Window-Eyes Accessibility Audit

CashManager 2011

GW Micro, Inc.

January 2012

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Contents

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<u>Software Specifications</u>

Application name:	CashManager
Application version:	Trial Version 2011 (release date: 6/14/11)
Application description:	CashManager is a simple to use small business cashbook and accounting package designed for the Windows environment.
Manufacturer:	Accomplish Ltd. (www.accomplishglobal.com)
Testing environment(s):	Windows XP SP3/Windows 7 SP1, Window-Eyes 7.5.2, Window-Eyes app: CashManager 1.0
Testing Date:	December 2011 – January 2012

<u>Introduction</u>

This report summarizes the results of GW Micro's analysis of the accessibility and usability of Accomplish CashManager 2011 with Window-Eyes 7.5.2. Prior to testing the application and conducting the audit, the Window-Eyes CashManager app was installed. The Window-Eyes CashManager app was developed by GW Micro pro bono to enhance the accessibility of CashManager with Window-Eyes and can be downloaded for free using App Get or from App Central (www.gwmicro.com/ac).

GW Micro's testing methodology involved completing a series of tasks in CashManager 2011 that were identified by Accomplish as essential to the core functionality of the application. These tasks included: software installation, registering the software, entering bank transactions, manual bank account reconciliation, bank statement importing, creating reports, creating graphs, invoicing, invoicing reports, and contact management. These tasks and instructions for completing them are documented in the CashManager tutorial guide provided by Accomplish Global.

The report documents every major interface that was encountered as each task was completed in CashManager. For each interface, five pieces of information were compiled. The title of the dialog or window, a screen shot of the interface, the steps taken to reach the interface, notes about the current accessibility and usability of the interface with Window-Eyes and finally notes about the recommended steps that could be taken to improve the accessibility and usability of the interface with Window-Eyes.

At the end of the report, the results of the audit will be summarized in an effort to explain the current overall level of accessibility and usability of CashManager with Window-Eyes as well as to discuss recommended enhancements that could be added to make CashManager more accessible and user friendly with Window-Eyes.

Comments From Accomplish:

We have taken into account everything in this audit, and have made some changes to our 2012 release. We have added a comment to each section summarizing the changes, or comments on what we are doing about the recommendations made by GW Micro.
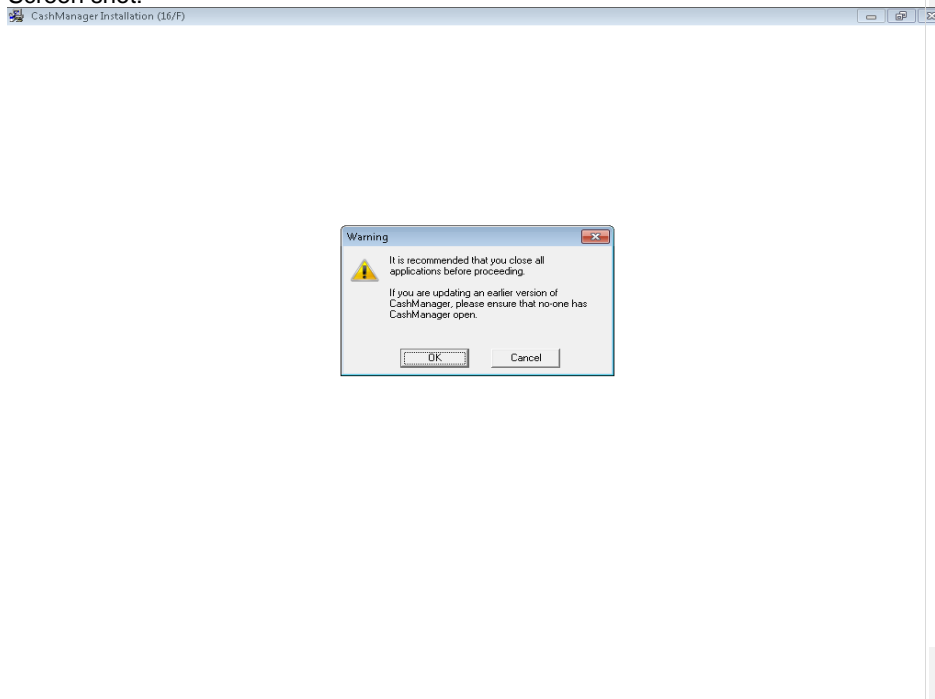
Software Installation

The CashManager software installation was initiated by running the CMW16Setup.EXE setup file that was provided to GW Micro by Accomplish Global. The following interfaces cover the CashManager installation process.

Interface 1

Title or name: CashManager Installation (16/F) – Warning Dialog

Screen shot:

Steps to access interface:
1. run CMW16Setup.EXE

Notes about accessibility or usability issues (current behavior):
• The dialog box is read automatically by Window-Eyes as expected including title bar, static text and controls. • Standard keyboard navigation techniques can be used to interact with the dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior): NA

Interface 2

Title or name: CashManager Installation (16/F) - Welcome Dialog

Screen Shot:

Steps to access interface:
1. Activate the OK button from Warning dialog.

