IT.NV.GOV

# Digital Accessibility Document Remediation Training

Creating Accessible  Documents Couse

STATE OF NEVADA
GOVERNOR'S TECHNOLOGY OFFICE

# Beginning Class Information

## Pre-Class

1. Please **mute yourself** before class starts.
2. Please note that this **class can be recorded.**
3. If you do not have a microphone, please call (775) 321-6111 and enter the highlighted conference ID Number.

The ID number for the class IS provided within the chat.

## Microsoft Teams Class

***If you have questions during the class, please ask the question using the chat feature or select the raise your had feature, Teams.***

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# Contacts for Digital Document Remediation Support

## Reminder:

Direct any questions or training requests to the Team – Managed email. This inbox is continuously monitored and ensures prompt responses to all inquiries.

## Remediation Team:


**Michelle Tiscareno – Digital Program Coordinator**
Michelletiscareno@it.nv.gov

**Thanairy Gomez – Trainer**
Thanairygomez@it.nv.gov

**Nickolas Krische – Trainer**
Nickolaskrische@it.nv.gov

**Jason Mallari – Trainer**
JasonMallari@it.nv.gov

**ADA Remediation – Team – Managed**
adaremediation@it.nv.gov

# Visit our Digital Accessibility Website

## For Trainings, Videos, Guides and Practice Documents

Our State website offers an inclusive platform for accessing training videos, guides, and practice documents

### Training Videos

- Training videos available on our website to cater to various topics.
- Accessible anytime allowing self paced learning.

### Guides & Practice Documents

- Collection of guides & practice documents to deepen your understanding.
- Best practices to ensure practical application to enhance your knowledge.

### External Sources for Guidance

- Providing links to relevant external sources for additional guidance and resources.
- Access to trusted resources to ensure compliance and effective remediation strategies.



To access these resources, visit the State of Nevada Digital Accessibility Website

# Team Goal & Mission

## Our Commitment

We are dedicated to ensuring equal access to information and services for all citizens.

## Compliance Goals

To achieve accessibility standards outlined in the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1975 for electronic data.

# Why Remediation is Important

*ADA compliance is legally required to support people with disabilities but benefits everyone.*

*Learn how web accessibility impacts and helps all users in various situations.*

## View Videos to Learn More about Web Accessibility Perspectives

### Individuals Who Rely on Digitally Accessible Documents & Websites

- Blind or Low Vision Individuals
- Deaf or Hard of Hearing Individuals
- Motor Impairment or Total Loss of Function Individuals and People with ADHD

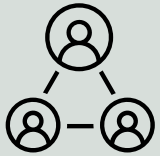
### Individuals Who May Benefit from Digitally Accessible Documents & Websites

- Literacy Challenged Individuals
- Non-Native Speaking Individuals
- Individuals Who Prefer Listening to Documents

# Learning Materials

## Productivity Software

- Microsoft Office Suite: Word, Excel, PowerPoint
- Adobe Acrobat Pro Suite



## Support & Help Resources

- Microsoft Help
- WebAIM.org

## Accessibility Tools

- Screen Reader Software: Non-Visual Desktop Access (NVDA)
- Web Content Accessibility Guidelines (WCAG)

# Screen and Document Readers

Assistive Technology (Differences)

## Screen Readers:

Read Text, Images, Buttons & other Screen Elements

- Computer software that assist the blind and visually impaired in using computers.
- It serves as a platform for the visually impaired to communicate with their computers.

## Document & Text Readers:

Reads Digital Text Only

Computers software that converts digital text into clear, easy –to-understand audio. It has less features than screen readers.

# Popular Screen Readers

Technology that helps people who have difficulties seeing to access & interact with digital content, like websites or applications via audio or touch.

**FREE NVDA**

*Lower volume on the computer before downloading NVDA*

**JAWS**

Windows Usable

**NVDA**

Windows Usable (FREE)

**VoiceOver**

MAC Usable

# Learning Objectives & Goals

1 Gain a Foundation:

Of knowledge about the tools to create user accessible documents.

2 Become Familiar:

With using the accessibility tools in Microsoft Office Suite to create accessible documents.

3 Basic Understanding of Resolving:

Most accessibility errors in Microsoft Office Suite to create Digital compliant documents.

***Strive for Improvement Not Perfection***

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# Class Overview

## Module 1

- **Adding a Title**
- **Correct Tagging**
- **Setting Language**

## Module 2

Checking Accessibility

## Module 3

Creating a Compliant Letterhead

## Module 4

- Creating Links
- Creating Compliant Tables
- Adding and Giving Alt-Text to Images
- Colors/Acronyms

## Module 5

**Exporting & Converting to PDF**

## Module 6

**Manual Accessibility Check**

# Example of Non-Compliant Document

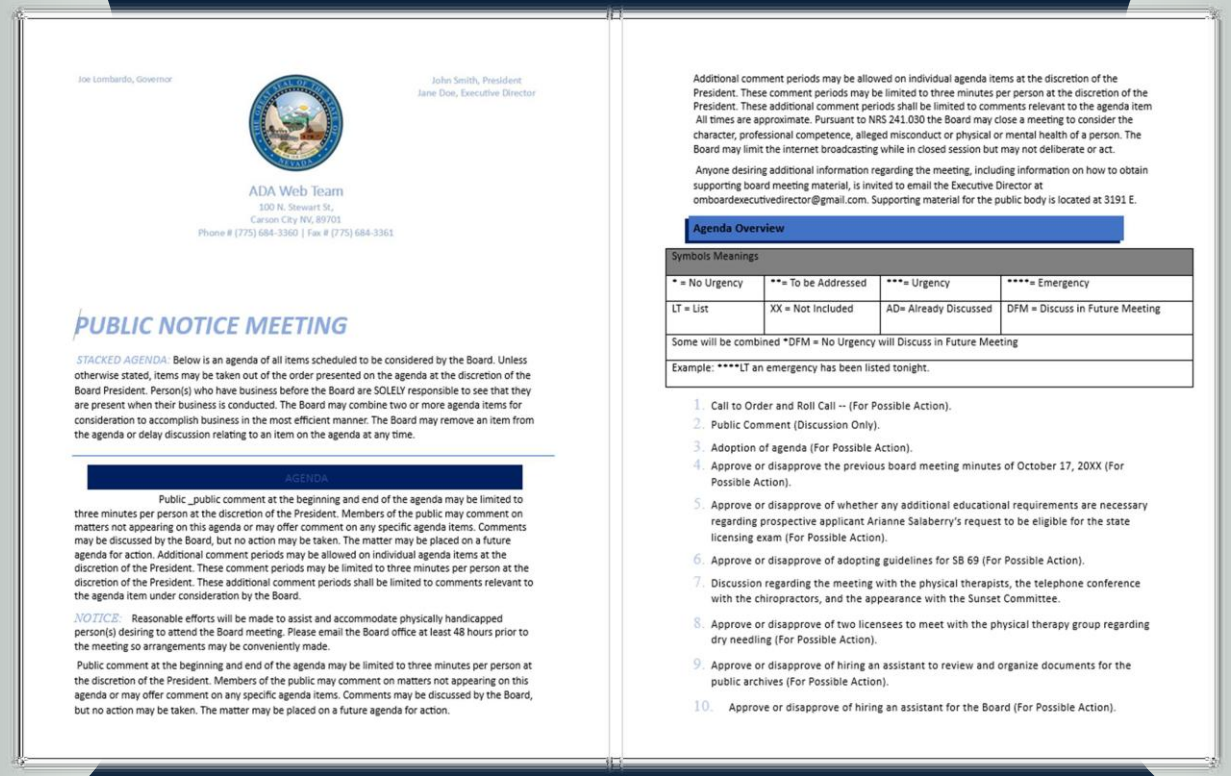
Problems

## Poor Color Contrast in Text and Images

One color should stand out from another mainly between text and background. Poor contrast affects people with low vision or color blindness, while good contrast improves readability for everyone.

## No Heading One on 1st Page

Headings provide structure to a document, like an outline or table of contents, helping users navigate content more easily.



Joe Lombardo, Governor

John Smith, President
Jane Doe, Executive Director

ADA Web Team
100 N. Stewart St,
Carson City NV, 89701
Phone # (775) 684-3360 | Fax # (775) 684-3361

**PUBLIC NOTICE MEETING**

*STACKED AGENDA:* Below is an agenda of all items scheduled to be considered by the Board. Unless otherwise stated, items may be taken out of the order presented on the agenda at the discretion of the Board President. Person(s) who have business before the Board are SOLELY responsible to see that they are present when their business is conducted. The Board may combine two or more agenda items for consideration to accomplish business in the most efficient manner. The Board may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

AGENDA

Public _public comment at the beginning and end of the agenda may be limited to three minutes per person at the discretion of the President. Members of the public may comment on matters not appearing on this agenda or may offer comment on any specific agenda items. Comments may be discussed by the Board, but no action may be taken. The matter may be placed on a future agenda for action. Additional comment periods may be allowed on individual agenda items at the discretion of the President. These comment periods may be limited to three minutes per person at the discretion of the President. These additional comment periods shall be limited to comments relevant to the agenda item under consideration by the Board.

*NOTICE:* Reasonable efforts will be made to assist and accommodate physically handicapped person(s) desiring to attend the Board meeting. Please email the Board office at least 48 hours prior to the meeting so arrangements may be conveniently made.

Public comment at the beginning and end of the agenda may be limited to three minutes per person at the discretion of the President. Members of the public may comment on matters not appearing on this agenda or may offer comment on any specific agenda items. Comments may be discussed by the Board, but no action may be taken. The matter may be placed on a future agenda for action.

