later to download the rule set.

5. To edit this newly created rule set, open the command prompt and navigate to the `<application install directory>/EJBServer` folder.

6. Enter **build creole.extractrulesdata -Dcreolerulesetname=<your rule set name> - Dinedit=true** into the command prompt. This extracts the rule set to the `<application install directory>/EJBServer/dataextractor/blob` folder.

7. The developer copies this rule set to their custom component and places it into a *Creole Rule Sets* folder. Using the preferred XML editor, the developer can define the rules according to the guidelines outlined in the Cúram Express Rules Reference Manual.

8. Once complete the developer can validate and upload the rule set by using the command line targets **build creole.validate.rulesets** and **build creole.upload.rulesets** respectively.

Changing Existing Published Rule Sets

About this task

The following section outlines how a user with disabilities can publish an existing rule set in the administration application.

Procedure

1. In the administration application, select the **Administration Workspace Application Section**.

2. In the **Shortcuts Panel**, select the **Rules and Evidence** category.

3. Within this category, select the **Cúram Rule Sets** link. This opens a page containing a list of existing rule sets. Search for the rule set of interest.

4. To publish this rule set, open the command prompt and navigate to the *<application install directory>/EJBServer* folder.

5. Enter **build creole.extractrulesdata -Dcreolerulesetname=<your rule set name> -Dinedit=true** into the command prompt. This extracts the rule set to the *<application install directory>/EJBServer/dataextractor/blob* folder.

6. The developer copies this rule set to their custom component and places it into a *Creole Rule Sets* folder. Using the preferred XML editor, the developer can define the rules according to the guidelines outlined in the Cúram Express Rules Reference Manual. To ensure consistency across the files, apply update annotations to the properties file as well as to the XML file.

7. Once complete, the developer can validate and upload the rule set by using the command line targets **build creole.validate.rulesets** and **build creole.upload.rulesets** respectively.

8. The corresponding properties files can be uploaded via the **Application Resources** link in the **Intelligent Evidence Gathering** shortcut panel category.

9. On the **Application Resources** page, select **Property** in the **Category** drop-down and click **Search**.

10. Locate the property file with the same name as the file to upload and select **Edit** from the list row action menu.

11. In the modal, select the **browse** button and locate the properties file to upload. Note: This will override the properties file store for this rule set.

The Data Store Editor

You can create and modify data store schemas in an accessible manner.

The procedures in the following section outline how a user with disabilities can create and modify data store schemas in the administration application.

Before they use the procedures, users must understand the structure and definition of data store schemas that are described in the *Working with Intelligent Evidence Gathering (IEG) Guide*. For development outside the online application, an XML editor is required.

Creating a Data Store Schema

A user with disabilities can create a data store schema in the administration application.

About this task
Use the following procedure to upload a new data store schema in the administration application.

Procedure

1. Compose a data store schema offline in an XML editor.
2. In the administration application, select the **Administration Workspace** application section.
3. In the Section Shortcuts Panel, select the **Intelligent Evidence Gathering** category.
4. Within this category, select the **Datastore Schema** link. A page opens that contains a search form and an option to import data store schemas.
5. To import the offline data store schema, select the **Import** page action.
6. In the form that is displayed in a modal dialog, enter the required schema name and ID into the appropriate fields.
7. Click the schema **browse** button.
8. In the Windows Explorer dialog that opens, select the new offline data store schema and click **Save**. The XML in the data store schema is validated. If no validation errors occur, the data store schema is uploaded to the online application.

Modifying Existing Data Store Schemas

A user with disabilities can modify an existing data store schema in the administration application.

About this task
Use the following procedure to modify an existing data store schema in the administration application.

Procedure

1. In the administration application, select the **Administration Workspace** application section.
2. In the Section Shortcuts Panel, select the **Intelligent Evidence Gathering** category.

3. Click the **Datastore schema** link.

4. In the search form that is displayed in a new page, search for the appropriate data store schema, and select the corresponding list action button. Select the **Download** option, which you can use to save an offline copy of the selected data store schema.

5. Modify the downloaded data store schema script in an XML Editor.

6. Import the schema by selecting the **Import** page action.

7. In the form that is displayed in a modal dialog, enter the name and ID of the original data store schema into the appropriate field.

8. Select the **Overwrite** option.

9. Click the schema **browse** button.

10. In the Windows Explorer dialog that opens, select the modified offline data store schema and click **Save**. The XML in the data store schema is validated. If no validation errors occur, the data store schema overwrites the pre-existing data store schema in the online application.

The Intelligent Evidence Gathering Editor

IEG scripts can be created and modified offline in an accessible manner.

The following sections outlines how a user with disabilities can create and modify IEG scripts in the administration application.

Before beginning, the user must have knowledge of the structure and definition of a IEG script that is described in the *Working with Intelligent Evidence Gathering (IEG) Guide*. For development outside of the online application an XML editor is required.

Creation of a New IEG Script

About this task
The following sections outlines how a user with disabilities can upload and validate a new IEG script in the administration application:

Procedure

1. Compose an IEG Script offline in an XML editor.

2. In the administration application, select the **Administration Workspace** application section.

3. In the Section Shortcuts Panel select the **Intelligent Evidence Gathering** category.

4. Within this category select the **Scripts** link. This opens a page that contains a search form and an option to import IEG Scripts.