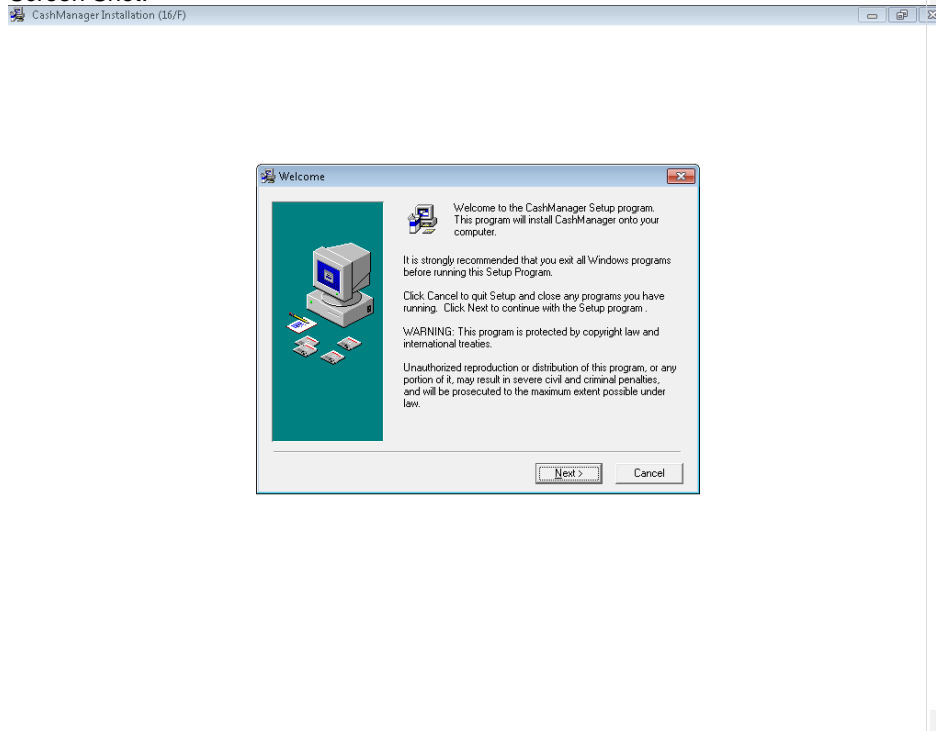Notes about accessibility or usability issues (current behavior):
- The dialog box is read automatically by Window-Eyes as expected including title bar, static text and controls.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior): NA

Interface 3

Title or name: CashManager Installation (16/F) – License Agreement Dialog

Screen Shot:
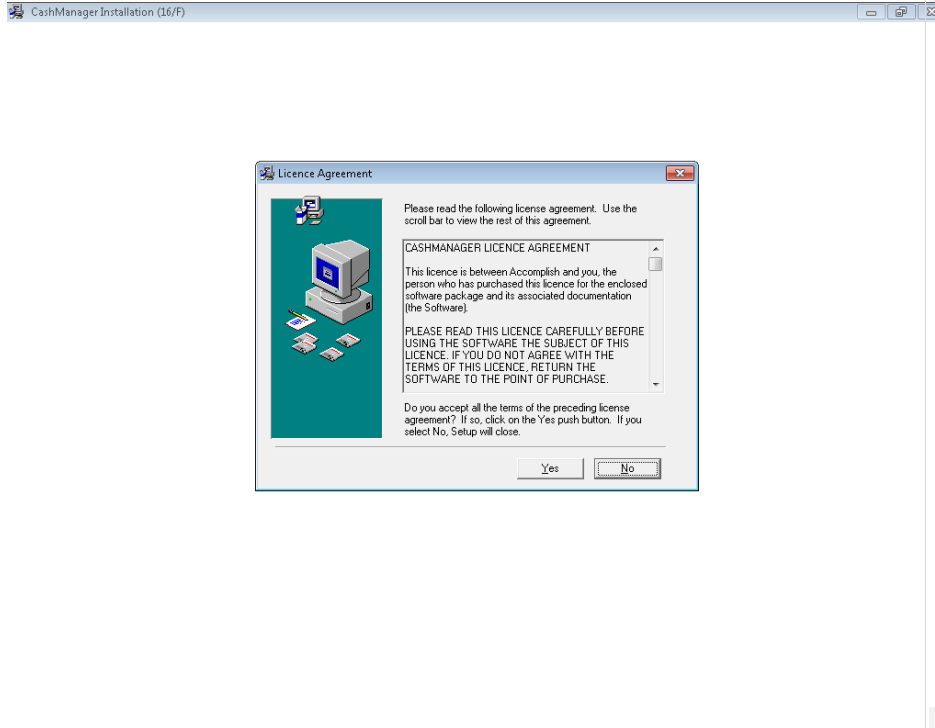
Steps to access interface:
1. Activate the Next button from the Welcome dialog.

Notes about accessibility or usability issues (current behavior):
- Window-Eyes only speaks the default No button and its associated accelerator key when the dialog gains focus.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
    - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.

