

# Accessibility Test Report

Helsinki City Executive Office  
Newsletter

<https://helsingin-kaupunki-koulutustili-lm.mail-eur.net/archive/show/1127575>

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## 1 Introduction

This report contains a description of the observations made by Unicus Oy during the accessibility audit of the Newsletter website. The report seeks to offer solutions to the observed problems and defects. The significance of each accessibility problem for the users of the service is expressed in the following terms:

Critical problem:

Prevents a certain group of users from using the service or some part of it.

Significant problem:

Makes using the service inconvenient or prevents it to a certain extent.

Minor accessibility problem:

Solving these problems improves the usability of the service for specific groups.

The observations contain references to the WCAG accessibility standard, which constitutes the basis for the Finnish Accessibility Act (the Act on the Provision of Digital Services). An observation with a WCAG 2.1 mark indicates a breach of the accessibility law regardless of how critical the defect is for the user.

## 2 Assignment

Service tested

- Newsletter
- <https://helsingin-kaupunki-koulutustili-lm.mail-eur.net/archive/show/1127575>

## 3 Summary of the accessibility of the service

The simple layout of the newsletter provides for good readability and accessibility. There are some errors that should be fixed as soon as possible, such as the language not being specified and ambiguous link texts.

## 4 Critical errors

### 4.1. No language specification

#### Location

The entire page

#### Description

The language of the newsletter has not been specified at all. This affects, for example, assistive technologies that change reading languages automatically when browsing the page. Without a language specification, screen readers, for example, cannot automatically select the right language. This can be inconvenient especially for less experienced users of assistive technology.

#### Suggested improvement

The language tag lang=fi should be added to the beginning of the site.

#### WCAG 2.1

##### 3.1.1 Language of Page Level: A

The default human language of each Web page can be programmatically determined.

## 5 Significant errors

### 5.1. 'Read more' links

#### Location

The entire newsletter

#### Description

The newsletter contains several links whose link texts merely say "Read more". Since, for example, people who use screen readers often browse websites by jumping between links, the description "Read more" without context tells the user nothing about the purpose of the link.

#### Suggested improvement

The link ought to show its purpose, in this case what topic the user can read more about.

#### WCAG 2.1

##### 2.4.4 Link Purpose (In Context) Level: A

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

### 5.2. Insufficient descriptions of graphics

#### Location

Header, footer, bottom of the newsletter

#### Description

The City of Helsinki logos appear in the newsletter with the sole description "Graphic logo". This does not tell, for example, people who use a screen reader anything about the purpose of the graphic. Moreover, there is an image at the bottom of the page with no text alternative. Due to its content, the image is assumed to be a placeholder for video content.

### Suggested improvement

The graphics ought to have more descriptive text alternatives, such as "logo of the City of Helsinki". Alternatively, graphics that contain no relevant information can be provided with an empty alt tag so that assistive technologies ignore them. Any video content that may replace the image in the newsletter should adhere to the WCAG in terms of subtitles, audio description etc.

## WCAG 2.1

### 1.1.1 Non-text Content Level: A

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

- **Controls, Input:** If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)
- **Time-Based Media:** If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)
- **Test:** If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.
- **Sensory:** If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.
- **CAPTCHA:** If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided. Furthermore, alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.
- **Decoration, Formatting, Invisible:** If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

## 6 Other errors

### 6.1. Extra line breaks between paragraphs

#### Location

Between the news paragraphs

#### Description

The paragraphs are separated by extra line breaks. Using HTML code to format content should generally be avoided, because it can interfere with the functionality of assistive technologies. In this case, the screen reader will simply read the empty rows as 'empty'. This may cause confusion, since the user may believe that there is no more content on the page, or that there is a problem with the screen reader.

## Suggested improvement

The page should be formatted with CSS styles instead of directly editing the HTML code. br tags should only be used when the line break is a part of the content, not for visual formatting.

## WCAG 2.1

### 1.3.1 Info and Relationships Level: A

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

## 6.2. The heading hierarchy is not logical

### Location

The newsletter headings

### Description

The order of the heading levels in the newsletter is not logical. The level of the first heading, next to the Helsinki logo (placeholder "Otsikko/Palvelu"), is h2, while the subsequent proper heading has the level h1. The level of all the subsequent headings is h2. The subsequent adjacent headings at the bottom of the page are on level h3, and finally Contact information and the heading of the service-specific links are on level h4.

### Suggested improvement

The level of the main heading should be h1, that of its subheadings h2, that of their subheadings h3 etc., creating a logical structure.

## WCAG 2.1

This observation is not a breach of the WCAG (level A or AA), but fixing it would make the website more accessible.

## 7 Follow-up measures

After the audit, an accessibility statement must be written based on the report. The statement must indicate the accessibility level of the website and acknowledge potential defects. The statement must be added to the site, either directly as readable content, as a download or as a link (for example, to the statement compilation page of the hel.fi website). The statement must be reachable at least from the frontpage of the site. It is good practice to place the link to the statement, for example, in the footer. The statement must be updated annually or whenever significant changes are made to the website. When changes are made, the accessibility of the whole website, or at least of the new components, must be retested.

## 8 About the accessibility testing

The testing was carried out by Unicus Oy.

The accessibility has been checked using programmatic accessibility checking and manual checking of the website. The observations about the functionality of the website apply both in a desktop environment and on mobile devices.

The manual testing has been carried out using the Chrome and Firefox browsers and the NVDA screen reader software. The Android OS and the TalkBack screen reader software were used in the mobile testing.

## 9 Contact information

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## **FIXED OR PARTLY FIXED DEFECTS**

### **4 Critical errors**

#### **4.1. No language specification**

The language is specified in the newsletter itself, but the specification is missing from the archived version. (The archived version is created when the newsletter is sent and the archive link to the newsletter is retrieved from LianaMailer.) The matter is being investigated.

### **5 Significant errors**

#### **5.1. 'Read more' links**

A certain default size and style have been set for the text of the 'Read more' button. The text in the button can be edited in the same way as other text sections on the website. Adding text or changing the size of the text changes the size of the button. The size of the button cannot be edited.

#### **5.2. Insufficient descriptions of graphics**

The text alternatives of the logos have been edited. The wave motifs have an empty alt tag, and screen readers consequently ignore them.

### **6 Other errors**

#### **6.1. Extra line breaks between paragraphs**

#### **6.2. The heading hierarchy is not logical**

The heading levels and line breaks can be changed by the person who adds content. The heading style has been set.

1 February 2022

Liana