

Common Web Accessibility Pitfalls Found in Websites/Mobile Apps

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Digital Inclusion Division**

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Common Pitfalls



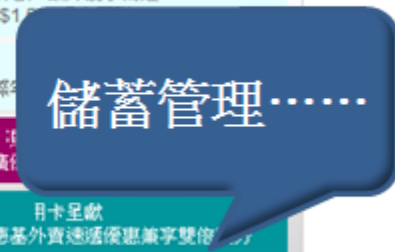
1. No alternatives for non-text content




- 網上理財
- 登入
 - 網上登記
 - 服務概覽




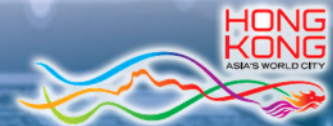
Screen Reader



Screen Reader

 Screen reader cannot read the picture

 Meaningful text description can be read by the screen reader







Common Pitfalls

1.1 No meaningful text alternatives for banners, images, icons



 `<img src = "image1.jpg"
alt="image1">`

 `<img src = "image1.jpg"
alt="進出口貿易信用保險">`





Common Pitfalls

1.2 Null value "" should be used for decorative images

企業銀行服務

工商客戶凡透過本行成功申請「融資擔保計劃」，可獲3個月擔保費資助，最高可達港幣20,000元。



`<img src = "arrow.jpg"
alt="bullet">`



`<img src = "arrow.jpg"
alt="">`







Common Pitfalls

1.3 Alt-text should be in the same language as the user-selected language



 `<img src = "image1.jpg"
alt="Site Map">`

 `<img src = "image1.jpg"
alt="網站地圖">`







Common Pitfalls

2. Not fully operable through a keyboard interface



 ``

 ``






Common Pitfalls

2.1 Pop-up windows unable to close by keyboard interface



 No ways to dismiss dialogue boxes, popups or other windows



 `<input type="button" value="Close" onclick="window.close();" />`



Common Pitfalls




3. Links not clear and informative

Loan

repayment of interest onl...
revolving credit
personal loan for study a...
salary loan
credit loan


More

 `
More`

Loan

repayment of interest onl...
revolving credit
personal loan for study a...
salary loan
credit loan

More information for Loan Services

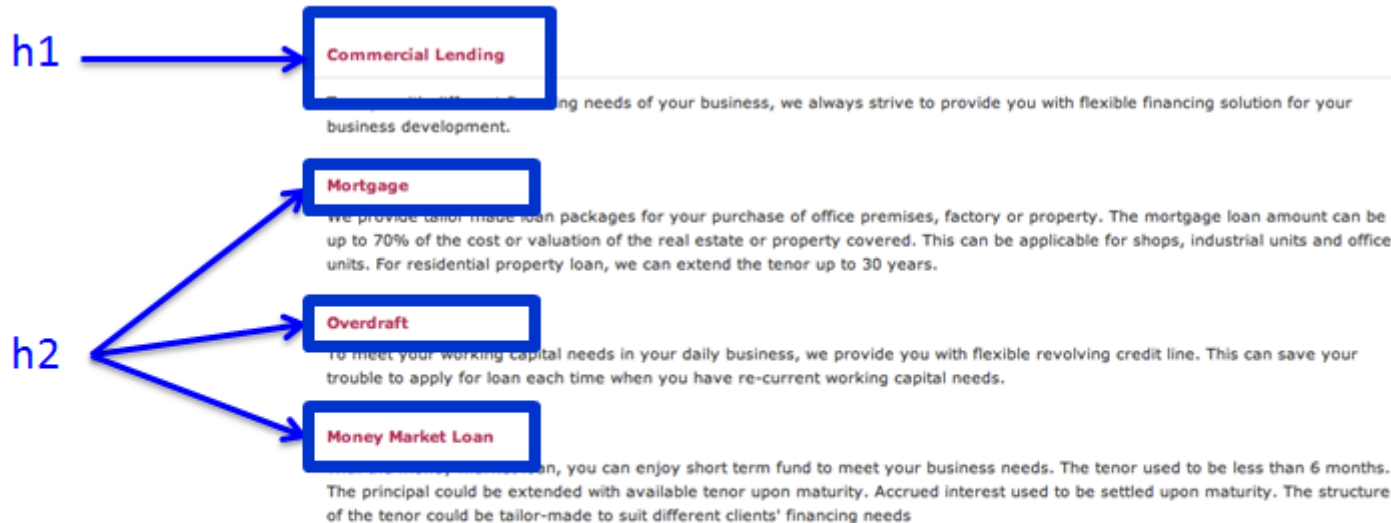
 ` More
information for Loan
Services`





Common Pitfalls



4. Insufficient HTML markup headers



 `<p>Commercial Leading</p>`
`<p>Mortgage</p>`
`<p>Overdraft</p>`

 `<h1>Commercial Leading</h1>`
`<p>...</p>`
`<h2>Mortgage</h2> <p>...</p>`
`<h2>Overdraft</h2> <p>...</p>`