Additional comment periods may be allowed on individual agenda items at the discretion of the President. These comment periods may be limited to three minutes per person at the discretion of the President. These additional comment periods shall be limited to comments relevant to the agenda item All times are approximate. Pursuant to NRS 241.030 the Board may close a meeting to consider the character, professional competence, alleged misconduct or physical or mental health of a person. The Board may limit the internet broadcasting while in closed session but may not deliberate or act.

Anyone desiring additional information regarding the meeting, including information on how to obtain supporting board meeting material, is invited to email the Executive Director at omboardexecutivedirector@gmail.com. Supporting material for the public body is located at 3191 E.

**Agenda Overview**

| Symbols Meanings | | | |
|---|---|---|---|
| * = No Urgency | ** = To be Addressed | *** = Urgency | **** = Emergency |
| LT = List | XX = Not Included | AD= Already Discussed | DFM = Discuss in Future Meeting |
| Some will be combined *DFM = No Urgency will Discuss in Future Meeting | | | |
| Example: ****LT an emergency has been listed tonight. | | | |

1. Call to Order and Roll Call -- (For Possible Action).
2. Public Comment (Discussion Only).
3. Adoption of agenda (For Possible Action).
4. Approve or disapprove the previous board meeting minutes of October 17, 20XX (For Possible Action).
5. Approve or disapprove of whether any additional educational requirements are necessary regarding prospective applicant Arianne Salaberry's request to be eligible for the state licensing exam (For Possible Action).
6. Approve or disapprove of adopting guidelines for SB 69 (For Possible Action).
7. Discussion regarding the meeting with the physical therapists, the telephone conference with the chiropractors, and the appearance with the Sunset Committee.
8. Approve or disapprove of two licensees to meet with the physical therapy group regarding dry needling (For Possible Action).
9. Approve or disapprove of hiring an assistant to review and organize documents for the public archives (For Possible Action).
10. Approve or disapprove of hiring an assistant for the Board (For Possible Action).

## Missing Alt-Text on Images in Documents

Alt-text is important because it makes images accessible to people using assistive technologies and coveys their meaning.

## Information Inside of a Table for Formatting

Tables should be used for tabular data, like in spreadsheets. Readers switch to table mode, reading by rows and columns, which can reduce flexibility for users navigating the information.

Solutions...

# Module 1
# Most Common Errors

## Missing Title on the Document

All documents in any application should include a document title, as it helps find the purpose of the file.

## Missing or Incorrect Language Setting

All documents in any application must have the correct language set to be read by assistive technologies.

## Missing Heading One on the Document

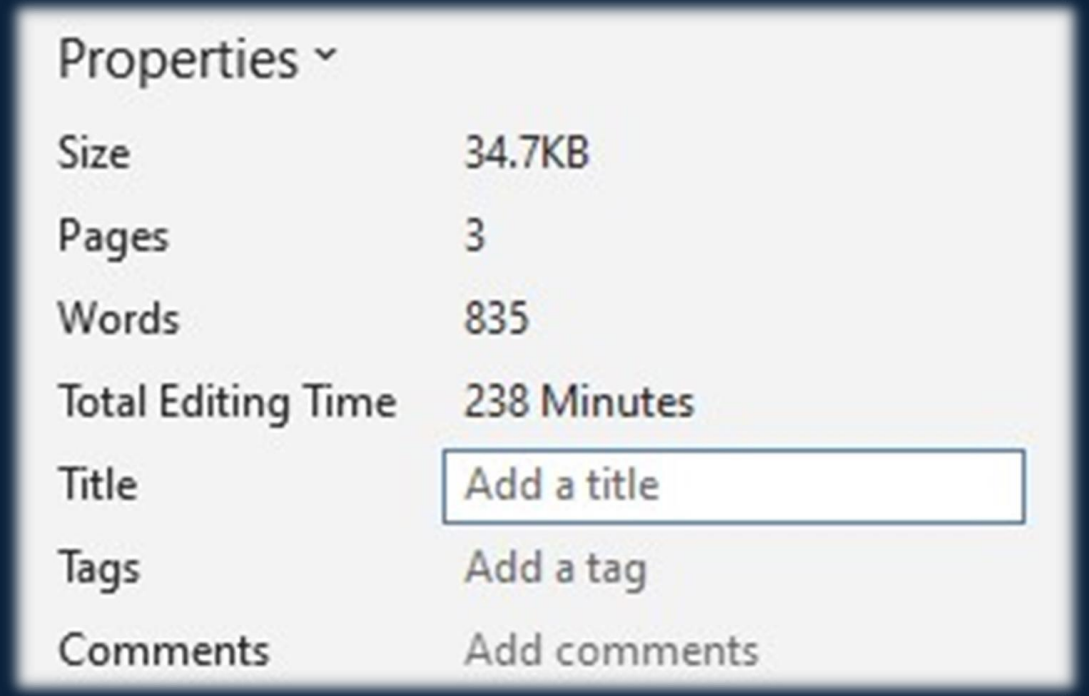
All documents should start with a Heading 1 as it clearly marks the beginning and highlights main topic.

# Giving an Office Document a Title

Add the title of the document. **The Title** can be the same or different from the **filename of the document**

1. Go to the File Menu
2. Click on Info
3. Go to Properties
4. Find the Title Input Box
5. Click on the area that says “Add a title”

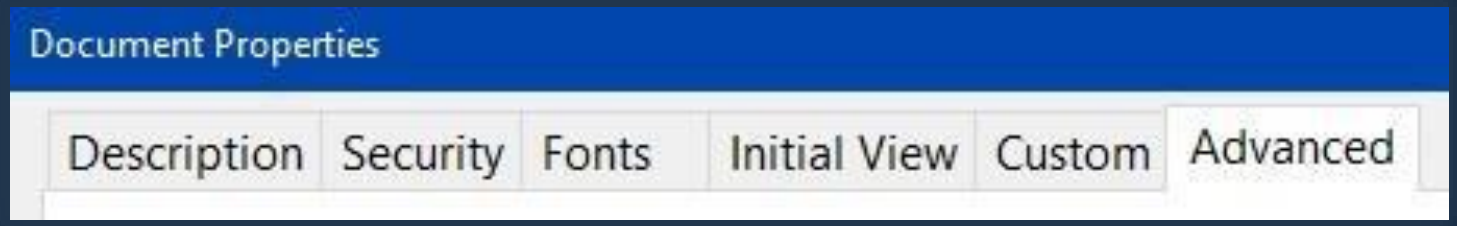
**Every Document Needs a Title for Accessibility**

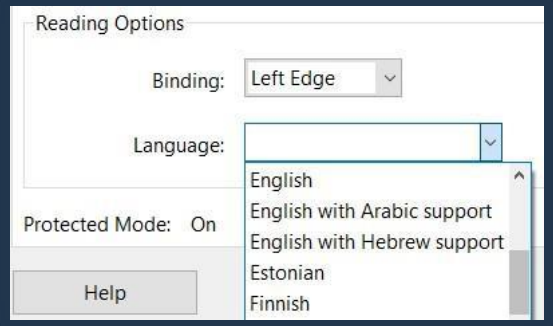


# Adding a Language to PDF

Adding or changing **language** can only be done **in Adobe.**

1. Go to the File Menu
2. Select Properties Option
   (Document Properties Dialog box appears)
3. Click on the Advance Tab
4. Find the Reading Options section and in the Language drop-down select the correct language
5. Click Ok



This step is not necessary in newer MS Office applications as they default to English

# Heading Tags

*Headings communicate the organization of the content on the page and provides a structural framework.*

## The Heading 1 (H1 tag)

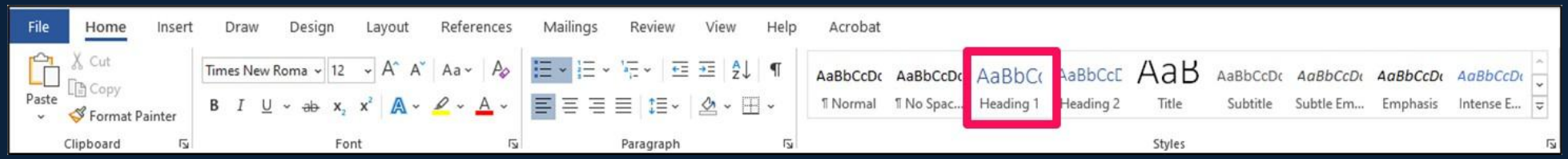
- Is the **most important heading** to add to a document

## A Heading 1 is Required

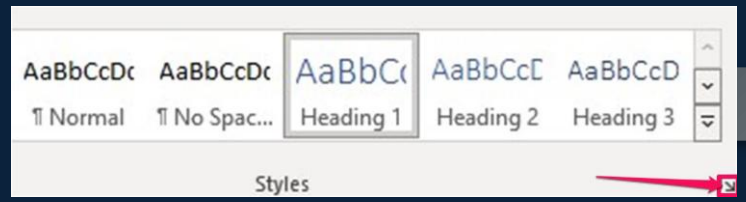
- It needs to be placed on the **1st page** of the document.

## The Heading 1 can be Added

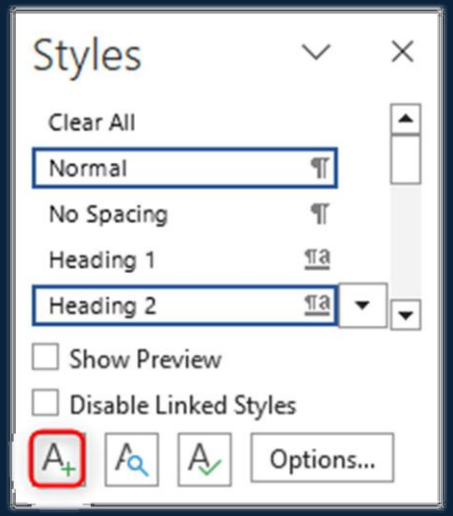
- Apply the **H1 tag** using the **"Heading 1 style"** on the **Home tab** in Word.