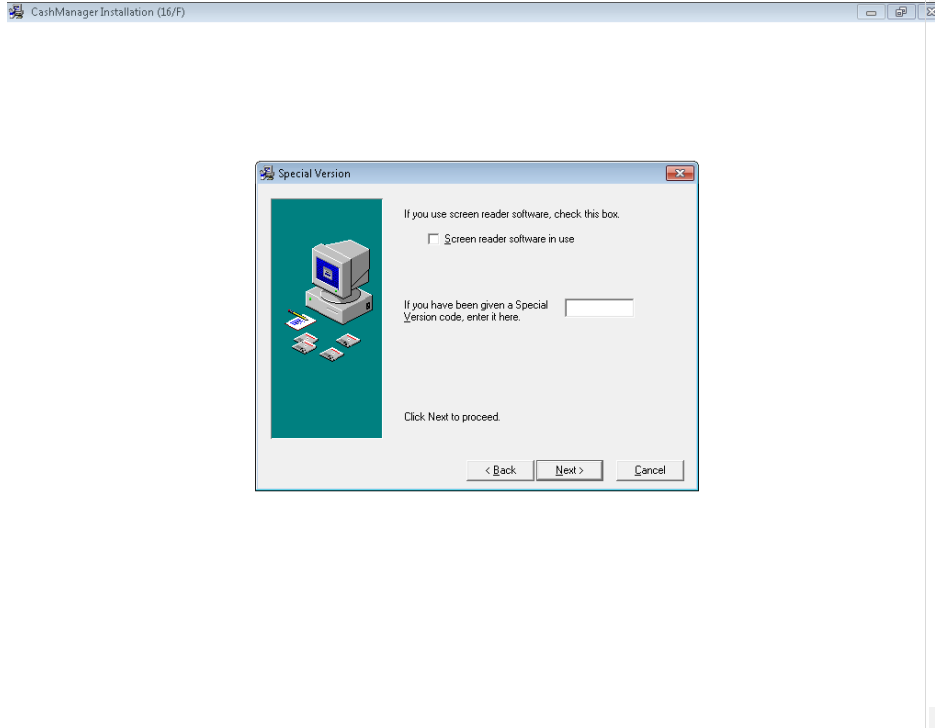**Commented [RW1]:** We are currently researching this to find a solution.

Commented [RW2]: This is a Windows 7 issue and outside our control at this stage

Interface 4

Title or name: CashManager Installation (16/F) – Special Version Dialog

Screen Shot:

Steps to access interface:
1. Activate the Yes button found in the License Agreement Dialog.

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text associated with the version code edit box's field label upon initial focus.
- Window-Eyes also speaks the following message: "if you are using a screen reading software enter the letters "VI".
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
  - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.

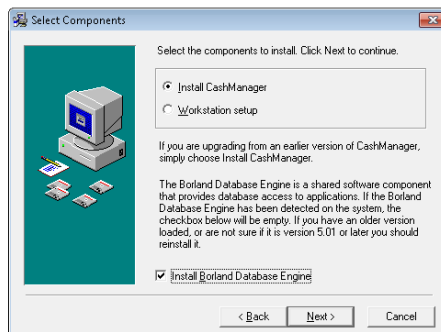**Commented [RW3]:** We are currently researching this to find a solution

Commented [RW4]: This is a Windows 7 issue and outside our control at this stage.

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Interface 5

Title or name: CashManager Installation (16/F) – Select Components

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Special Version dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the "Install Borland Database Engine" check box control upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
  - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains

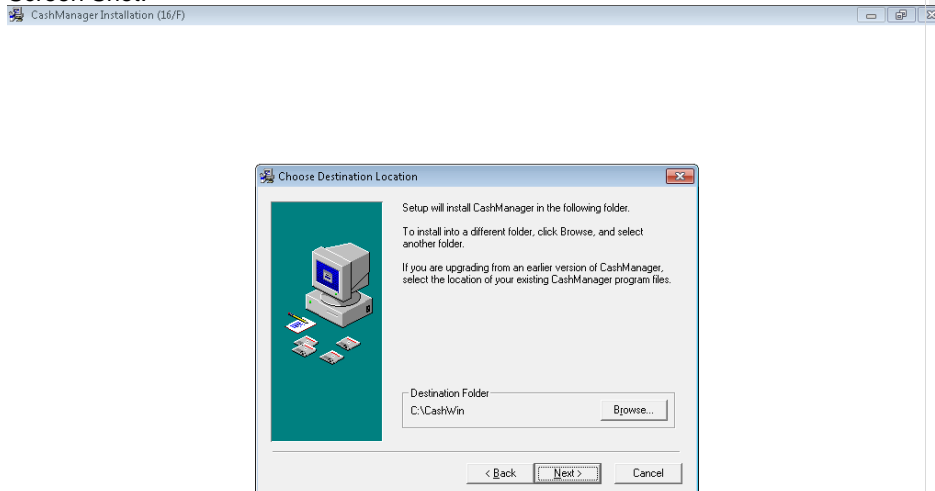**Commented [RW5]:** We are currently researching this to find a solution.

focus when you Alt-Tab back to the installation program.

> **Commented [RW6]:** This is a Windows 7 issue and outside our control at this stage.

Interface 6

Title or name: CashManager Installation (16/F) – Choose Destination Location

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Select Components dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
    - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.
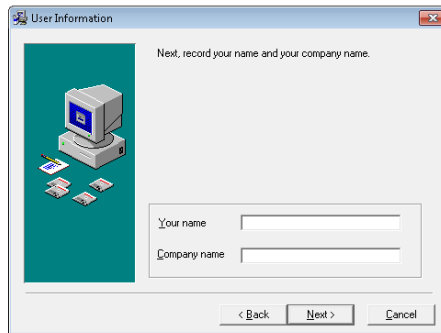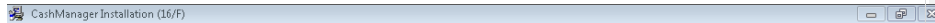
Commented [RW7]: We are currently researching this to find a solution.