Common Pitfalls



5. No input assistance for input fields

Language English

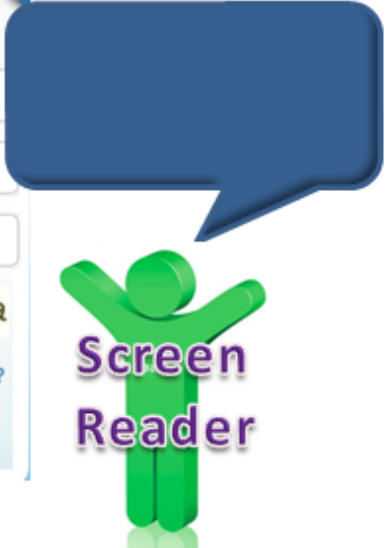
Customer Number

User Name

Password

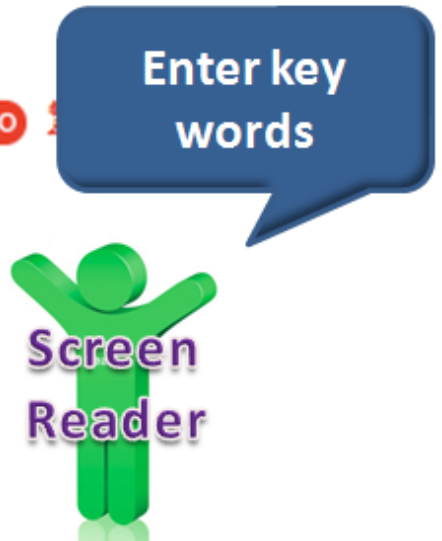
Check Code nhwqa
Try a new code?

Next




Screen Reader


Search Enter key words GO



Enter key words

Screen Reader

 `<input type="text" name="Search" id="Search" />`

 `<input type="text" name="Search" id="Search" value="Enter key words" />`




Common Pitfalls



6. Inaccessible PDF

Screen Reader

Gift Redemption

 Unable to access scanned PDF in the website

 Accessible PDF should be provided





Common Pitfalls

7. No captions or sign language for pre-recorded videos



No captions or
sign language



Captions / sign language should be provided;
For third-party video or link to self-owned
video published on other platform, relevant
information such as description or summary)
should be provided



Common Pitfalls




8. Not provide sufficient colour contrast

Foreign Currency Notes Exchange Rates (As at 05-12-2013 16:21)

Currency	Code	Bank Buy	Bank Sell
US Dollar	USD	7.7130	7.7740
Renminbi	CNY	1.2680	1.2810
Australian Dollar	AUD	6.9600	7.0530
Canadian Dollar	CAD	7.2350	7.3280
Swiss Franc	CHF	8.5520	8.6440
Euro	EUR	10.5210	10.6250
Pound Sterling	GBP	12.5940	12.8950
Japanese Yen (per 1,000)	JPY	75.7100	76.5800
New Zealand Dollar	NZD	6.3130	6.4320
Singapore Dollar	SGD	6.1290	6.2330
Thai Baht	THB	0.2380	0.2580
New Taiwan Dollar	TWD	0.2590	0.2790
South African Rand	ZAR	0.6670	0.7630

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Swiss Franc	CHF	8.5520	8.6440
Euro	EUR	10.5210	10.6250
Pound Sterling	GBP	12.5940	12.8950
Japanese Yen (per 1,000)	JPY	75.7100	76.5800
New Zealand Dollar	NZD	6.3130	6.4320
Singapore Dollar	SGD	6.1290	6.2330
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 Colour contrast ratio less than 4.5:1 (large font - 3:1), corporate logo exempted

 Colour contrast ratio at least 4.5:1 or 3:1 for large font



Common Pitfalls



9. Not allow to skip repetitive block of content



Hidden text “Skip to content” or “Skip to e-banking” should be added



Skip to e-banking



 No skip to content function

-  Allow users to skip the repetitive block;
-  It can be implemented as a hidden function



