

Accessibility Compliance Statement – Reward Gateway

The Reward Gateway system has been tested against Level A and AA WCAG 2.0 and WCAG 2.1 checkpoints. The platform has achieved a good level of accessibility compliance, however, there are still outstanding accessibility issues, which we are expecting fixes to be implemented after launch.

Accessibility testing has focused on enabling users to be able to search for content relevant to their needs, add items to the basket, review selected items and price, and successfully complete the payment process.

Instructions for a better user experience

- We recommend using desktop devices instead of mobile phones.
- We recommend using the Chrome browser.
- Search functionality requires users to press tab in order to move to the search results.
- Screen reader users - Account quick links role and state is not announced correctly; the object is announced as a link. Action the quick links and navigate to the list of links that appear below it.
- For magnification and keyboard combinations, Reward Gateway website should be used with 175% in browser magnification.
- Please note error messages are not presented in a sequential order.
- Read payment instructions (located above the card payment form fields).

Outstanding accessibility issues

General

- No heading levels on the login page.
- Instances of small text.
- Not all text colour contrast is consistent or the same.
- Payment details form fields do not have any visible text labels (instructions are given before the form fields).
- Expand/collapse states are not announced.
- Keyboard not operable in 200% responsive design.
- Verbosity issues with some content

- Search functionality cannot be used with the arrow keys, the results can be reached using the tab key.
- Listed error messages appear in the wrong order.
- Image quality is lost beyond 200% magnification.
- There is a frozen navigation menu and 'Back to top' link that covers 2/3 of the screen when using the in-browser magnification.
- Cannot pinch to zoom on mobile devices.
- In 200%-400% the keyboard focus moves to hidden elements.

Microsoft Edge

- Search results do not announce after a user has entered them.
- Cannot change the value amounts in the basket with JAWS 2019.
- Purchases that require a minimum amount have an inline error message that appears, this message is not announced.

Firefox

- Firefox placeholder text is harder to read in the default view (due to contrast issues).

iPhone 6

- VoiceOver - Activating 'Account', this acts as a expand/collapse modal window, the state is not announced to users.

Android

- TalkBack - it's not possible to move to the 'Close' button when in the 'View basket' screen. Items can be removed from the pop-up basket.
- TalkBack - activating the buy now button results in the announcement of the input form field and buy button (swipe right to move to the input form field).

Improvement road map

At RNIB, we are always aiming to improve the accessibility and usability of all organisational wide systems and services. The Digital Team

achieve this through a combination of manual testing and user feedback. User feedback will be used in an annual review and will contribute towards our improvement plan.

Contact

Should any other accessibility issues arise that has not been listed in this document, please email the issue details, including the device, AT software and browser version to accessibilityrequests@rnib.org.uk.

Operating system

Windows 10
iOS 12.4.1 (iPhone 6)
Android version 8.0.0

AT used

JAWS 2019.1904.60
VoiceOver
TalkBack
Windows High Contrast mode
NVDA 2019.1.1

Browsers

Chrome Version 75.0.3770.90 (Official Build) (64-bit)
Safari 12.1
Microsoft Edge 44.17763.1.0 (Windows High Contrast)
Firefox 67.0.1 (32-bit)

Version control

Version	Date	Description
Version 1	15/11/2019	Document created.
Version 1.1	26/11/2019	Content rearranged and edited.

Date of document expiry: 15/11/2020