Commented [RW8]: This is a Windows 7 issue and outside our control at this stage

Interface 7

Title or name: CashManager Installation (16/F) – User Information

Screen Shot:

CashManager Installation (16/F)

User Information

Next, record your name and your company name.

Your name

Company name

< Back   Next >   Cancel

Steps to access interface:
1. Activate the Next button from the Choose Destination Location dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon initial focus. If a username is found and placed in the Your name edit box, this control is read automatically upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then

return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
- o Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.

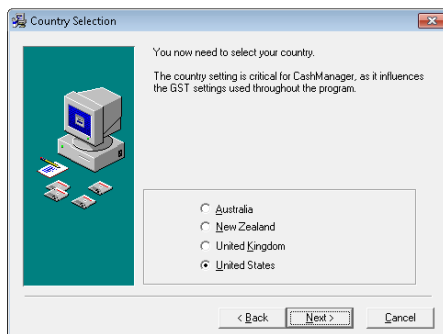> **Commented [RW9]:** We are currently researching this to find a solution

> **Commented [RW10]:** This is a Windows 7 issue and outside our control at this stage

Interface 8

Title or name: CashManager Installation (16/F) – Country Selection

Screen Shot:

Steps to access interface:
1. Activate the Next button from the User Information dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the

dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
  - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.
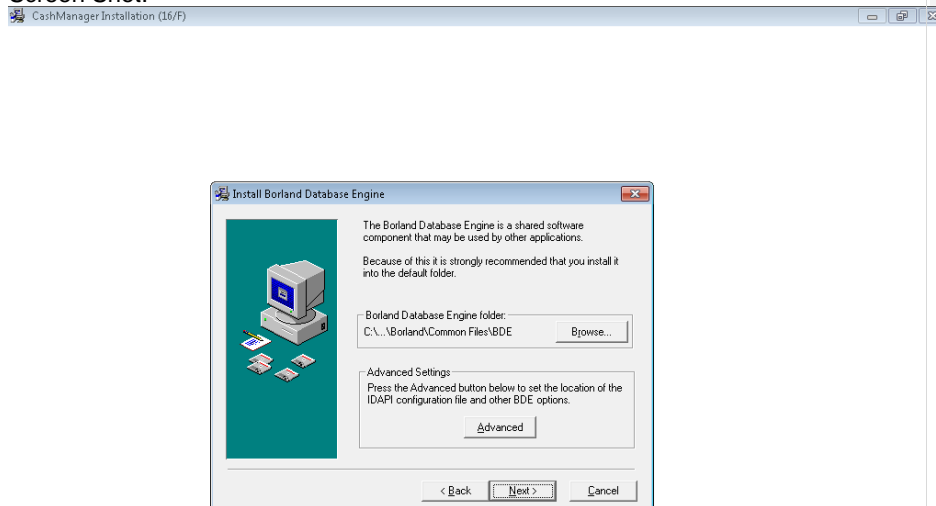
> **Commented [RW11]:** We are currently researching this to find a solution.

> **Commented [RW12]:** This is a Windows 7 issue and outside our control at this stage

Interface 9

Title or name: CashManager Installation (16/F) – Install Borland Database Engine

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Country Selection dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents

found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
  - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.
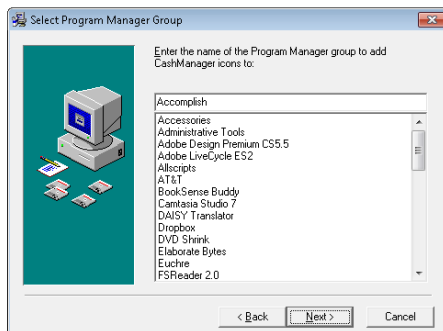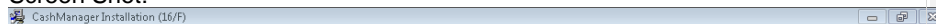
Commented [RW13]: We are currently researching this to find a solution.

Commented [RW14]: This is a Windows 7 issue and outside our control at this stage

Interface 10

Title or name: CashManager Installation (16/F) – Select Program Manager Group

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Install Borland Database Engine dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon

initial focus.

- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
    - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.
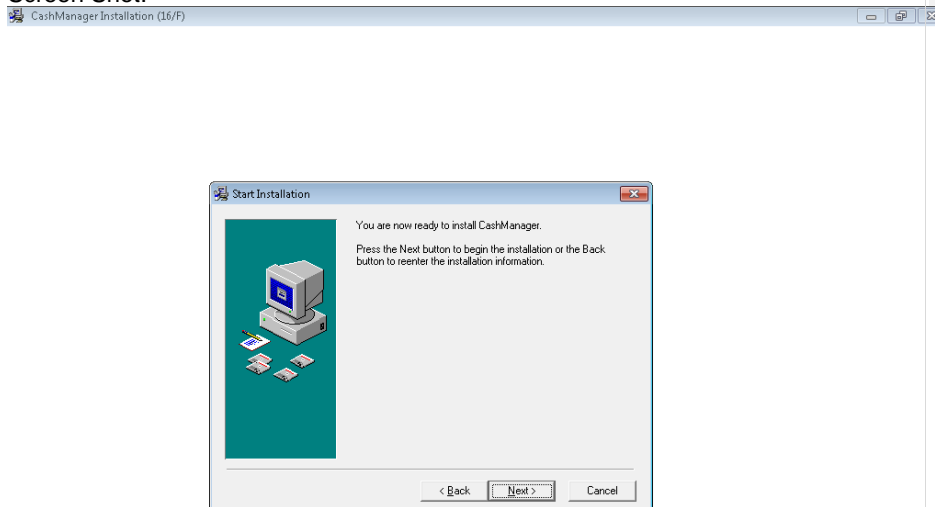
Commented [RW15]: We are currently researching this to find a solution.

