



ACCESSIBILITY STATEMENT

Created 26/02/2020



For support and questions please contact:

+44 (0)1202 777 210 / info@siso.co.uk

Accessibility Statement for Smarthub

Siso Software Limited is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Measures to support accessibility

Siso Software Limited takes the following measures to ensure the accessibility of **Smarthub**:

- Include accessibility throughout our internal policies
- Develop and design with accessibility at the core of the **Smarthub** system

Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. **Smarthub** is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

Compatibility with browsers and assistive technology

Smarthub has been tested with the following assistive technologies:

- NVDA - <https://www.nvaccess.org/>
- Dragon - <https://www.nuance.com/en-gb/dragon.html>

Smarthub is a Web 2.0 system and is accessed via web browsers on any platform. All current major browsers are supported on all current patched operating systems (*Phone, Tablet and Desktop hardware*)

Smarthub is not compatible with:

- Support is limited or withdrawn from browsers that don't adopt the current level of web technologies, security and standards. We do not support unsupported browsers and operating systems on any platform.

Technical specifications

Accessibility of **Smarthub** relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

Limitations and alternatives

Despite our best efforts we are aware of some areas where we cannot improve the accessibility of **Smarthub**. Below is a description of known limitations, and potential solutions.

Please contact your local service support team if you observe an issue not listed below.

Known limitations for **Smarthub**:

1. **There are a few administration tools within **Smarthub** that do not entirely conform to accessibility standards due to their complexity.**

The use of a mouse to control certain graphical tools where no keyboard alternative is supported because of the way the interface is designed and operates for this specific feature.

We have a range of alternative tools that support users with accessibility limitations.

Admins have additional tools that perform the same functionality and conforms to accessibility standards.

Assessment approach

Siso Software Limited assessed the accessibility of **Smarthub** by the following approaches:

- Self-evaluation

Some accessibility features of the **Smarthub** system

- Text can be resized throughout the system by the zoom controls in the browser
- Colours can be customised for colour blindness or dyslexia
- Book by speech using simple booking tool
- Where applicable, keyboard controls throughout
- Simple Booking UI for phone and tablet

Feedback

Whilst we strive to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the **Smarthub** system. If you have difficulty accessing the site or have any comments or feedback on how we can improve your online experience, please do not hesitate to contact your local service support team.

Formal approval of this accessibility statement

This Accessibility Statement is approved by