# Creating a Heading 1 Tag

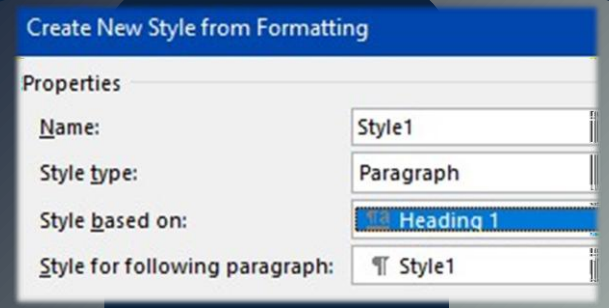


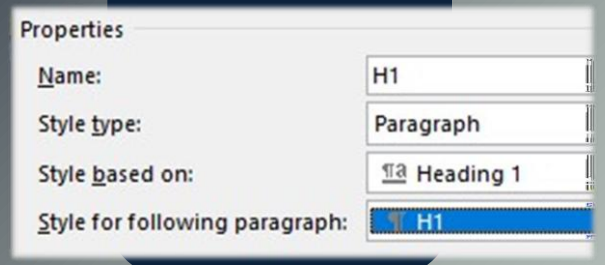

To create a heading style, click on the tiny box in the bottom right corner of "Styles" section.




## Style Box Appears

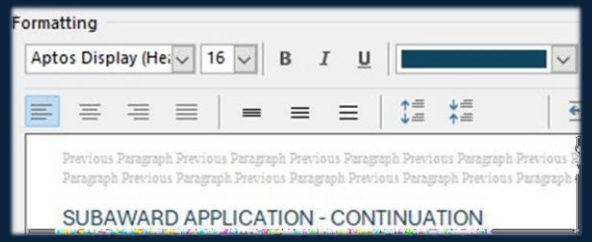
- Click on New Style button it appears as A+.
- Properties box will appear.

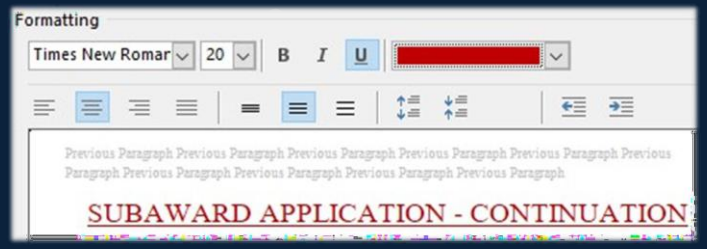



## Properties Box

- Give a Name to the new Style.
- Leave the Style Type as Paragraph
- Style based on must be Heading 1
- Style for following paragraph will match the name of the new Style.




## Changing Formatting of New H1

- Change or edit the formatting as any other font change in a document.

# Module 2
# Check Accessibility

## Locating the Accessibility Checker

Knowing where to find the tools it the 1st step in creating accessible content.

## Using the Accessibility Checker

Run the tool to scan for issues helps ensures content meets ADA standards.

## Using the Accessibility Checker Results Panels

Shows how to review and address issues listed in the results panel.

# Check Accessibility Option 1

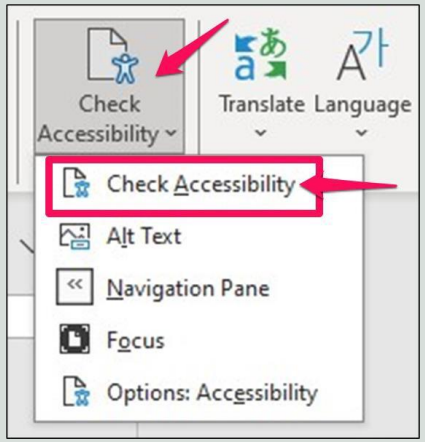
There are two methods to check accessibility, and it will be the same in each application of Microsoft Office.

## Step 1.

Go to the Review Tab. From the Main Menu.

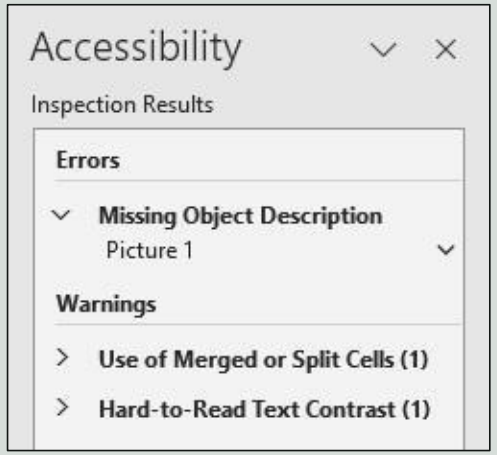
## Step 2.

Click on Check Accessibility drop-down then select “Check Accessibility”




## Step 3.

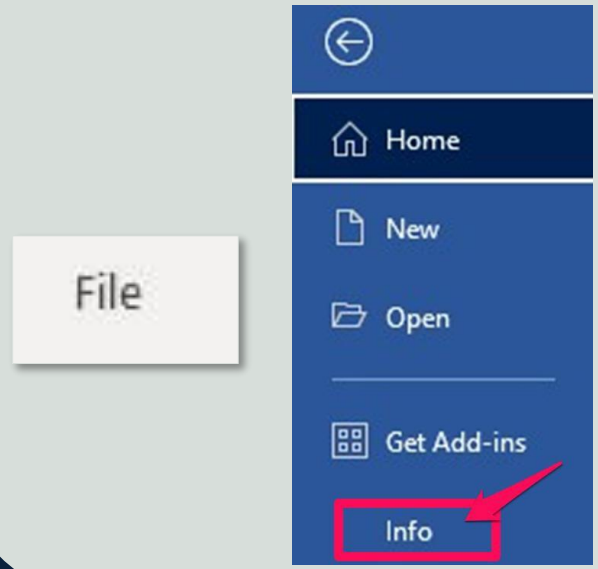
Accessibility Inspection Box will appear showing what is non-compliant



# Check Accessibility Option 2

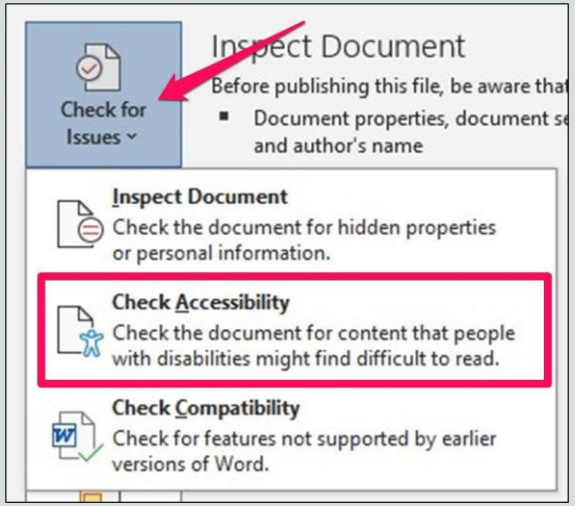
Step 1.

Go to the File Menu then click on Info.



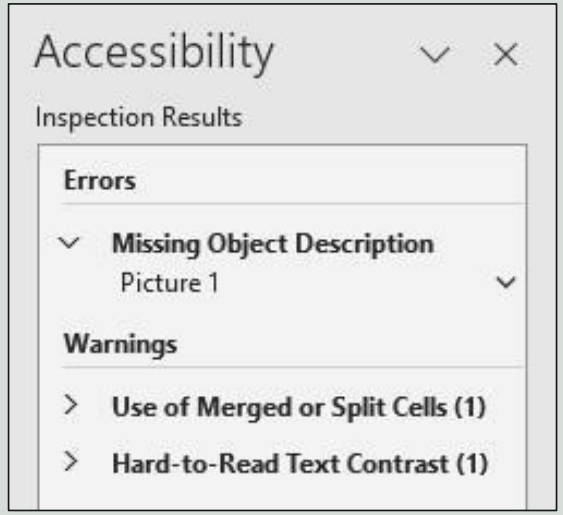

Step 2.

Click on Check for Issues drop-down, then select Check Accessibility.




Step 3.

The Accessibility Inspection box will appear showing what is non-compliant.