Commented [RW16]: This is a Windows 7 issue and outside our control at this stage

Interface 11

Title or name: CashManager Installation (16/F) – Start Installation

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Select Program Manager Group dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the Next button control upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- If you move focus away from the installation program with Alt-Tab and then return, your focus is no longer in the dialog and can only be restored using the mouse pointer.
  - Under Windows XP, this focus issue is not present.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- Under Windows 7, it is also suggested that the dialog automatically regains focus when you Alt-Tab back to the installation program.

Commented [RW17]: We are currently researching this to find a solution.
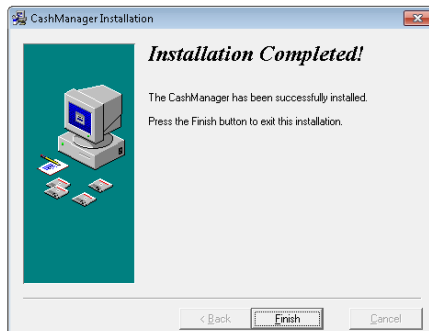
Commented [RW18]: This is a Windows 7 issue and outside our control at this stage

Interface 12

Title or name: CashManager Installation (16/F) – CashManager Installation

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Start Installation dialog

Notes about accessibility or usability issues (current behavior):
- The dialog box is read by Window-Eyes automatically as expected including title bar, static text and controls.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful if the status of the progress bar dialog that is displayed during the installation process would be announced while files are being copied over.

Commented [RW19]: A logical suggestion and now in our enhancement log. In the meantime we have ensured that the steps after the installation are being read.
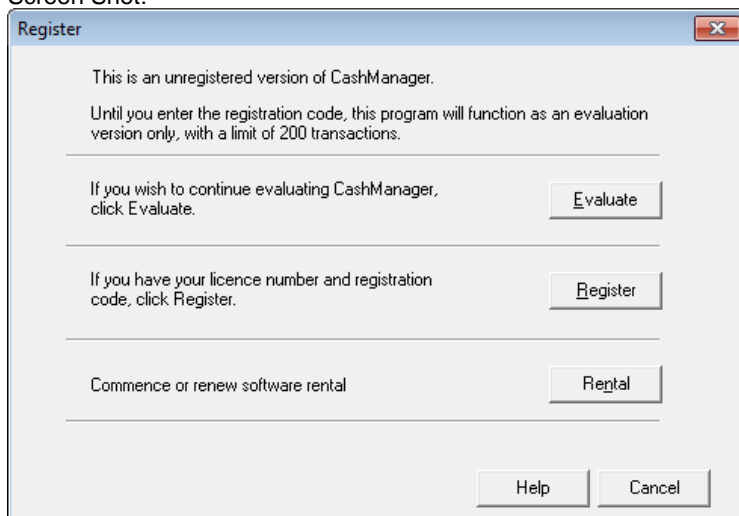
Registering Software

After completing the software installation, CashManager was launched by activating the program's desktop shortcut. The following interfaces cover the initial registration and setup of the CashManager application.

Interface 1

Title or name: Register (first Register dialog)

Screen Shot:

Steps to access interface:
1. Execute Cashwin32.exe via desktop shortcut

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the title bar of the Register window and focus is placed on an invisible tab control.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.

- Standard keyboard navigation techniques can be used to interact with the dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
- It is also suggested that one of the button controls (e.g. Evaluate) is given initial focus instead of the invisible tab control.
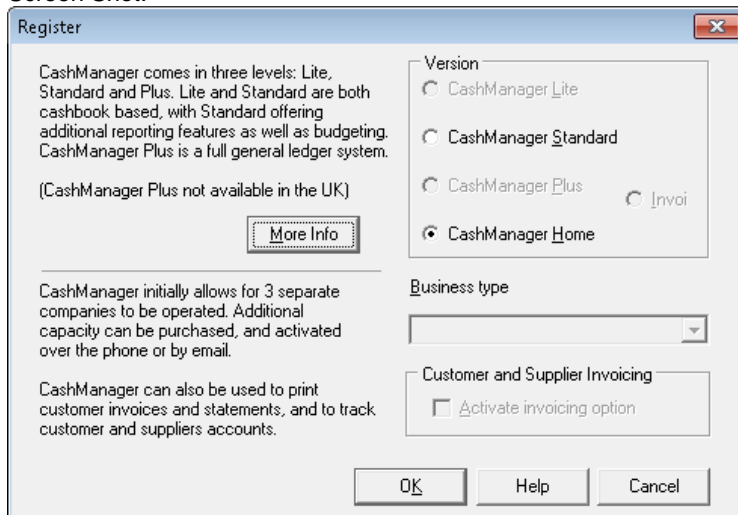
Commented [RW20]: We are currently researching the titles being read to find a solution..