Common Pitfalls



10. Inaccessible animated content or rolling banner



 **Inaccessible rolling banner**

 **Allow users to access content for rolling banner**



Common Pitfalls



11. No caption and title for the table

Loan feature	Loan amount (HK\$)	Loan tenure	Monthly repayment
Interest Rate (Monthly Flat Rate)	\$5,000 - \$19,999	60 months	0.373963%
Monthly Repayment Amount (HK\$)	\$5,000 - \$19,999	60 months	\$20.43
Annualized Percentage Rate	\$5,000 - \$19,999	60 months	(12.32%)

```
<table summary="This is a monthly repayment table for .....">
<caption>Monthly repayment table</caption>
<tr>
  <th>Loan feature</th>
  <th>Loan amount (HK$)</th>
  ...
</tr>
...
</table>
```

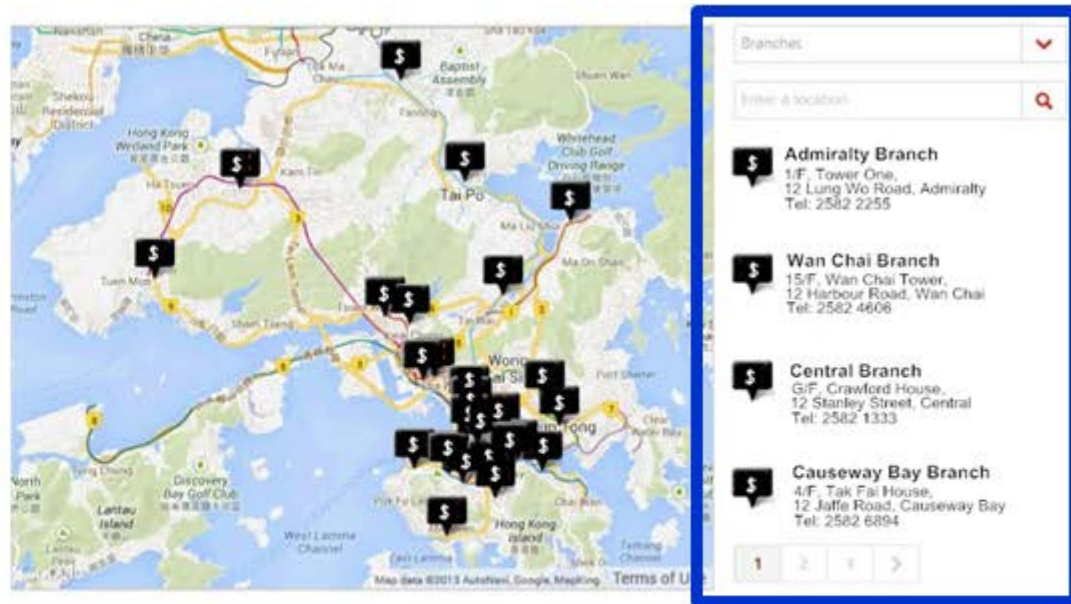
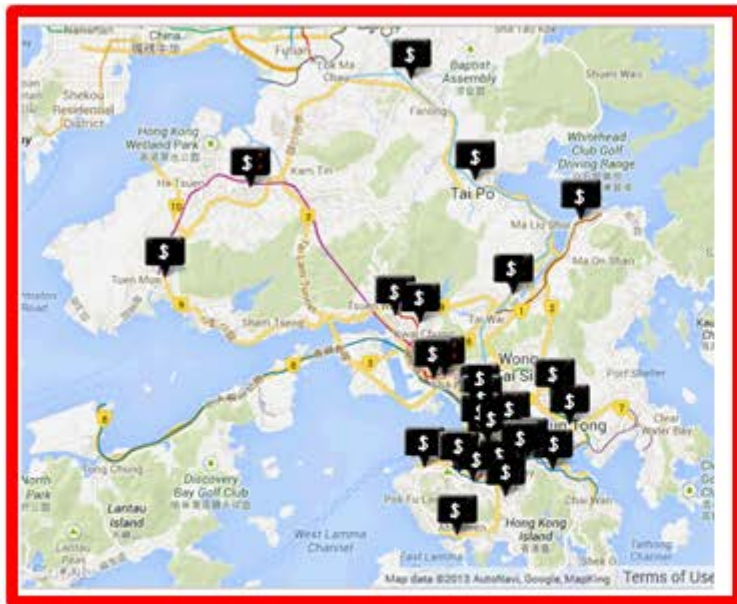
No caption and title for the table