# Module 3
# Creating Compliant Letterhead

## Creating Compliant Letterhead

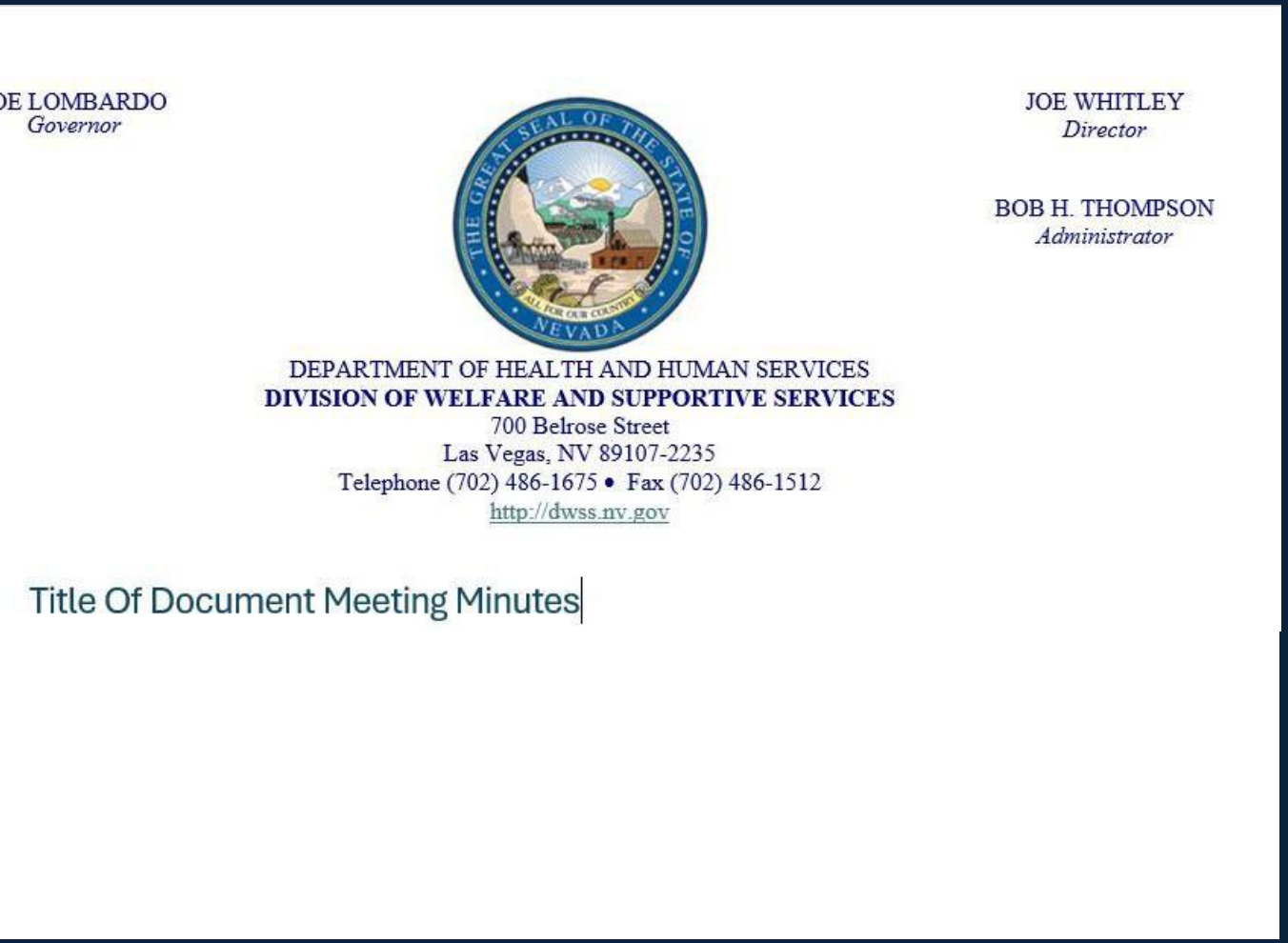
With ADA compliance is built into templates, all future documents already meet accessibility standards.

## Setting up Margins, Columns and Ruler

This ensures documents are properly structured, visually balanced and meet accessibility standards.

## Add Tools the in the Ribbon Toolbar

Add and arrange tools to make document creation faster and easier.




# Creating Compliant Letterhead

Creating compliant letterhead for continued use for any organization having little or no errors/issues with the document. **** Do not use Tables for formatting.***

- Do use columns instead of Tables.
- Do customize margins instead of using table cells.
- Do use breaks for new sections instead of table cells.
- Do use Flexible columns instead of inflexible table cells.

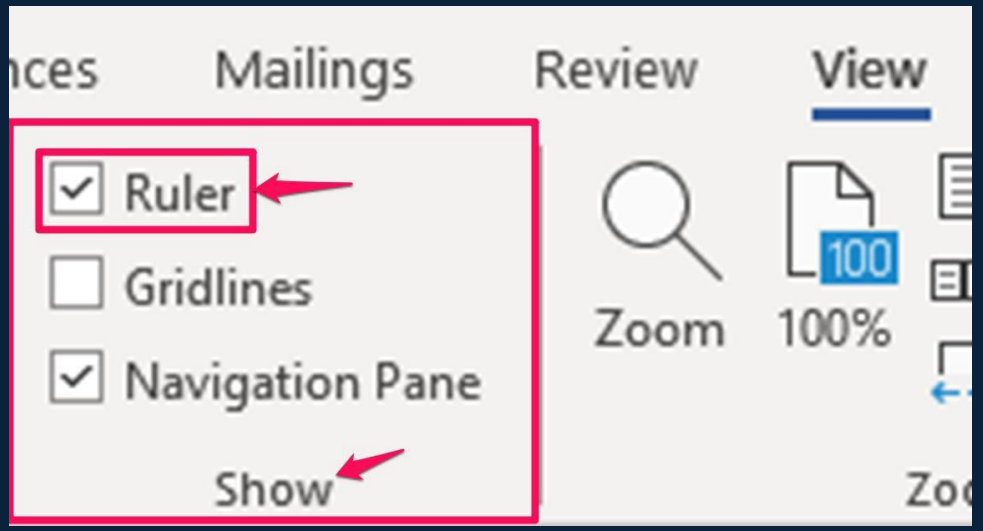
# Setting up the Ruler

## Ruler Advantages

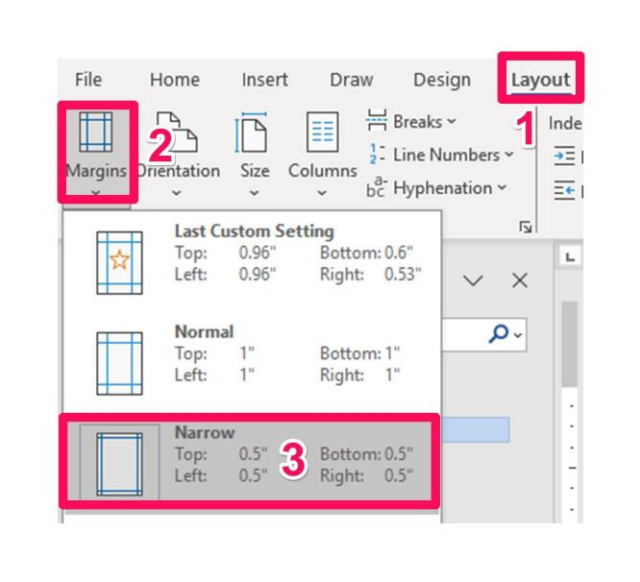
- Shows how the document is divided.
- Shows where text can be written.
- Helps with setting up and aligning letterheads.

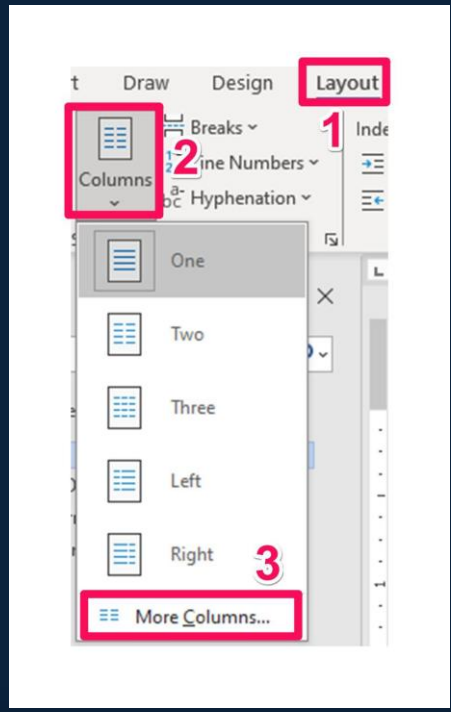
## How to Setup Ruler

1. Go to View Tab.
2. Find the Show section.
3. Click the Ruler checkbox.
4. Ruler will now appear.



# Our Service




## Setting up the Margins

1. Go to the Layout Tab of Main Menu.
2. Click on Margins on the Page Setup Section.
3. Select Narrow as the margins.

## Creating Columns

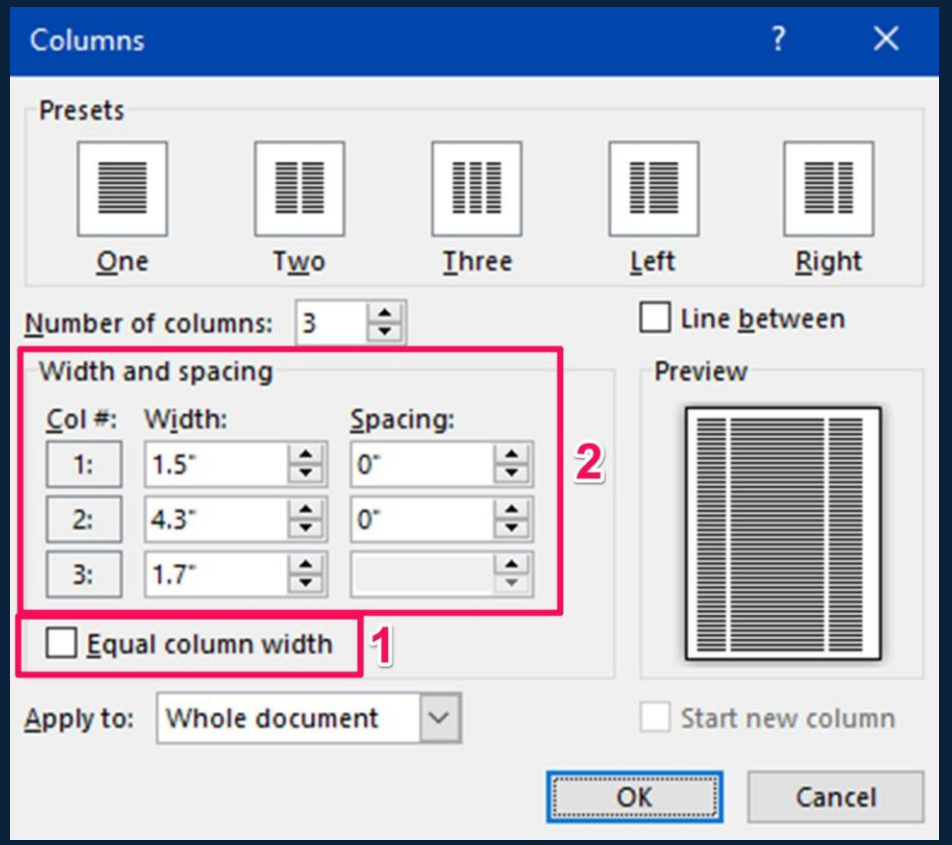
1. Click on Columns in Layout tab.
2. Select Three for the number of columns.
3. Click on Columns again and select more Columns.