Commented [RW21]: We have this in our enhancement log and should be available in our next release.

Interface 2

Title or name: Register (second Register dialog)

Screen Shot:

Steps to access interface:
1. Activate Evaluate button from first Register dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes reads the static text and value of the More Info button upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- Window-Eyes announces the status of the progress bars found in the Import File dialog that is displayed after activating the OK button of the second register dialog.

Notes about preferred navigation and Window-Eyes output (expected behavior):
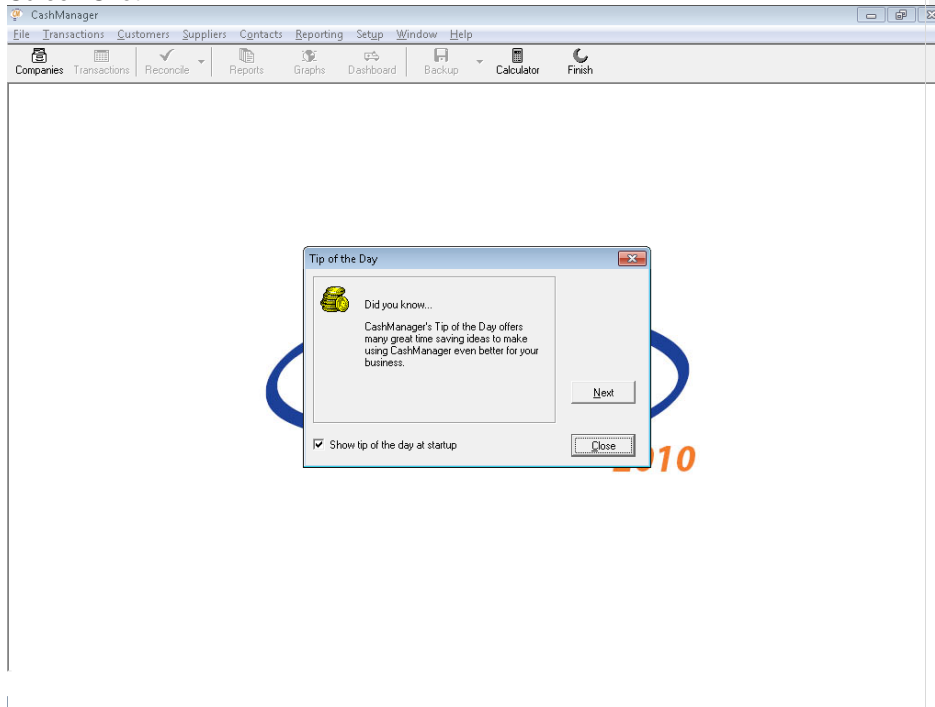- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.

Commented [RW22]: We are currently researching the titles being read to find a solution.

Interface 3

Title or name: CashManager – Tip of the Day

Screen Shot:

Steps to access interface:
1. Activate OK button from second Register dialog after selecting the CashManager Standard check box and checking the Activate invoicing option check box.

Notes about accessibility or usability issues (current behavior):
- Window-Eyes speaks title bar and static text and value of the Close button upon initial focus.
- The Read Active Window hotkey can be used to speak all of the contents found in the dialog including the title bar, static text, controls and field labels.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls.
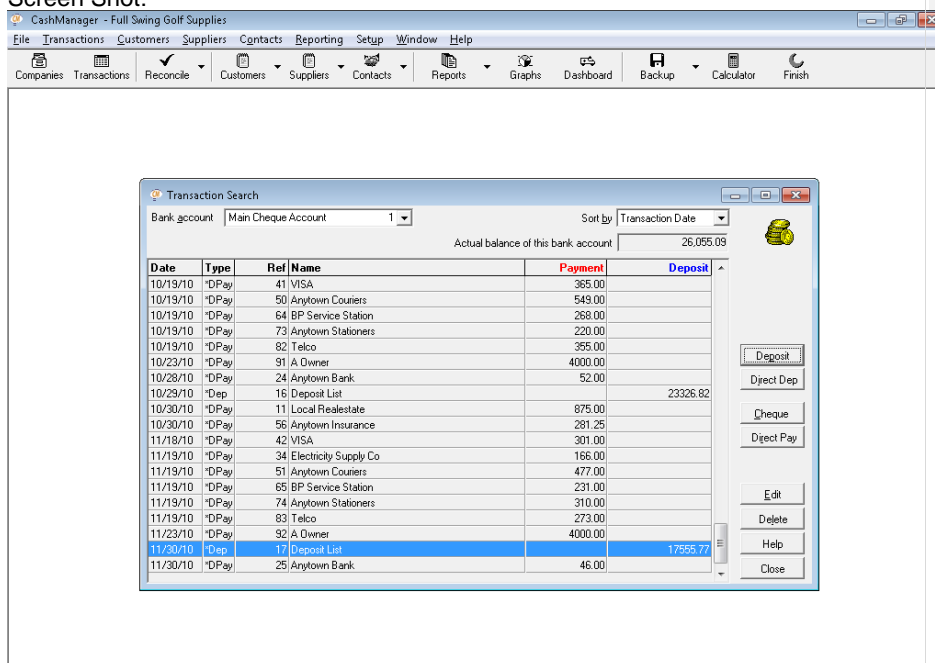
Entering Bank Transactions

The following interfaces are involved with completing CashManager tasks related to entering bank transactions including checks and direct deposits.

