

Enabling Remedyforce Accessibility

INFORMATION SERVICES DIVISION

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Contents

REMEDYFORCE (SALESFORCE) ACCESSIBILITY	4
General Accessibility Requirements	4
Recommended Browsers	4
Enable Accessibility Mode	5
ACCESSIBILITY FEATURES	7
Sighted Keyboard Users	7
Screen Reader Users	7
Deaf	8
Specific Colour Users	9
Low-Vision Users Who Need Magnification	9
APPENDIX A – JAVASCRIPT SUPPORT	11
Mozilla Firefox	11
Internet Explorer	11
Internet Explorer < v9	11
Google Chrome	12
Opera	12
Apple Safari	12

REMEDYFORCE (SALESFORCE) ACCESSIBILITY

Remedyforce is built on Salesforce which includes an alternate user interface mode that lets users with assistive devices, such as speech recognition software and screen readers, work with Salesforce more effectively.

Most new features are designed with accessibility in mind and are inherently accessible in the standard mode. However, you may find that accessibility mode better suits your needs, particularly when using speech recognition or screen reading software to create log, update and track that status of your tickets in the ISD Self Service Portal (also known as Remedyforce Self Service).

Accessibility mode includes the full functionality of Salesforce with the modifications detailed here to create a better experience for users with assistive devices.

General Accessibility Requirements

Consider these requirements when using Remedyforce:

- JavaScript support must be available and turned on. Refer to Appendix A, this provides guidance on how to turn JavaScript on.
- After a specified period of inactivity within Remedyforce, a session timeout popup window automatically displays, prompting you to log out or continue working.
- Your browser must allow pop-ups in Remedyforce/Salesforce; otherwise you won't receive a warning about the upcoming timeout. The steps undertaken to allow pop-ups are dependent on your browser. To allow pop-ups for your browser, refer to your help section of your browser.
- Pilot and Beta features within the tool may not be accessible.

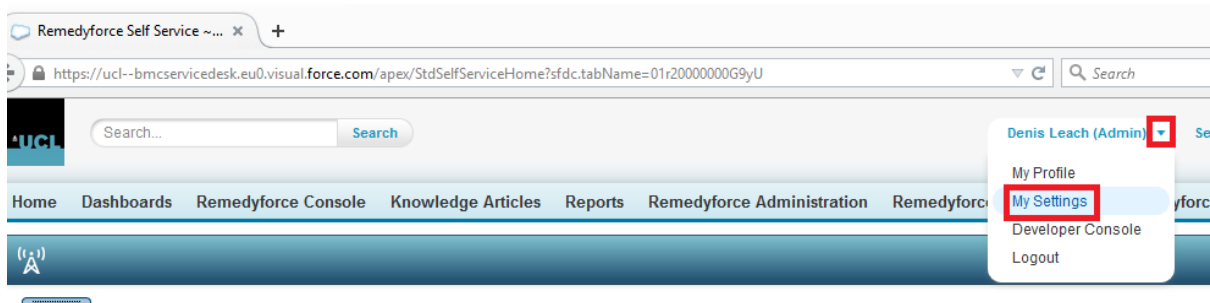
Recommended Browsers

For general accessibility, Remedyforce uses the most current version of Mozilla® Firefox® and Microsoft® Internet Explorer® on Windows®, and Apple® Safari® on OS X®.

Enable Accessibility Mode

To enable accessibility mode in Remedyforce, follow the instructions below:

1. At the top of any Remedyforce/Salesforce page, click the down arrow next to your name. From the menu under your name, select **Setup** or **My Settings**—whichever one appears.



2. From the left pane, select one of the following:
 - If you clicked **Setup**, select **My Personal Information | Personal Information**, then click **Edit**.

Quick Links



Change my password
Personal > [Change My Password](#)



Manage my Chatter email notifications
Chatter > [Email Notifications](#)

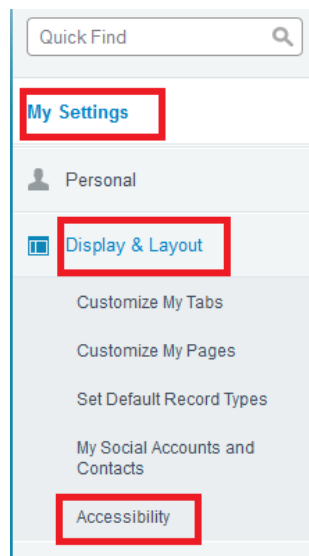


Edit my personal information
Personal > [Personal Information](#)