# Creating Complaint Letterhead Part 2

## To Set the Columns to Optimal Sizes

*Spacing in columns can provide better readability.*

1. Find and uncheck “Equal column width”
2. Change the column width and spacing.
   - ***Col1 Width is 1.5 and Spacing 0.***
   - ***Col2 Width is 4.3 and spacing 0.***
   - ***Col3 Width is 1.7***



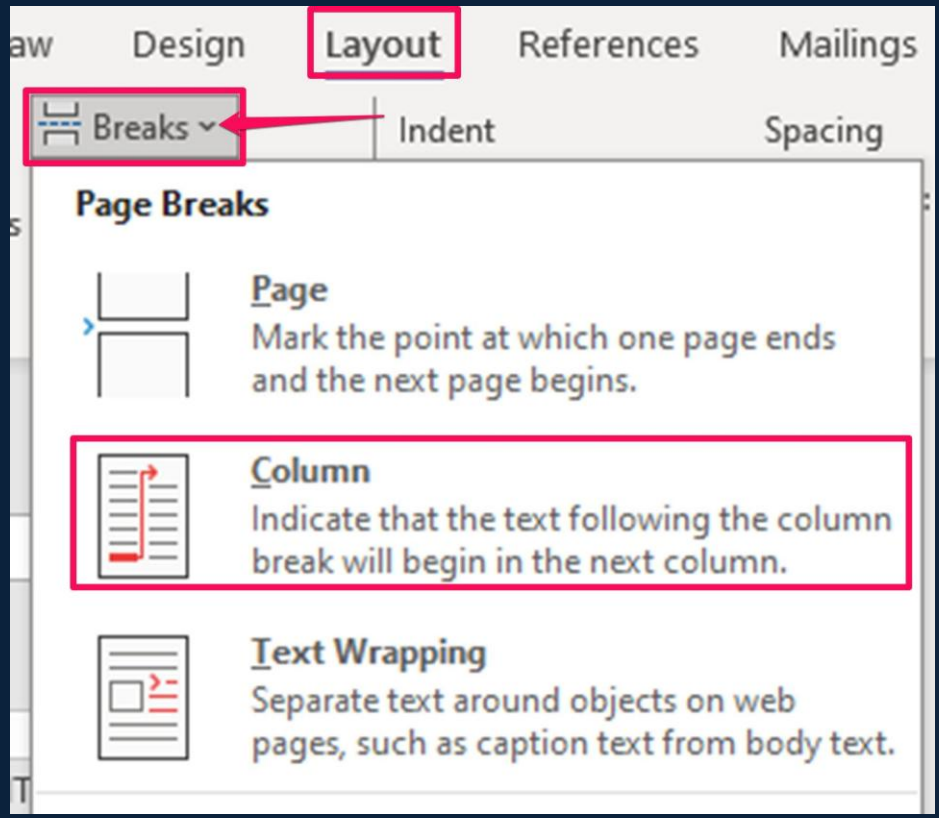
# Creating Complaint Letterhead Part 3

## Moving to the Next Column

*Enables splitting document into sections*

1. Still in Layout Tab click on Break drop-down.
2. In Page Break section, select Column

***This will move over to the next column without issue.***



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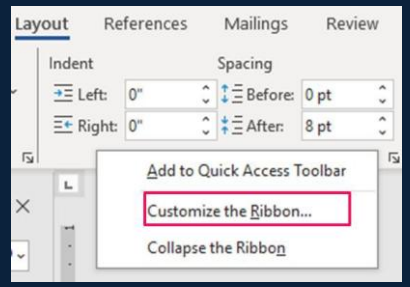
# Adding Breaks to the Ribbon

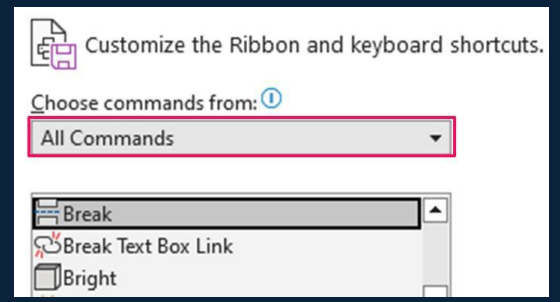
If there is No Break tool in the Layout tab, add the tool by:

1. **Right-click** on a ***blank area*** of the Ribbon in the ***Layout tab***.
2. Change "***Commands List***" to "***All Commands***"
3. Find and select the ***Break tool*** from the list.
4. Add ***New Group*** from the bottom of the Customize the Ribbon to the right of the selected Break tool.
5. Select the ***newly created group***.
6. Having **both** the ***Break tool and New Group*** selected, click on the ***Add >>button***.
7. Click **OK**.

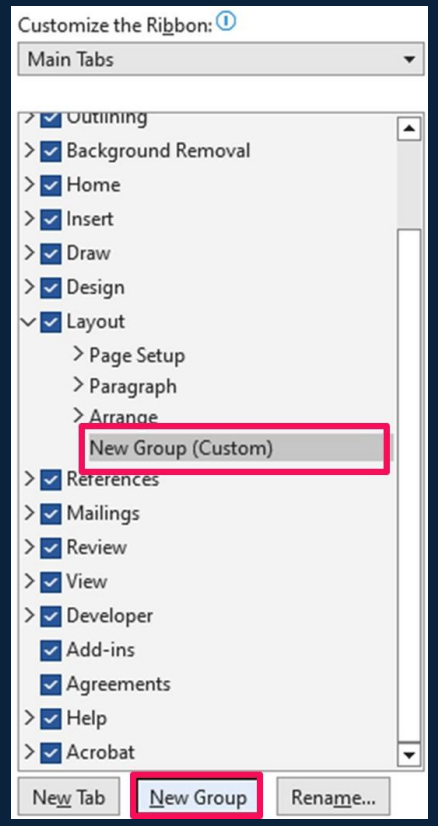
Customize the Ribbon
***1st Step***



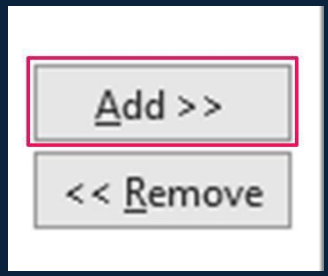

Change to All Commands Select Break Tool
***2nd -3rd Steps***



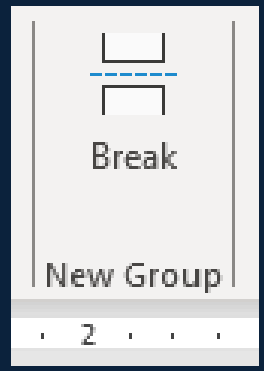

Create New Group and Select Group
***4th – 5th Steps***




Click Add Button to Add Break Tool
***6th Step***




Click OK and Break Tool appears on the Ribbon
***7th Step***

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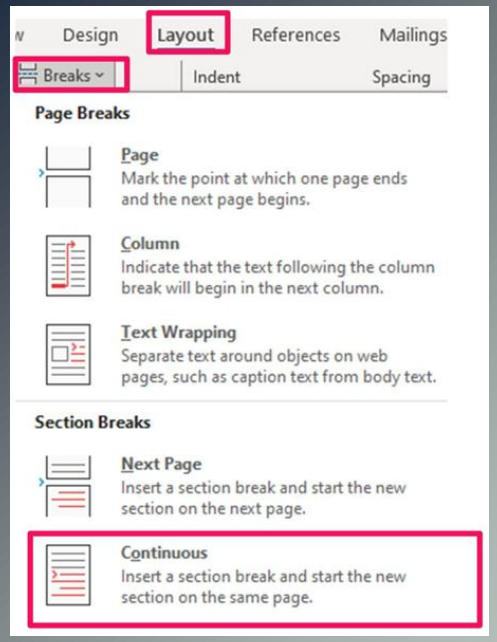
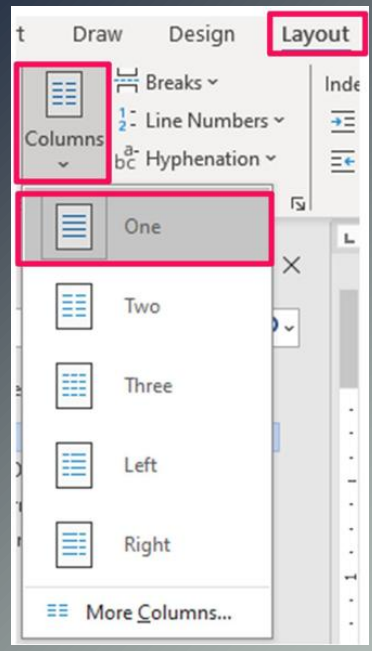
# Creating Compliant Letterhead Part 4

To return to the standard document layout, change the section break type and switch back to a single-column format by follow the steps below.