Interface 1

Title or name: CashManager – Transaction Search

Screen Shot:

Steps to access interface:
1. Press Alt-T to open the Transactions menu
2. Press T to activate the Bank Transactions menu item

Notes about accessibility or usability issues (current behavior):
- Window-Eyes speaks the selected item's value from each column found in the transaction list view accurately.
- Window-Eyes also speaks each combo box and button's label and value accurately.
- The accelerator keys for the combo boxes are not spoken by Window-Eyes.
- The account balance read-only edit box's value can only be read via the mouse.
- Standard keyboard navigation techniques can be used to interact with the

dialog's controls.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- The accelerator keys for the combo boxes should be spoken by Window-Eyes when the control gains focus (e.g. Bank account, a).
- It would also be helpful for the column headers to be spoken automatically prior to the value being spoken (e.g. Deposit, 17555.77).
- Keyboard navigation should also be added for the Account balance read-only edit box so a user could easily Tab into the control to obtain the value.
- Please consider making this interface a standard dialog as it would make it easier to complete various tasks including reading the title bar with the Title/Status of Window hotkey, maximizing the window and reading the contents of the dialog with the Read Active Window hotkey.

Commented [RW24]: We are currently researching this to find a solution.

Commented [RW25]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW26]: Now working in CashManager 2012 release.

Commented [RW27]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Entering Cheques from "Main Cheque Account"

Screen Shot:

Steps to access interface:
1. Activate Cheque button from Transaction Search dialog

Notes about accessibility or usability issues (current behavior):
- Window-Eyes speaks the title of the dialog and the value in the Date edit box upon initial focus.
- The accelerator keys for the edit boxes are not spoken by Window-Eyes but are spoken for each button.
- The Payee and Account search buttons can be activated by pressing F2 but this would be difficult to discover for most users.
- The auto completed text in the Payee field is not spoken automatically when it is displayed.
- The data in the Cheques list view is spoken but the column headers are not automatically read.
- Standard keyboard navigation techniques can be used to interact with all of the other controls found in the dialog.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful if the accelerator keys were announced for all controls.
- Please try to enhance the auto complete functionality in the Payee edit box so that the information is spoken when displayed.
- It would also be helpful for the column headers to be spoken automatically prior to the value being spoken (e.g. Account, 400).
- Lastly, it would be ideal if a user could press Tab to reach the two search buttons and that each button be given an intuitive name like Search or Browse instead of the three dots (e.g. Payee and Account).

Interface 3

Title or name: Entering Direct Deposits to "Main Cheque Account"

Screen Shot:

Commented [RW28]: We are currently researching this to find a solution.

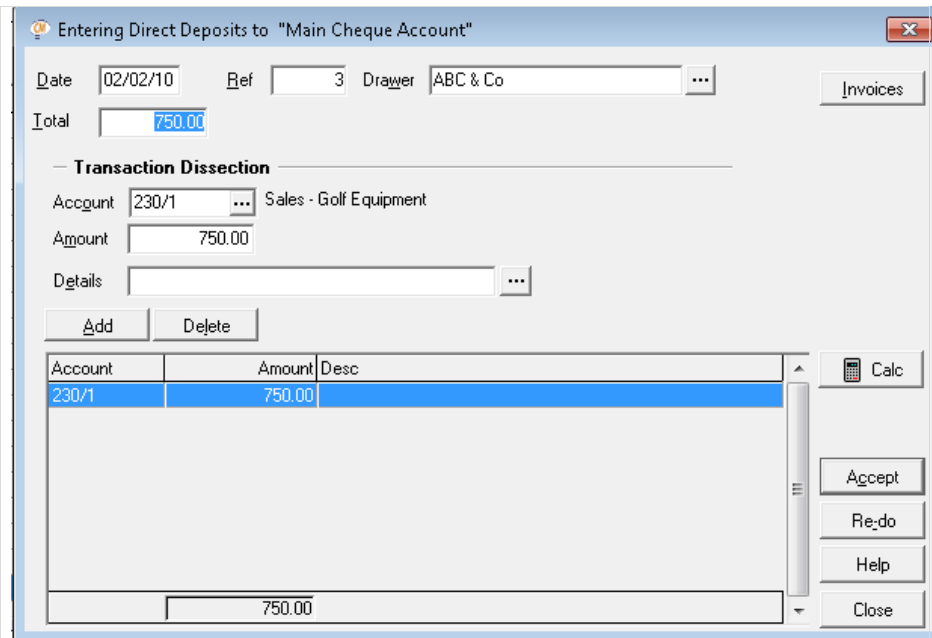**Commented [RW29]:** We have this in our enhancement log and should be available in our next release.

Commented [RW30]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW31]: We have this in our enhancement log and should be available in our next release.

