

A11Y policy May 2019

# Browse Support

- Visual order of the filter and listing sections, does not match HTML order.
  - The filter will be moved above the listings, to follow visual order, but sit outside the main content area. Users can then still use the 'skip to main content' option, to browse directly to the support services available to them.

<https://scotent.leankit.com/card/829612607>

- The support type filter option was found to have several accessibility issues on both desktop and mobile. Currently there are different implementations for desktop and mobile.
  - We will re-write the filter component and make it accessible.The current issues with it are:

- Users are not notified when they have selected an option in it

<https://scotent.leankit.com/card/829593235>  
again

- There is no indication that you can select more than one option.

<https://scotent.leankit.com/card/829587331>  
again

- You can't multi-select items using the keyboard.

<https://scotent.leankit.com/card/829587331>

again

- Issues with scrolling through the main navigation while using a mobile.
  - The Tab order will be trapped to what is visible on the screen

<https://scotent.leankit.com/card/829592128>

- Issues with filtering the main content on the page.
  - Focus will be on Search field by default.

<https://scotent.leankit.com/card/829584216>

- Filters are not following the visual order of the page.
  - Filters will be read out first before the main content of the page.

<https://scotent.leankit.com/card/829612607> again  
probably

- Type of support listbox does not feed back to assistive technology when user selects or de-selects an option on desktop.

- An accessible multi-select listbox will be created

<https://scotent.leankit.com/card/829593235>

- Mobile support type listbox is not accessible.

- An accessible multi-select listbox will be created

<https://scotent.leankit.com/card/829587331>

# Cookie Banner

- Braille readers and screen readers might not be able to visually digest current layout. It may be unclear what the 'Continue' link will lead to.
  - Accessible text will be added to make this work.