

Accessibility Users Summary

The purpose of this summary is to provide a high level overview of the accessibility functions within the 2012 system. The Child Maintenance Group (CMG) has introduced the accessibility functionality in line with the Equality Act 2010, to assist those caseworkers who would experience difficulties in using the system e.g. those users with viewing difficulties because they are partially sighted or colour blind.

The 2012 system operates in two modes. The mode used by most caseworkers is the high interactivity (HI) mode. The 2012 system screens in this mode, are designed to resemble Microsoft Windows applications, whereby fewer browsers will be supported, but data entry is easier for users. For example, the 2012 system will automatically save any information entered, without the need for any additional tabs or buttons to be selected, and parts of the screen will refresh rather than the page as a whole being refreshed.

The standard interactivity (SI) mode is the system's accessibility mode, and is similar to most traditional internet based applications. **Accessibility Mode** also supports many different types of browsers. Page refreshes occur often e.g. when users create new records or submit forms. **Accessibility Mode** users will need to use the keyboard shortcut Ctrl and S on every page where they have entered any additional information. If any additional information has not been saved, a warning message will be displayed.

The SI functionality will also differ from the HI functionality in that:

- The cursor will not show as 'busy' in accessibility mode
- The calendars and calculators on the 2012 system screens will be displayed differently i.e. they are larger, and open in a separate window. When entering any dates manually into the system, these dates will need to be in the format **DD/MM/YYYY**.
- Individual tabs on each 2012 system page are accessed via a drop down menu
- Accessibility Mode users will only need to click the mouse once rather than double clicking
- Any dates selected will need to be added by selecting Ctrl and S as they will not save automatically in accessibility mode
- Menus and fields are displayed differently, and fields cannot be personalised
- There is no scrolling option in accessibility mode

The **Accessibility Mode** can be accessed by caseworkers through a desktop icon, which will be pre-set with the SI functionality. If this icon is not present on your desktop and you require access to the **Accessibility Mode**, you will need to contact your local IT support team. Running the **Accessibility Mode** will enable the system's compatibility with the standard CMG or Northern Ireland Child Maintenance Service (NICMS) accessibility desktop tools.

Keyboard shortcuts

The 2012 scheme has a number of useful shortcuts which can be used in place of a mouse, they are detailed in the table below.

Keystroke	Behaviour
Go to Help Menu (Getting started: Using keyboard shortcuts details all available keyboard shortcuts)	CTRL+H
Go to Application Menu	CTRL+ALT+M
Go to Applet Menu	CTRL+SHIFT+M
Go to Screen tab	CTRL+SHIFT+T
Go to View tab	CTRL+ALT+T
Next Applet	CTRL+SHIFT+]]
Previous Applet	CTRL+SHIFT+[[
Next Frame	CTRL+SHIFT+= =
Previous Frame	CTRL+SHIFT+- -
2012 System Back	ALT+LEFT ARROW
2012 System Forward	ALT+RIGHT ARROW
Go to Show Menu	CTRL+SHIFT+V
Go To History List	CTRL+SHIFT+H
Go to Sitemap	CTRL+SHIFT+A
Go to Message Broadcast Bar	SHIFT+F3
New Record	CTRL+N
New Query	ALT+Q
Execute Query	ENTER
Refine Query	ALT+R
Delete Record	CTRL+D

About Record	CTRL+Alt+K
Record Count	CTRL+SHIFT+3
Undo Record	CTRL+U or Escape
Copy Record	CTRL+B
Save Record	CTRL+S

For more information on keyboard shortcuts, refer to the [Keyboard Shortcut](#) emulation

Accessibility tools

One of the tools available to assist an impaired caseworker is job access with speech (JAWS), which is a computer screen reader program compatible with Microsoft Windows. JAWS allows blind users to read the details on the 2012 system screen via either a text-to-speech output or a refreshable braille display.



When using some screen reader tools such as JAWS, note that when selecting a link that has 'mvg' at the end of the link's text, the link will cause a popup to open in a new window and you may need to bring this link into focus to complete your task.

For those users with blindness, low vision, dyslexia, dyspraxia, mobility or dexterity impediments, the dragon application tool is available. Dragon allows the system to recognise a user's speech so that they can work virtually hands free. The speech recognition function of dragon takes away the need for an impaired user to have to type, and also therefore assists users with repetitive strain injury (RSI).

Another tool, Supernova is a screen magnifier and screen reader developed by Dolphin Systems, which is available for use by people with a range of visual impairments.

Similarly to Supernova, ZoomText is a magnification and screen reading program that can enlarge, enhance and read aloud everything displayed on the 2012 system screen. For instance, the ZoomText AppReader provides complete screen and document reading, and full internet accessibility. It can automatically read through an entire document or web page, or can manually read by word, line, sentence or paragraph. Each spoken word is highlighted with settings that allow customisation, including shape, size, colour and transparency level.

When editing a letter in the Adobe letter template, it is possible to zoom in or out of the letter, and therefore increase the text size of the letter. This can be done by selecting the preview of the letter and then holding the Ctrl key and using the + or - keys on the right of the keyboard to zoom in or out as desired.

The BT phonebook functionality will be available to accessibility mode users.



When speaking to clients always use the new terminology - for more information refer to the [Terminology Changes](#).

Exceptions

For Northern Ireland replace CMG with NICMS.

Related Items

[Terminology Changes](#)