## Start New Section on Page

- Go to the ***Layout Tab*** on the Main Menu.
- Click on ***Breaks***.
- In ***Section Breaks***, select **Continuous Break**.




## Back to One Column

- Click on the ***Layout Tab*** on the ***Main Menu***.
- Click on the ***Columns***.
- Select ***One*** for the ***number of columns***.

# Module 4
# Creating Accessible Tags

## Creating Links & Compliant Tables

Learn the essentials of creating links and tables that meet accessibility standards.

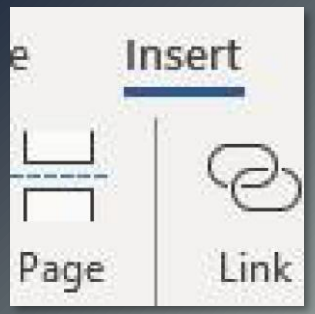
## Adding Alt-Text to Images

Learn how to write effective alt-text for various image types to meet ADA and WCAG standards.

## Using Colors & Acronyms

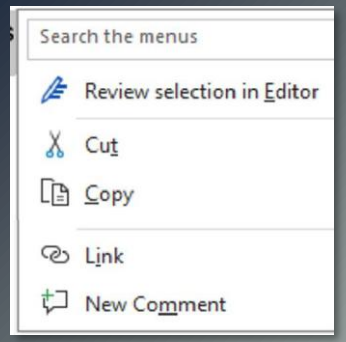
Relying on color alone or unexplained acronyms can block accessibility learn the easy fixes.

# Links & Hyperlinks




## Insert Link

- Go to **Insert tab** on Main Menu.
- Click on the **Link button**.
- Or **Right-click** on select text or images

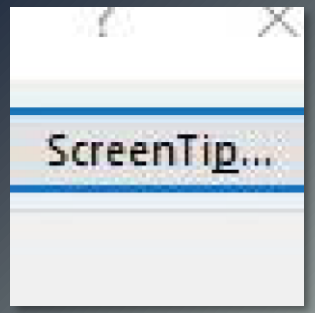



## Add Link to Text or Images

- Either **add text or images** then apply the link to the text.
- Or **highlight/select** prior text and images.
- **Right-click** and select link.

## Link Text

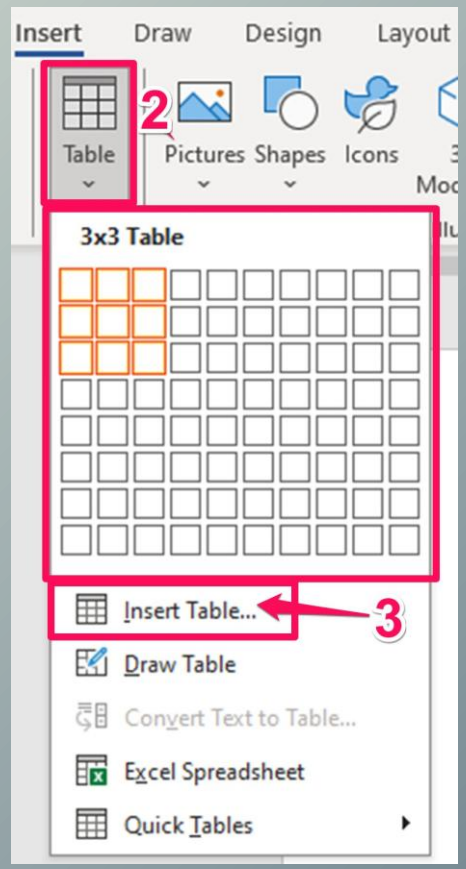
- **Text for the link doesn't** have to be the same as hyperlink.
- Make sure **text is underlined**.

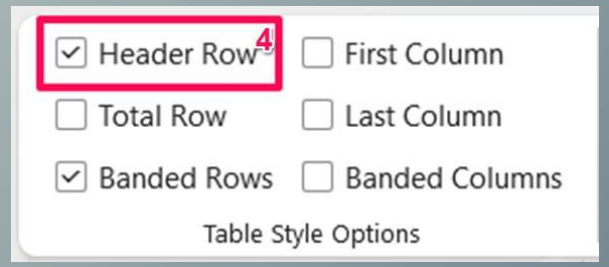


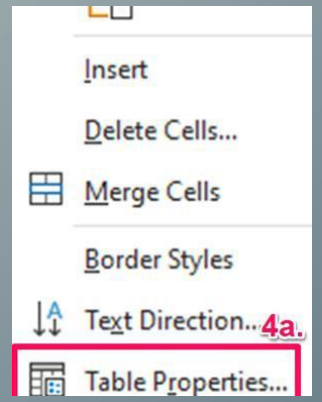

## Screen Tips Make Links Accessible

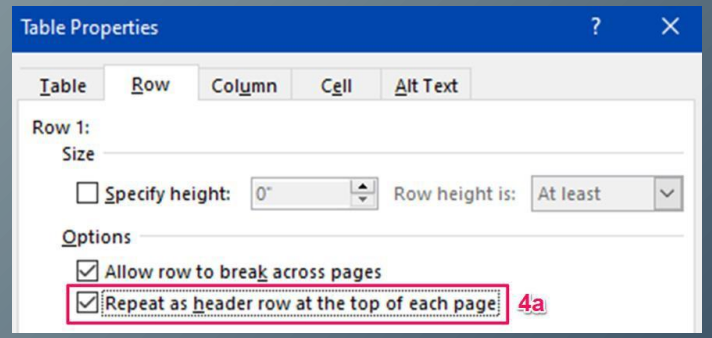
- Lastly **add** a screen tip.
- This is what a screen or document reader **will read to the user**.

# Tables in Word & PowerPoint




## *Make a Compliant Table By*

***There are multiple ways to create a table.***

1. Go to Insert and choose Table
2. Then use the Diagram to draw columns and rows or;
3. Click insert Table and set the number of rows and columns
4. Highlight the top row of the table.

a. Right-click -> Table Properties -> Row make sure to "Repeat as header row at the top of each page" is checked.

b. Click Table Design tab on the menu and check the Header Row checkbox.

**Tips**

## Avoid

- Drawing a table, though possible, is not recommended.
- Do not create complex tables with merged or split cells or multiple table headings.

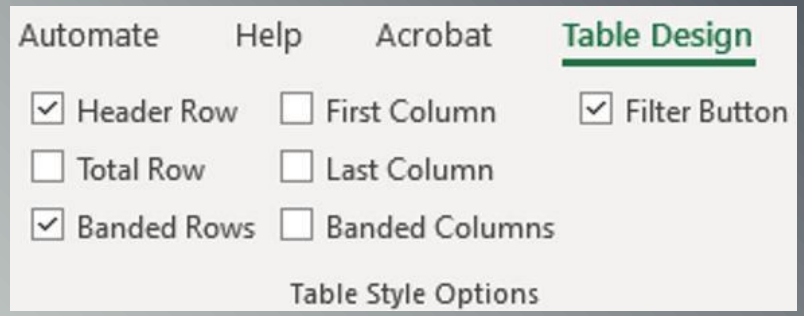
# Tables in Excel

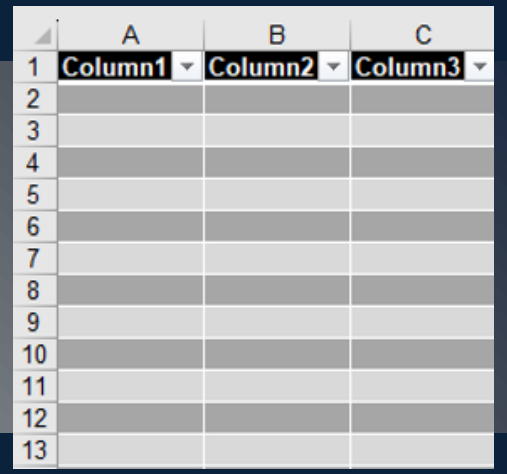
## TABLES STYLES:

- If a table style is being used.
- Try to use darker contrast to avoid color contrast issues.

## HEADER ROWS:

- Make sure “Header Row” is checked.
- Headings are important for assistive technology to read tables correctly.



Governor's Technology Office

# Adding Alternative Text to Images

Alternative text is very important in accessibility because screen-readers and document readers will read the alternative text.

## Add Adding Images to a Document

- Got to Insert Tab
- Find on Images Section of Ribbon.
- Select this Device, then find the image that was saved on the computer.
- Image is now in the document.