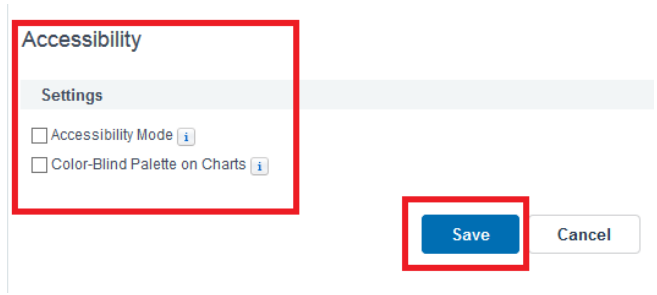


Customize my tabs
Display & Layout > [Customize My Tabs](#)

- If you clicked **My Settings**, select **Display & Layout | Accessibility**.



3. Select Accessibility Mode.



4. Click **Save**.

ACCESSIBILITY FEATURES

The following section provides guidance as to the features available for accessibility types.

Sighted Keyboard Users

These Salesforce features help ensure an accessible experience.

- Accessibility Mode helps you work more effectively with Salesforce, particularly reports, dashboards, and list views.
- Selected areas on the screen include highlights to give you an on-screen visual indication of focus.
- These elements are identified in our page markup to help you interact with them.
 - Headings are marked up as headings rather than fieldset and legend elements for grouping form controls.
 - The main heading for the page (typically at the start of the main content area) is a level 1 heading. You can shift to this heading with a shortcut key.
 - Data tables have data table markup (except enhanced listviews in Standard Mode only) to aid identification of headers for each cell.
 - Lists provided in the main content area are marked up as lists.
- A skip link (the first keyboard-focusable link on each page) allows you to shift the focus to the start of the main content area. This generally bypasses the navigational menus before the main content area, greatly reducing the number of tab presses that would otherwise be required to reach the main content area of the page.
- Keyboard focus is placed inside of dialog boxes when they open and will remain locked there until the dialog is closed.
- On edit pages, the keyboard focus defaults to the first editable field on the page. When creating or editing a task or event, the keyboard focus defaults to the Subject field, regardless of its location on the page.
- Buttons, links, and fields that aren't currently active are labelled with a “disabled” attribute. For example, when using a wizard with multiple steps, some buttons may be disabled until you select a specific option.

Screen Reader Users

Salesforce on-demand applications are designed to take advantage of the latest features of the most widely used screen reading software. Although you might find that many browser and screen reader combinations work well, we recommend you use the most current versions of Mozilla® Firefox® and JAWS® or NVDA with Salesforce.

These Salesforce features help ensure an accessible experience:

- Accessibility Mode helps you work more effectively with Salesforce, particularly reports, dashboards, and list views.
- Important images have text alternatives equivalent to the purpose of the image; non-important images have empty text equivalents or are implemented through CSS. Images showing detailed information are also links to source data. For example, Dashboards contain

charts and graphs that are visual in nature. To access the report data used to generate the chart or graph, simply select the dashboard component.

Note: *The underlying report may contain additional data than what is represented in the dashboard component. In addition, the underlying report may contain some data that you don't have access to view due to sharing settings.*

- These elements are identified in our page mark-up to help you interact with them.
 - Headings are marked up as headings rather than fieldset and legend elements for grouping form controls.
 - The main heading for the page (typically at the start of the main content area) is a level 1 heading. You can shift to this heading with a shortcut key.
 - Data tables have data table mark-up (except enhanced listviews in Standard Mode only) to aid identification of headers for each cell.
 - Lists provided in the main content area are marked up as lists.
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- On edit pages, the keyboard focus defaults to the first editable field on the page. When creating or editing a task or event, the keyboard focus defaults to the Subject field, regardless of its location on the page.
- Buttons, links, and fields that aren't currently active are labelled with a “disabled” attribute. For example, when using a wizard with multiple steps, some buttons may be disabled until you select a specific option.

In addition, we recommend you enable these personalized web settings in your screen reader:

- Set pages to refresh automatically.
- Turn on live region update announcements.
- Set text links to show titles. This setting ensures the screen reader announces information provided through a link's title attribute, such as a warning that a new window will open.
- Set headings to announce Headings and Levels. Heading mark-up is used to provide context as well as navigation.
- Add common signs, such the @ (at) sign for mentioning people in Chatter posts and comments, to your screen reader dictionary to customize how they're announced by default.