Common Pitfalls



12. No alternative information for map



 No alternative means to access the information

 Provide alternative information on the webpage





Common Pitfalls

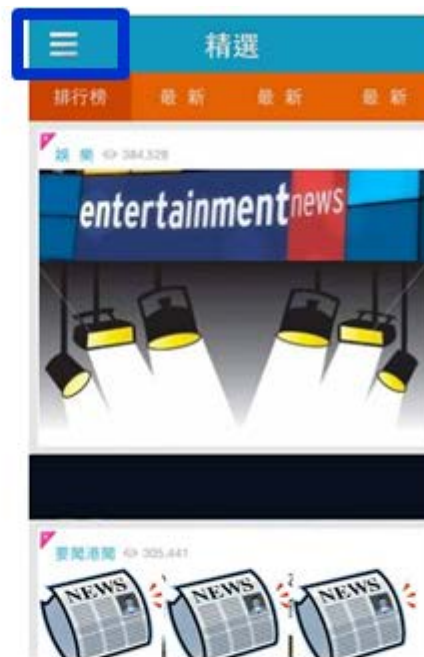
1. No alternatives for non-text content



Screen Reader



Text alternative not provided



Screen Reader



Meaningful text description can be read by a screen reader





Common Pitfalls

1.1 Alt-text should be in the same language as the user-selected language



Text resize




Screen Reader



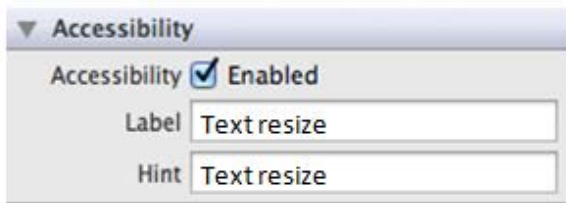
調校字體大小



Screen Reader

 Android:contentDescription="Text resize"

 Android:contentDescription="調校字體大小"





Common Pitfalls

2. No clear and simple headings



No clear and simple headings



Clear and simple headings should be provided





Common Pitfalls

3. Non-meaningful content sequence


成交40億 沽空比率17% ← 4
 大行唱好 ← 2
 2013年11月15日

1 → 

(資料圖片)

季績雖遜預期， ← 3
 惟獲證券商調高目標價，昨彈
 4.6%，至410.8元收市，更獨
 力支撐大市63點。

成交40億 沽空比率17% ← 1
 大行唱好 ← 2
 2013年11月15日

 ← 3

(資料圖片)

季績雖遜預期， ← 4
 惟獲證券商調高目標價，昨彈
 4.6%，至410.8元收市，更獨
 力支撐大市63點。

 Non-meaningful content sequence

 Clear and simple headings should be provided





Common Pitfalls

4. Not compatible with screen readers



Not functional when screen reader is enable. e.g. cannot scroll the pages



Function work properly when screen reader is enabled. e.g. enable forward and backward buttons for access multiple pages





Common Pitfalls

5. Not provide sufficient colour contrast



 Low colour contrast ratio



 Proper colour contrast ratio






Common Pitfalls

6. Insufficient time for users to read the content and operate a function



 No sufficient time to read the content



 Sufficient time should be provided to read the content and operate function






Common Pitfalls

7. No input assistance for input fields



 No input assistance is provided for input fields



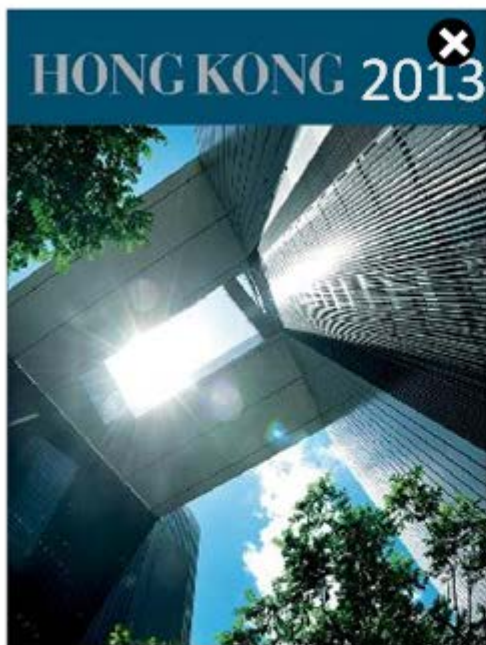
 Input assistance should be provided for input fields.






Common Pitfalls

8. Handling of Pop-over (e.g. pop-up advertisement)



 Focus stayed on the main screen



 Focus goes to the pop-over, and provide means to close the pop-over



Useful Resources



Web Accessibility Handbook
(www.webforall.gov.hk/wahandbook)



Mobile Application Accessibility Handbook
(www.webforall.gov.hk/maahandbook)

- Including basic concept, best practices and testing strategy

Thank you!

Web Accessibility Campaign Programme Office

Email : wac@ogcio.gov.hk

Tel. no. : 2582 4606