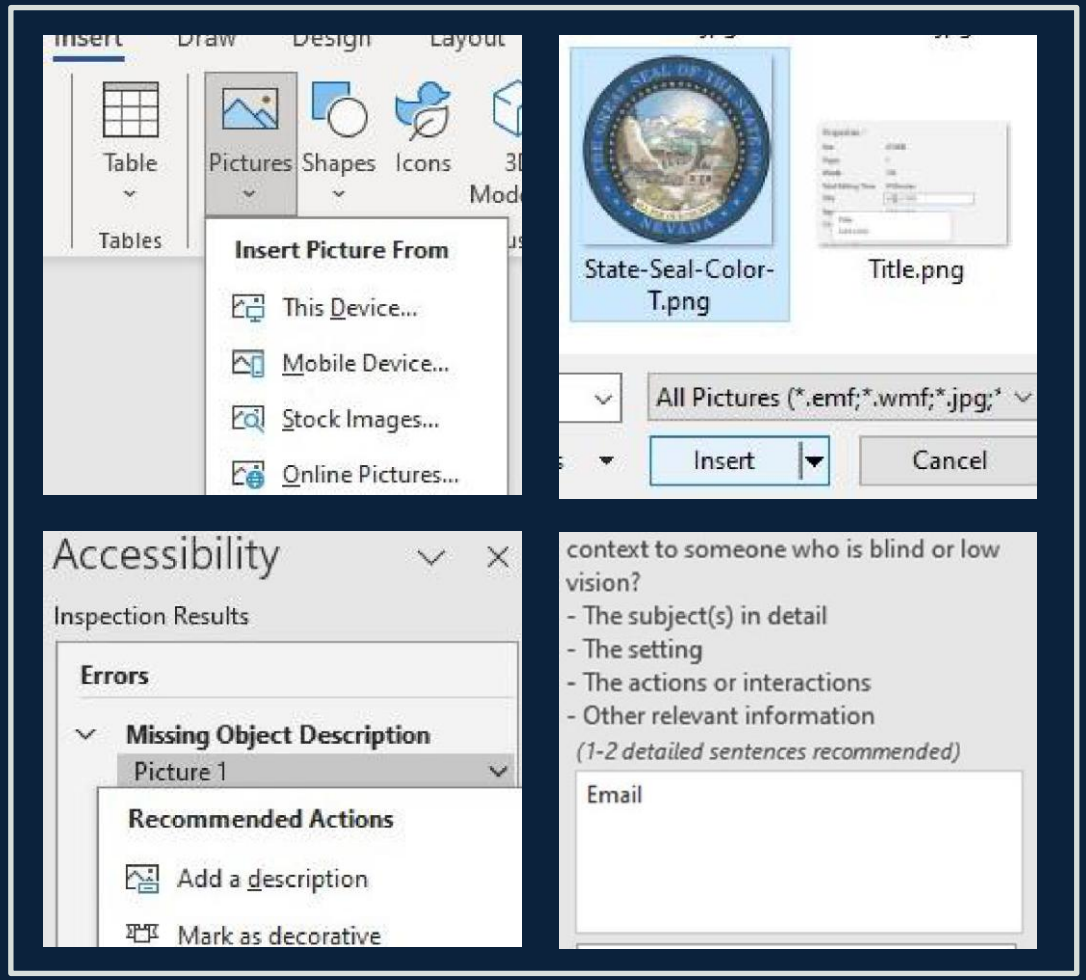
Placing an image in this way will ensure that it is aligned with the rest of the document.

## Alt Alternative Text (Alt-text) added to Images

**Give the image alternative text by:**

- Using the accessibility check result box on the right of the screen.
- Use Decorative if image is for formatting a document.

Alt-text lets readers read images that give more information. While readers will ignore images that are decorative. As those do not add information to document



# Color for Better Contrast and Acronyms

Color is sometimes used in documents and must be readable and pass WCAG standards.

- Small text under (under 18-point regular font or 14-point bold font) MUST have contrast ratio of at least 4.5 to 1 with the background
- Large text (at or over 18-point regular font or 14-point bold font) MUST have a contrast ratio of at least 3 to 1 with the background.

## Color

*Is sometimes used in documents and must be readable and pass WCAG standards.*

Creators should make sure that color isn't the only way to convey extra information.

You can use ***highlight, bold and italics***. Use them sparingly:

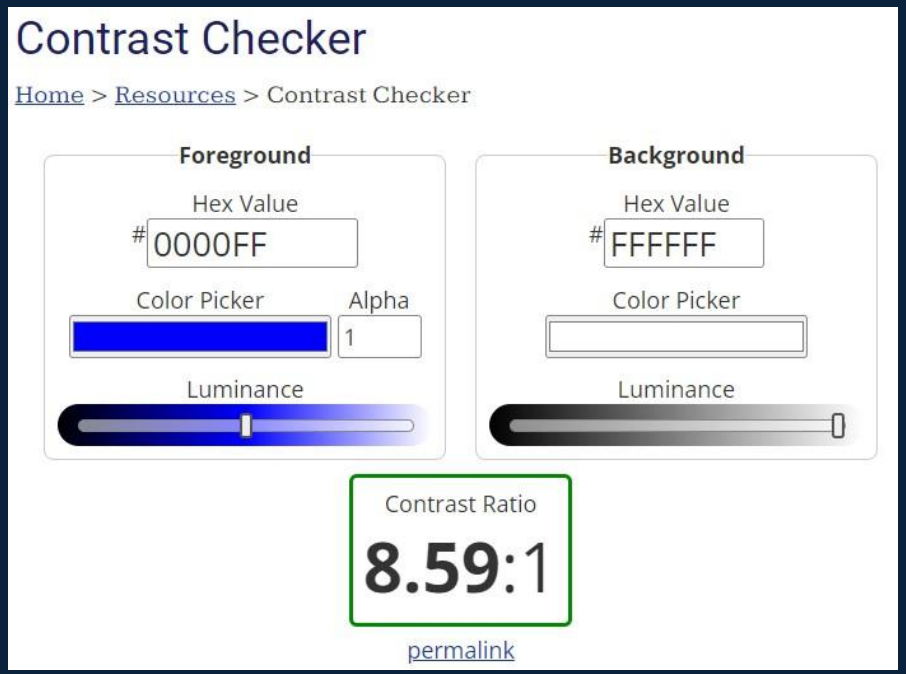
## Acronyms

*Make acronyms accessible by defining them on first use and then using them sparingly.*

- Make acronyms accessible by defining them on first use and then using them sparingly.
- By following these rules, it ensures that acronyms are accessible and understandable for all users.

1. Define Them
2. Use Sparingly
3. Use Consistently
4. Provide Context

Color Contrast can be verified by using the **Webaim.com Contrast Checker**




Images of text are discouraged. When used color contrast rules apply to images of text as well as text.

# PowerPoint Notes

## If the Inspection Results Contain the following Errors:

*"Check Reading Order or Duplicate Slide Title".*

These issues are not important to fix if the document is going to be exported to PDF as they are easier to fix in Adobe Acrobat Pro.

## For Content Changes

Any content changes made to a pre-existing slide, edit the content block directly or create a new slide to prevent issues that may arise when converting

Make sure you remove any comments and/or annotations, or they are a problem when converted to PDF.

# Module 5
# Exporting/Converting to PDF

## Where to Convert Documents

Learn where to convert Office files to PDF for accessibility.

## Settings and Steps for Converting to PDF

Set the right options and follow simple steps to create accessible PDFs.

## Saving PDF then Opening in Adobe Pro

Create PDFs in Word, Excel, and PowerPoint, then open and enhance them in Acrobat Pro

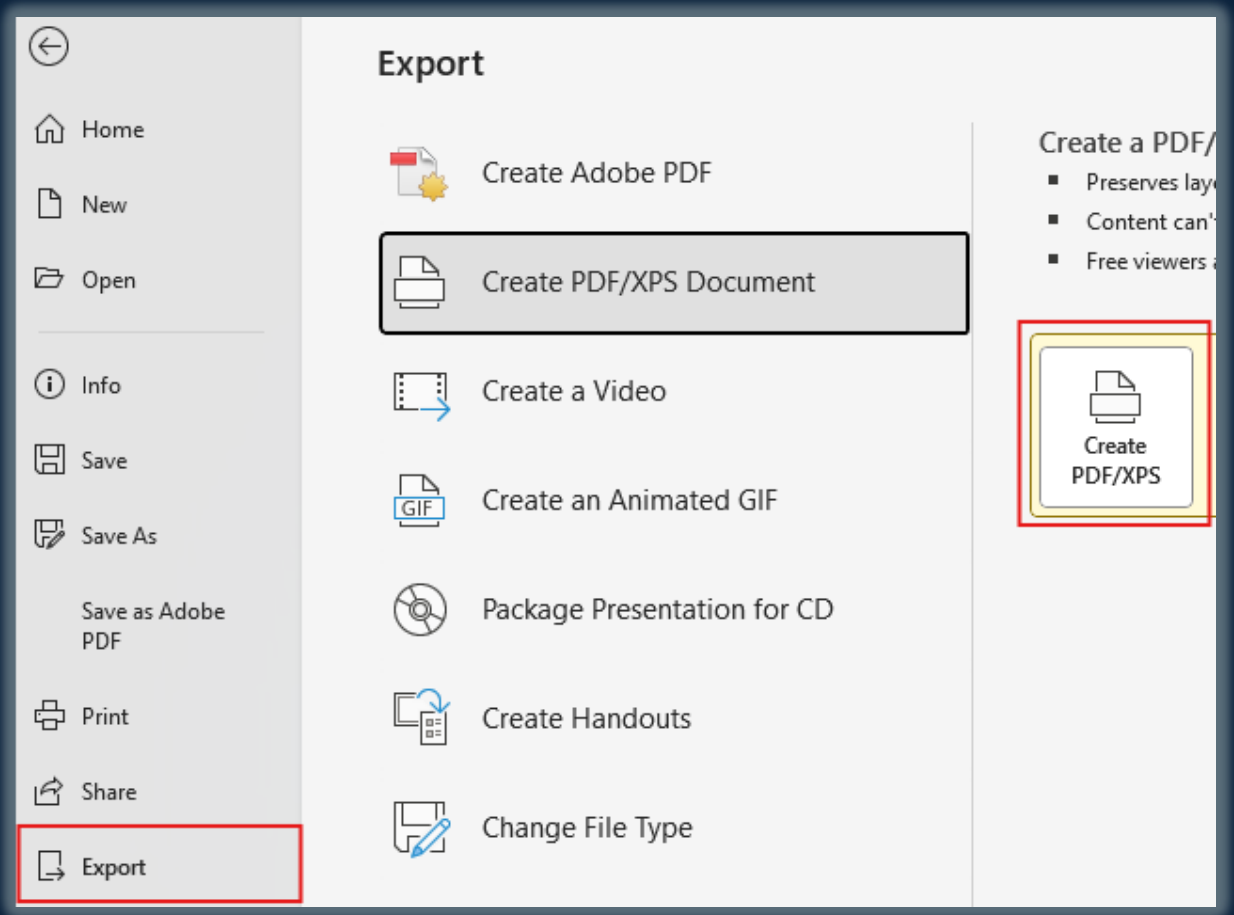
## Do Not Use: Save as PDF

Learn of the risks of using “Save as PDF”.

