

# Accessibility statement for eduroam(UK) Support portal

Created 09/09/2020

## Accessibility statement for <https://support.eduroam.uk/> <sup>[1]</sup>

This accessibility statement applies to <https://support.eduroam.uk/> <sup>[1]</sup>.

This website is run by **Jisc**. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) <sup>[2]</sup> has advice on making your device easier to use if you have a disability.

### How accessible this website is

We know some parts of this website are not fully accessible:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text
- you cannot skip to the main content when using a screen reader

### How to request content in an accessible format - feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille, contact us:

- e-mail: [help@jisc.ac.uk](mailto:help@jisc.ac.uk) <sup>[3]</sup>
- call: 0300 300 2212
- speak to [your account manager](#) <sup>[4]</sup>
- [how to contact us](https://www.jisc.ac.uk/contact) <sup>[4]</sup><https://www.jisc.ac.uk/contact> <sup>[5]</sup>

We'll consider your request and get back to you within 10 days.

### Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: [help@jisc.ac.uk](mailto:help@jisc.ac.uk) <sup>[3]</sup> quoting 'for the attention of eduroam(UK) Service Manager'.

## **Enforcement procedure**

If you contact us with a complaint and you're not happy with our response, [contact the Equality Advisory and Support Service \(EASS\)](#) <sup>[6]</sup>.

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations').

## **Technical information about this website's accessibility**

Jisc is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## **Compliance Status**

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) <sup>[7]</sup> AA standard, due to the non-compliances listed below.

## **Non accessible content**

The content listed below is non-accessible for the following reasons.

### **Non-compliance with the accessibility regulations**

#### **Third-party tools**

We use an embedded map tool published by Microsoft Bing to present a world map of the participating members in eduroam. <https://map.eduroam.uk/eduroammap.html> <sup>[8]</sup> This tool is outside our control and may not comply with accessibility regulations.

We ask our members to access a third-party system called eduroam CAT, at <https://cat.eduroam.org/> <sup>[9]</sup>, which is provided by GÉANT. This system is outside our control and may not comply with accessibility regulations.

#### **Our website**

There exists a problem in zooming beyond 130% without the text spilling outside the viewing panels or off the screen.

There exists a problem that our pages are difficult to navigate using a keyboard without a mouse/tracker pad.

There exists a failure for WCAG 2.1 success criterion [1.3.1 - Info and relationships](#) <sup>[10]</sup>. We plan to fix the above issue by December 2020. We will make sure that we meet the accessibility standards.

There exists a failure for WCAG 2.1 success criterion 1.4.6 - Contrast enhanced [11]. We plan to fix the above issue by December 2020. We will make sure that we meet the accessibility standards.

There exists a failure for WCAG 2.1 success criterion 1.3.4 - Orientation [12]. We plan to fix the above issue by December 2020. We will make sure that we meet the accessibility standards.

## **Disproportionate burden**

### **Navigation and accessing information**

Some of our pages are difficult to navigate using a keyboard without a mouse/tracker pad.

It's not possible for users to change text size without some of the content overlapping.

We've assessed the cost of fixing the issues with navigation and accessing information. We believe that doing so now would be a disproportionate burden [13] within the meaning of the accessibility regulations.

### **Content that's not within the scope of the accessibility regulations**

Some of our documentation is presented in PDF form and was originally published by third parties. We are not responsible for this documentation.

Some of our non-essential documentation was published before 23 September 2018 and accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 [14] if they're not essential to providing our service.

### **What we're doing to improve accessibility**

Our accessibility roadmap <https://community.jisc.ac.uk/library/network-and-technology-service-docs/eduroamuk-accessibility-roadmap> [15] shows how and when we plan to improve accessibility on this website.

Whenever new features are released they must meet WCAG 2.1 AA. We're committed to addressing the issues above, either by redevelopment ourselves, or by raising the issue of accessibility with our third-party vendors.

### **Preparation of this accessibility statement**

This statement was prepared on 9th September 2020. It was last reviewed on 9th September 2020.

This website was last tested on 8th September 2020. The test was conducted by ourselves.

We used the following accessibility evaluation tools:

- WAVE: <https://wave.webaim.org/> [16]
- Axe: <https://www.deque.com/axe/> [17]
- SiteImprove: <https://siteimprove.com/en-gb/accessibility/> [18]
- Web2Access: <https://web2access.org/> [19]

We tested:

- our main platform, available at <https://support.eduroam.uk/> [1] and its internal pages available after logging in
- the eduroam(UK) map of participating locations, available at <https://map.eduroam.uk/eduroammap.html> [8]

You can read the full accessibility test report at: <https://community.jisc.ac.uk/library/network-and-technology-service-docs/eduroamuk-support-accessibility-test> [20]

### Automated Testing Statistics

- Conformance level A guideline pass rate: 76.92%
- Conformance level AA guideline pass rate: 69.23%
- Conformance level AAA guideline pass rate: 69.23%

This accessibility statement was manually created using the [sample format defined by the UK Government \(2 April 2020 edition\)](#) [21].

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**Source URL:** <https://community-stg.jisc.ac.uk/library/network-and-technology-service-docs/accessibility-statement-eduroamuk-support-portal>

### Links

- [1] <https://support.eduroam.uk/>
- [2] <https://mcmw.abilitynet.org.uk/>
- [3] <mailto:help@jisc.ac.uk>
- [4] <https://www.jisc.ac.uk/contact/your-account-manager>
- [5] <https://www.jisc.ac.uk/contact>
- [6] <https://www.equalityadvisoryservice.com/>
- [7] <https://www.w3.org/TR/WCAG21/>
- [8] <https://map.eduroam.uk/eduroammap.html>
- [9] <https://cat.eduroam.org/>
- [10] <https://www.w3.org/WAI/WCAG21/Understanding/info-and-relationships>
- [11] <https://www.w3.org/WAI/WCAG21/Understanding/contrast-enhanced>
- [12] <https://www.w3.org/WAI/WCAG21/Understanding/orientation>
- [13] <http://www.legislation.gov.uk/uksi/2018/952/regulation/7/made>
- [14] <http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made>
- [15] <https://community.jisc.ac.uk/library/network-and-technology-service-docs/eduroamuk-accessibility-roadmap>
- [16] <https://wave.webaim.org/>
- [17] <https://www.deque.com/axe/>
- [18] <https://siteimprove.com/en-gb/accessibility/>
- [19] <https://web2access.org/>
- [20] <https://community.jisc.ac.uk/library/network-and-technology-service-docs/eduroamuk-support-accessibility-test>
- [21] <https://www.gov.uk/government/publications/sample-accessibility-statement/sample-accessibility->

statement-for-a-fictional-public-sector-website