

Software Support

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Accessibility Information

We are committed to making this website as accessible as possible to all users, including users who may be blind, partially sighted, or have a physical disability. All pages are created with accessibility in mind and we have done this by adhering sensibly and practically to the guidelines of the [World Wide Web Consortium's](#) Web Accessibility Initiative (WAI) and [Web Content Accessibility Guidelines 2.0](#) (WCAG). We have aimed to meet all WCAG 2.0 Level AA success criteria along with as many Level AAA success criteria as possible.

This site also uses the recommended markup for [WAI Accessible Rich Internet Applications](#) (ARIA), to allow ARIA-enabled Assistive Technologies (AT) to better interact with each page.

How the website is built for accessibility

Layout

The site uses Cascading Style Sheets (CSS) to control the presentation and the layout. Screen reader users no longer have to listen to this information. As a result, screen reader users can use the screen reader's navigation keys to move around the site. Menus are grouped together in a logical and consistent fashion. Users can quickly use the "Skip to main content" link to get to the main content of the page.

Content

The content has been written and formatted to make it accessible. For example:

- Headings are used to highlight sections of text

- Links use meaningful text

- Forms can be navigated using the tab key

- Keyboard shortcuts can be used to access common features

- No browser plugins (e.g. Flash, ActiveX or Java) are required for access or edit content (see [Browser plugins](#) section below for more information)

- Images have alternative text so if you can't see the image you can still understand what it contains

- Context-sensitive help shows information relevant to the page that you're currently on

- ARIA landmark roles are used to identify the key areas of the page to ARIA-enabled Assistive Technologies

Operation

The site is designed to be used either with a mouse and keyboard or just with a keyboard. Keyboard users can use the tab key to move around the links, forms, and buttons on each page. Some advanced interface functionality, such as drag-and-drop, have additional keyboard access and this is explained in the context-sensitive help on those pages.

The site can also be navigated with the keyboard using the following *Shortcut keys* and *Access keys*.

Shortcut keys

Shortcut keys are additional keyboard shortcuts to make it easier and quicker to access common features. Shortcut keys are used as written - just press the key - there's no need to use any additional keys as you do with Access keys.

Depending on your site's configuration you may have the following shortcut keys available:

- w* - List all of your workspaces
- g* - List all of your workspaces (alternative to *w*)
- m* - Toggle the navigation menu
- f* - Open the actions menu (if available)
- d* - Go to your user dashboard
- n* - List your notifications
- s* - Open the search box in the top bar (if available)
- t* - List your tasks
- a* - Show your account information
- h* - Open the help

Access keys

Access keys are additional keyboard controls for people who have difficulty in using a mouse or other pointer-device. The following access keys are available on this site, following the UK Government standard assignments:

- 5* - Skip to the main content
- 2* - What's New in this workspace (when viewing a workspace page)
- 4* - Search for workspaces
- 8* - Terms and Conditions, includes the disclaimer and copyright statement
- 9* - Feedback
- 0* - Accessibility Information (this page)

We also support the following access keys specific to this site:

- m* - Workspace homepage
- c* - Skip to the Actions menu for this page (when present)

n - Create a new item in the current view (eg. item in a folder, entry in a database, event in a calendar)

x - Log out

At the time of writing the following browsers support access keys:

Microsoft Edge / Internet Explorer for Windows: hold down the ALT key and press the access key, then press Enter/Return (eg: ALT+S Return).

Google Chrome, Firefox for Windows: hold down the ALT key and press the access key (eg: ALT+S) or hold down both Shift and the ALT key and press the access key (eg: Shift+ALT+S).

Opera: hold down the Shift key and press the Esc key to see a list of the available access keys.

Safari for Windows: hold down the ALT key and press the access key (eg: ALT+S).

Macintosh: hold down the Control (CTRL) key and press the access key (eg: CTRL+S).

On form pages that use the Rich Text editor use the following keyboard shortcuts:

ALT+F9 - Focus / jump to the menu bar

ALT+F10 - Focus / jump to the toolbar

ALT+F11 - Focus / jump to the element path

ESC - Close menu / submenu / dialog (also gets you back to the editor area)

Tab/Arrow - Navigate left / right through the menu / toolbar

Javascript

The site makes use of JavaScript to enhance the usability and provide some additional functionality in the user interface. Where browsers or Assistive Technologies (AT) are not able to support JavaScript, the core functionality will still be available but some more advanced functionality may not.

We recommend enabling JavaScript for this site for improved functionality; for example, JavaScript users will receive in-place warnings about errors on forms before submitting details to the site, whereas without JavaScript these errors will be reported by a separate page.

Browser plugins

No browser plugins are *required* to access or modify any content on the site. There is, however, *additional functionality* that can be made available through browser plugins if they are available on your computer:

Progress-bar Uploader - If you have the [Adobe Flash Player browser plugin](#) installed on your computer then the progress-bar file uploader may use that if your browser does not already support [HTML5](#). If you don't have the Flash plugin and your browser does not support HTML5 then you can still use the accessible file uploader to upload new files.

Optional downloads

Documents on this site may use PDF (Adobe Acrobat) file format for the publication of large and complex documents. Please note that Adobe Acrobat documents can be converted to HTML or plain text using [Adobe's web-based conversion service](#).

To view and print PDF files, you must have Adobe® Acrobat® Reader installed:

[Download Adobe® Acrobat® Reader software from the Adobe site.](#)

Alternatively, documents may also be published in Microsoft Word format. To view and print Microsoft Word files, you must either have Microsoft Word installed on your device or you can download Microsoft Word Viewer software (Microsoft Windows only):

[Download Microsoft Word Viewer software from the Microsoft site.](#)

Further help and information

You can get help with the accessibility features built into common desktop computers, laptops, tablets and smartphones by reading [My Computer My Way](#).

Feedback

If you have any problems using this site with the keyboard or your Assistive Technology, e.g. screen reader, screen magnifier, text to speech, speech recognition, etc., please [contact us](#) to let us know and we'll do our best to help you and improve this site.

Please note: for advice on what information to include when you contact us, we recommend you read [Contacting Organizations about Inaccessible Websites](#).

Conformance date

This accessibility statement was revised on 17th November 2016.

Related Pages

- [What is accessibility?](#)