# Converting Document to PDF Using Export

If the Acrobat add-in is missing or disabled, Word, Excel, and PowerPoint's Export Create PDF/XPS feature is a reliable built in option. It creates a high-quality PDF

1. Go to the File
2. Select Export Option
   (To the right more options appear)
3. Click on Create PDF/XPS
   (To the right more options appear)
4. Click the Create PDF/XPS button
5. Publish as PDF dialog box will appear
6. Name file and have save type as PDF.
7. Check Mark: Open file after publishing
8. Select Optimize for: Standard
9. Click Publish.



# DO NOT USE: Save as Adobe PDF Option

**DO NOT** use the "Save as PDF" option in Word, Excel or PowerPoint to create an accessible PDF document because this method does not fully preserve or enhance accessibility features.

**USING THE "SAVE AS PDF" OPTION IN MICROSOFT OFFICE APPLICATIONS MAY CAUSE MORE ERROS THAT NEED TO BE FIXED IN ADOBE ACROBAT**

# Module 6
# Manual Checks

## Using the NVDA Screen Reader

Understand NVDA's role in accessibility compliance to improve documents

## Performing a Document Audit

Learn how to write effective alt-text for various image types to meet ADA and WCAG standards.

## Performing a Hands-On Review in Adobe

Gain expertise in identifying errors, compliance gaps and formatting issues while auditing the document.

# Manual Checks in Adobe Acrobat Pro

***There are 3 issues in Adobe Acrobat Pro's accessibility check tool that need manual review.***

## Logical Reading Order:

Requires the document's tags to be ordered and numbered in the way someone without disabilities would normally read it. Left-to-Right, Top-to-Bottom.

## Color Contrast:

Requires that the text contrasts well enough with the background, refer to Color and Acronyms slide for guidance.

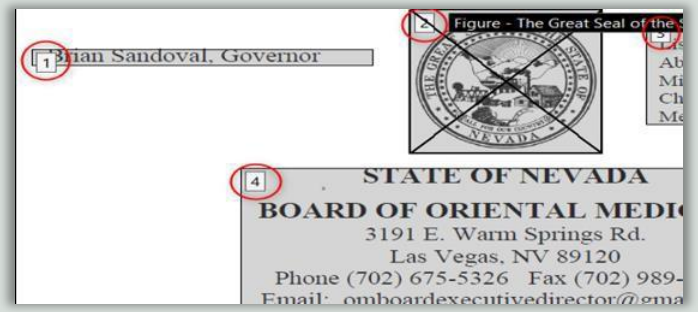
## Navigation Links:

Requires to make sure that the links have a destination and are the correct destination.

# Logical Reading Order

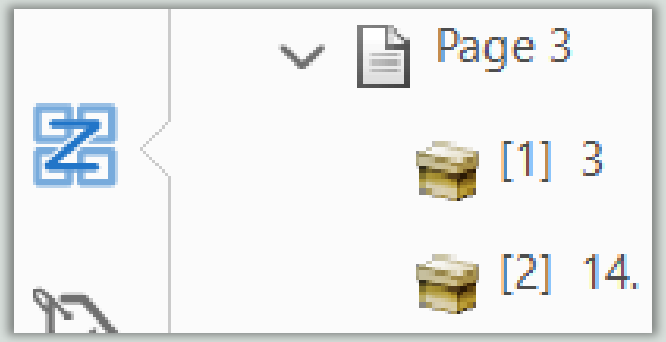
As mentioned before, keep the document tagged (numbers circled on the top left of the tagged content) in the order in which someone without assistive technology would read the document.

## Reading Order - What to Look For:




Top-left of tagged content is a white box that shows numbers. This indicates the order the tags will be read.

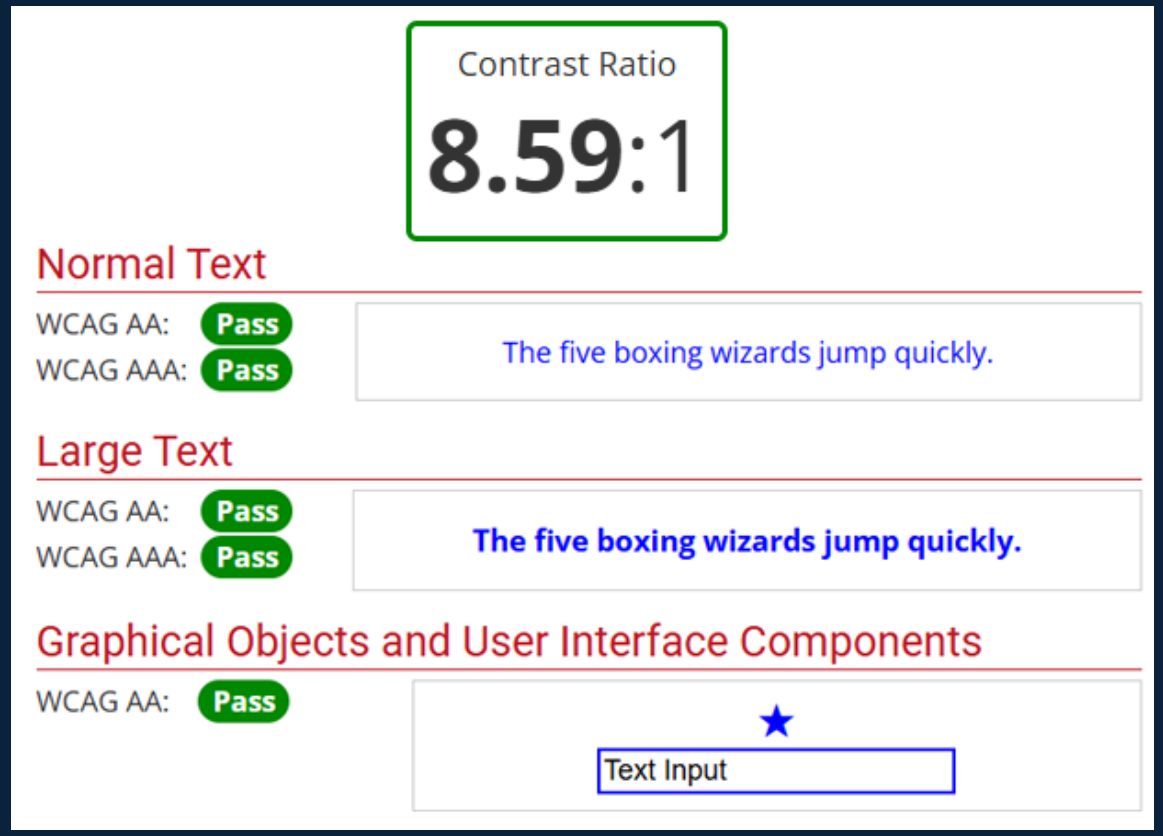
## Tools to Use For - Reading Order:




Order Tool on left-side is used to rearrange reading order. If any content is out of order, select and drag to the correct order.

## Review Reading Order – To See If It Is Correct:

***Read Out Loud is insufficient*** because it only reads visible text and ignores tags, while ***screen readers like NVDA or JAWS*** use the PDF's tag structure to provide proper navigation, context, and accessibility making them the correct tool for testing.




# Color Contrast

When checking for color contrast issues, we are comparing the **foreground (text)** color to the background color.

We use **Webaim's Color Contrast Checker** as it will also give information on what ***WCAG standards*** the contrast ratio might pass. In the example it pass both ***WCAG AA and AAA***.

**Color Contrast Checker**

Explore the Color Contrast Checker and other invaluable resources to enhance accessibility

**WebAim – Ensuring that Documents are Accessible to All**

# Use NVDA to Manually Check Document

## How to check Document using NVDA

- Description title going here

Use the keyboard commands for NVDA to navigate through the document.

- Arrow keys to move through document.
- NVDA key and down arrow to read current line.
- NVDA key and Tab to navigate document's elements.

- Inspect formatting, hyperlinks and alt-text.
- Pay attention how NVDA reads the document.
- Verify that NVDA reads descriptions of all images.
- Save and Close.

Use Our NVDA Reference Checklist

Governor's Technology Office

# Contacts for Digital Document Remediation Support

## Reminder:

Direct any questions or training requests to the Team – Managed email. This inbox is continuously monitored and ensures prompt responses to all inquiries.

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## Remediation Team:


**Michelle Tiscareno – Digital Program Coordinator**
Michelletiscareno@it.nv.gov

**Thanairy Gomez – Trainer**
Thanairygomez@it.nv.gov

**Nickolas Krische – Trainer**
Nickolaskrische@it.nv.gov

**Jason Mallari – Trainer**
JasonMallari@it.nv.gov

**ADA Remediation – Team – Managed**
adaremediation@it.nv.gov

# Additional Information at W3.org

## Tables

Go further into depth of tables and complex tables.

## Images

Go further in depth about images.

## WCAG Guidelines

Review key WCAG requirements for overall accessibility.

# The End

Your commitment to accessible documents supports equal access for all users. Remember, accessibility is an ongoing – continue reviewing your work to align with WCAG standards.

Find ADA Help on Our Site