Note: *Settings are usually found via Tools > Options > Advanced > Accessibility area of your browser. The settings available are dependent on browser and version of browser.*

Deaf

Salesforce provides video demos hosted on YouTube. To view synchronized captions for videos, click Watch on YouTube.com in the bottom-right corner of embedded videos.

Specific Colour Users

Browser and operating system settings don't change the colours displayed within images, and Salesforce implements many images as background images (which aren't displayed when browser and operating system settings for colour display are in effect). If you rely on browser settings and your operating system to change your display to a particular colour combination, you may need to:

- Display image text alternatives to access information provided by important images.
- Override our CSS for these classes: assistive Text, zen-assistive Text. Then set your browser settings according to your preferences.

Note: You will find more information relating to 'assistive Text' / 'zen-assistive Text' features by searching within 'Help' of your specific browser.

In addition:

- Some charts (for example, in reports and dashboards) rely on colour to display information. If you have trouble interpreting the information in charts, select Colour-Blind Palette on Charts from your personal detail page. This option sets an alternate colour palette for charts that has been optimized for use by colour-blind users. Dashboard emails don't use the alternate palette. You can also click a chart to view its source report.
- Dashboards contain charts and graphs that are visual in nature. To access the report data used to generate the chart or graph, simply select the dashboard component.

Note: The underlying report may contain additional data than what is represented in the dashboard component. In addition, the underlying report may contain some data that you don't have access to view due to sharing settings.

Low-Vision Users Who Need Magnification

Salesforce supports standard OS-level, browser, and third-party magnification tools. Adjust the zoom setting to suit your needs.

These elements are identified in our page mark-up. You can alter the styles for these elements to help you identify them.

- Headings are marked up as headings rather than fieldset and legend elements for grouping form controls.
- The main heading for the page (typically at the start of the main content area) is a level 1 heading. You can shift to this heading with a shortcut key.
- Data tables have data table mark-up (except enhanced listviews in Standard Mode only) to aid identification of headers for each cell.
- Lists provided in the main content area are marked up as lists.

For information relating to the use of Magnification tools, navigate in your browser to the Microsoft website:

<http://windows.microsoft.com/en-gb/windows/make-screen-items-bigger-magnifier#1TC=windows-7>

Note: *The URL above will provide guidance on magnification tools and functionality for Windows 8 and 8.1 only.*

APPENDIX A – JAVASCRIPT SUPPORT

Nowadays almost all web pages contain JavaScript, a scripting programming language that runs on visitor's web browser. It makes web pages functional for specific purposes and if disabled for some reason, the content or the functionality of the web page can be limited or unavailable. Here you can find instructions on how to enable (activate) JavaScript in five most commonly used browsers.

Note: *By default most web browsers will have JavaScript turned on.*

To turn on JavaScript, refer to the appropriate browser below.

Mozilla Firefox

1. In the address bar, type about:config and press Enter.
2. Click "I'll be careful, I promise" if a warning message appears.
3. In the search box, search for javascript.enabled
4. Toggle the "javascript.enabled" preference (right-click and select "Toggle" or double-click the preference) to change the value from "false" to "true".
5. Click on the "Reload current page" button of the web browser to refresh the page.

Internet Explorer

1. On web browser menu click "Tools" icon and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.

Internet Explorer < v9

1. On web browser menu click "Tools" and select "Internet Options"
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.

Google Chrome

1. On the web browser menu click on the "Customize and control Google Chrome" and select "Settings".
2. In the "Settings" section click on the "Show advanced settings..."
3. Under the the "Privacy" click on the "Content settings...".
4. When the dialog window opens, look for the "JavaScript" section and select "Allow all sites to run JavaScript (recommended)".
5. Click on the "OK" button to close it.
6. Close the "Settings" tab.
7. Click on the "Reload this page" button of the web browser to refresh the page.

Opera

- 1. a) Click on "Menu", hover mouse on the "Settings" then hover mouse on the "Quick preferences" and mark the "Enable Javascript" checkbox.
- 1. b) If "Menu bar" is shown click on the "Tools", hover mouse on the "Quick preferences" and mark the "Enable Javascript" checkbox.

Apple Safari

1. On the web browser menu click on the "Edit" and select "Preferences".
2. In the "Preferences" window select the "Security" tab.
3. In the "Security" tab section "Web content" mark the "Enable JavaScript" checkbox.
4. Click on the "Reload the current page" button of the web browser to refresh the page.