5. To import the offline IEG Script, select the **Import** page action.

6. This opens a modal dialog that contains a form. Enter the required IEG script name into the appropriate input field.

7. Select the IEG script **Browse** button. This opens a Windows Explorer dialog allowing the newly created offline IEG script to be selected.

8. Once selected, press the **Save** modal dialog button. This validates the XML in the IEG script. If no validation errors are encountered, the IEG script is uploaded to the online application.

9. Once the modal has closed, search for the newly uploaded IEG script in the search form provided. The search results display in the list below the search form.

10. Find the IEG script in question in the list and select the corresponding list action button. Select the **Validate** option. This opens a modal dialog that prompts the user to select the Datastore Schema that corresponds to the IEG script.

11. Once a schema is selected, press the **Validate** modal button. This validates the IEG script. Any validation errors encountered are displayed in the open modal dialog.

12. The corresponding properties file(s) can be uploaded via the **Application Resources** link in the Intelligent Evidence Gathering shortcut panel category.

13. On the Application Resources page, select the **Add Resource** page action.

14. This opens a modal dialog that contains a form. Fill in the appropriate details for the required property resource.

15. Select the content **Browse** button. This opens a Windows Explorer dialog allowing a new property file to be selected.

16. Select the **Save** modal button. This will add the resource to the online application.

Modifying Existing IEG Scripts

About this task
The following sections outlines the how a user with disabilities can modify and validate an existing IEG script in the administration application:

Procedure

1. In the administration application, select the "Administration Workspace" application section.

2. In the Section Shortcuts Panel select the "Intelligent Evidence Gathering" category.

3. Within this category select the "Scripts" link. This opens a page that contains a search form.

4. Using the search form, search for the appropriate IEG script and select the corresponding list action button. Select the "Download" option. This allows a user to save an offline copy of the selected IEG script.

5. Modify the downloaded IEG script in an XML Editor.

6. Once complete, import this script by selecting the "Import" page action.

7. This opens a modal dialog that contains a form. Enter the name of the original IEG script into the appropriate input field.

8. Tick the check box labeled "Overwrite".

9. Select the IEG script browse button. This opens a Windows Explorer dialog allowing the modified offline IEG script to be selected.

10. Once selected, press the "Save" modal dialog button. This validates the XML in the IEG script. If no validation errors are encountered, the IEG script overwrites the preexisting IEG script in the online application.

11. Once the modal has closed, search for the newly uploaded IEG script in the search form provided. The search results display in the list below the search form.

12. Find the IEG script in question in the list and select the corresponding list action button. Select the "Validate" option. This opens a modal dialog that prompts the user to select the Datastore Schema that corresponds to the IEG script.

13. Once a schema is selected, press the "Validate" modal button. This validates the IEG script. Any validation errors encountered are displayed in the open modal dialog.

Browser zoom

Use toggle buttons to collapse the Context, Shortcuts, and Smart panels to more easily access the navigation bar tabs and the page content area.

About this task

To facilitate users with low vision, the Cúram application is designed to correctly resize when the browser zoom setting is increased to 200%. However, in some cases, not enough space is available to display all navigation items on the screen at one time. When viewing the application with browser zoom level of 200%, the content in the Context panel can push the navigation bar tabs off the screen, and the Shortcuts and Smart panels can make the space available for the page content area smaller. As an accessible alternative, users can perform the following actions.

Procedure

1. Navigate to the toggle buttons for the Context, Shortcuts, and Smart panels.
2. Click the toggle buttons to collapse the panels and easily access the navigation bar tabs and content area.

Planning workspace

Use the planning workspace to manage activities and objectives.

About this task

Planning workspace manages Activities and Objectives. Some functionality, such as the drag and drop, timeline view, and the objective and activity progress graphs are not fully accessible. Use the **Objective** tab and **Activity** tab to view an accessible version of the information that is contained in the planning workspace and to perform the same actions.

Pods

Pods are user interface widgets that users can customize.

Pods are shortcuts to view information and perform actions within the application. Pods are not accessible, but because pods act as containers of shortcuts, alternative accessible ways exist to

reach the same information or perform the same actions. Pods can contain whatever artifact you want, for example, links to Search person pages or Case pages.

The following examples show alternative accessible ways to reach the same information or perform the same actions.

The My Cases link on pods. To access the same information you can:

1. Open the Cases and Outcomes tab from the application section.
2. Expand the Shortcuts panel, expand the Cases category, and select the My Cases menu item.

The Search for a person link on pods. To access the same information you can:

1. Open the Cases and Outcomes tab from the application section.
2. Expand the Shortcuts panel, expand the Search category, and select the Person menu item.

The My Appointments pod. To access the same information you can:

1. Open the Calendar tab from the application section.
2. Go to the List View tab to see the list of appointments for the user.

The Create Task link in My Tasks pod. To access the same information you can:

1. Open the Inbox tab from the application section.
2. Expand the Shortcuts panel, expand the Tasks category, and select the My Tasks menu item.
3. On the My Tasks tab, open the Tab actions menu and select the New Task menu item to open the New Task dialog.

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