Asio and Accessibility

This document describes how the online reservation services produced by Asio Booking implement the EU Requirements according to the Accessibility Directive.

The accessibility of online services means that everyone could use digital services regardless of the situation. The EU Accessibility Directive promotes the equality of users. Globally, up to 15% of people cannot use online services because they are not designed correctly.

The EU Accessibility Directive is based on the Web Content Accessibility Guidelines, i.e. the WCAG standard. The standard includes criteria that the accessible online service is required to comply with.

https://www.w3.org/Translations/WCAG20-fi/

The accessibility directive applies to public administration online and mobile services. This includes, for example municipalities and schools as well as entities that receive support from the government for provision of online services.

Websites published after 23rd September 2018 must comply with accessibility requirements on 23rd September 2019. Websites published before 23rd September 2018 must comply with accessibility requirements on 23rd September 2020. Mobile applications must comply with accessibility requirements by June 23, 2021.

Asio-Data considers the Accessibility Directive highly important and a crucial part of planning and implementing all Asio-Data's online booking services. Asio-Data applies the Accessibility requirements based on the guidelines published by the Municipal Association of Finland.

1) Observability

1.1 Provide textual equivalents for all non-textual content so that the content can convert to other necessary formats, such as large text, braille, into speech, symbols or simpler language.

➔ ALT data is produced for the images presented in Asio-Data's online services.

1.2 Offer an equivalent for time-bound media.

➔ Practically applies to carousels, videos, etc. Asio-Data's online services are not connected with time-bound media.

1.3 Produce content that can be presented in different ways without losing the information structure.

➔ Asio-Data's online services are designed and implemented based on the principle of responsiveness.

1.4. Make it easier for users to see and hear content by adding foreground that stands out from the background.

➔ Example: If the website has a background image, then there must be a background color that provides sufficient contrast under the text, and not e.g. text directly on top of the image.

2) Manageability

2.1. Implement all functionality so that it is accessible from the keyboard.

➔ In Asio-Data's online services, this principle is applied, except for those user interface components that are designed to be used by painting or clicking with the mouse. Painting and clicking takes place especially in use of booking calendars.

2.2 Give users enough time to read the content and use the service.

➔ Asio-Data's online services do not have automatically hidden content.

2.3 Do not design content in a way that is known to cause seizures.

➔ Asio-Data takes this into account as part of the visual user interface design. The user interface does not have any kind of flashing or otherwise disturbing elements.

2.4 Provide users with ways to navigate, discover content, and determine their location in the service.

➔ There are several ways to discover content in Asio-Data's online services. For example:
- Navigation: traditional navigation, index based search, traditional search engine, landing page entries to main service functions, mobile components in responsive use.
- Location determination: Page titles (also HTML meta-title), breadcrumb paths.

3) Comprehensibility

3.1 Make the text content readable and understandable.

➔ Asio-Data's customers are typically responsible for the text content of their online service. The fixed text components of the Asio-Data's online services are designed and implemented in readable and understandable manner.

3.2 Make online services so that their appearance and functionality are predictable.

➔ Asio-Data's online sevices use commonly recognizable visual cues within service functions, such as:
- Easily identifiable form components such as radios, selects, checkboxes, and clickable buttons.
- Clearly visible clickable links, with either underlining or an icon attached to them.

3.3 Assist users to avoid and correct usage errors.

➔ Asio-Data's online services apply forecasting as follows:
- Form inputs are validated and error situations are clearly communicated to the user.
- Incorrect input does not cause other entered data to be lost.
- Non-functional buttons and links are hidden or highlighted visually and in an understandable way.
- The user's return function ("back") is connected to the functions, which can be used to correct previously entered incorrect information or an error.

4) Robustness

4.1 Maximize compatibility with current and future web-technologies, including assistive method technologies.

➔ Asio-Data uses the latest proven mainstream technologies in the production of online services.
- Asio-Data's online services are implemented with HTML5 and javascript and CSS, without exotic additional technologies.
- The support of assistive method technologies (e.g. metadata for screen readers) is used where necessary and deliberately.

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