Steps to access interface:

1. Activate Direct Dep button from Transactions Search dialog

Notes about accessibility or usability issues (current behavior):

- Window-Eyes speaks the title of the dialog and the value in the Date edit box upon initial focus.
- The accelerator keys for the edit boxes are not spoken by Window-Eyes but are spoken for each button.
- The Drawer and Account search buttons cannot be reached via standard keyboard navigation but can be activated by pressing F2.
- The auto completed text in the Drawer field is not spoken automatically when it is displayed. The data in the Deposits list view is spoken but the column headers are not automatically read.
- Standard keyboard navigation techniques can be used to interact with all of the other controls found in the dialog.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- It would be helpful if the accelerator keys were announced for all controls.
- Please try to enhance the auto complete functionality in the Drawer edit box so that the information is spoken when displayed.
- It would also be helpful for the column headers to be spoken automatically prior to the value being spoken (e.g. Account, 230/1).
- Lastly, it would be ideal if a user could press Tab to reach the two search buttons and that each button be given an intuitive name like Search or Browse instead of the three dots (e.g. Drawer and Account).

Commented [RW32]: We are currently researching this to find a solution.

Commented [RW33]: We have this in our enhancement log and should be available in our next release.

Commented [RW34]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW35]: We have this in our enhancement log and should be available in our next release.

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Manual Bank Account Reconciliation

The following CashManager interfaces are encountered when completing manual bank account reconciliation tasks.

Interface 1

Title or name: Bank Reconciliation Wizard

Screen Shot:

Steps to access interface:
1. Press Alt-T to open the Transactions menu
2. Press R to activate the Bank Reconciliation menu item

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the field label and value of the Select Bank Account combo box.
- The Opening balance values can only be read via the mouse.
- The accelerator keys are not spoken for the combo boxes or edit boxes but are spoken for buttons.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- The accelerator keys for the combo box and edit boxes should be spoken by

Window-Eyes when the control gains focus (e.g. Select Bank Account, k).
- Keyboard navigation should also be added for the Opening balance data so a user could easily Tab into the control to obtain the value.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW36]: We are currently researching this to find a solution.

Commented [RW37]: We have this in our enhancement log and should be available in our next release.

Commented [RW38]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Bank Reconciliation Wizard – Main Cheque Account (1)

Screen Shot:

Steps to access interface:
1. Activate the Next button from the first screen of the Bank Reconciliation Wizard

Notes about accessibility or usability issues (current behavior):
- Window-Eyes speaks the selected item's value from each column found in the transaction list view accurately but the column headers are not read.
- The default width of the date field is too narrow to display the second digit of the year which prevents Window-Eyes from speaking the full date (e.g. 12/14/0 instead of 12/12/09).
- Window-Eyes speaks each control's value and label accurately when you navigate using the Tab key.
- The accelerator key for the Sort transaction by combo box is not spoken by Window-Eyes.

- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful if the accelerator keys were announced for all controls.
- It would also be helpful for the column headers to be spoken automatically prior to the value being spoken (e.g. Deposit, 875.00).
- It is also recommended to increase the default width of the date column to ensure the entire date is displayed and read by Window-Eyes.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW39]: We are currently researching this to find a solution.

Commented [RW40]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW41]: We have this in our enhancement log and should be available in our next release.

Commented [RW42]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 3

Title or name: Bank Reconciliation Wizard – Main Cheque Account (1)

Screen Shot:

Steps to access interface:
1. Activate the Next button from the Bank Reconciliation Wizard – Main Cheque Account (1)

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the field label and value of the Reset button if your bank reconciliation is not in balance. Otherwise, an audio

recording of Yogi Bear saying: I'm smarter than the average bear will be played and focus is not placed on any specific control in the resulting diaglog.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- The static text and title bar can be read using the mouse or with the Read Active Window hotkey, but when using the hotkey Window-Eyes reads the dialog only after first reading the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read more efficiently with the Read Active Window hotkey without hearing information from the main CashManager window.

> **Commented [RW43]:** We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Bank Statement Import

The following CashManager interfaces are encountered when completing tasks relating to importing bank statements.

Interface 1

Title or name: Bank Reconciliation Wizard – Main Cheque Account (1)

Screen Shot:

Steps to access interface:
1. Press Alt-T to open the Transaction menu
2. Press K to activate the Bank Statement Import menu item

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the field label and value of the Select Bank Account combo box.
- The Opening balance values can only be read via the mouse or with the Read Active Window hotkey.
- The field label for the Closing balance edit box is not spoken when you Tab into the edit box and cannot be read using the Speak Field Name hotkey.
- The field label for the File name and path edit box is not spoken when you Tab into the field and instead Window-Eyes speaks the Browse button's field name and accelerator key.
- The accelerator keys are not spoken for the combo boxes or edit boxes but are spoken for buttons.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- The accelerator keys for the combo box and edit boxes should be spoken by Window-Eyes when the control gains focus (e.g. Select Bank Account, k).
- Keyboard navigation should also be added for the Opening balance/last import data and Bank's website so a user could easily Tab into the control to obtain the value.
- The field label for the Closing balance should be read automatically when you TAB to the edit box control.
- The field label for the File name and path edit box should read automatically when you TAB to the edit box control.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW44]: We are currently researching this to find a solution.

Commented [RW45]: We have this in our enhancement log and should be available in our next release.

Commented [RW46]: We have this in our enhancement log and should be available in our next release.
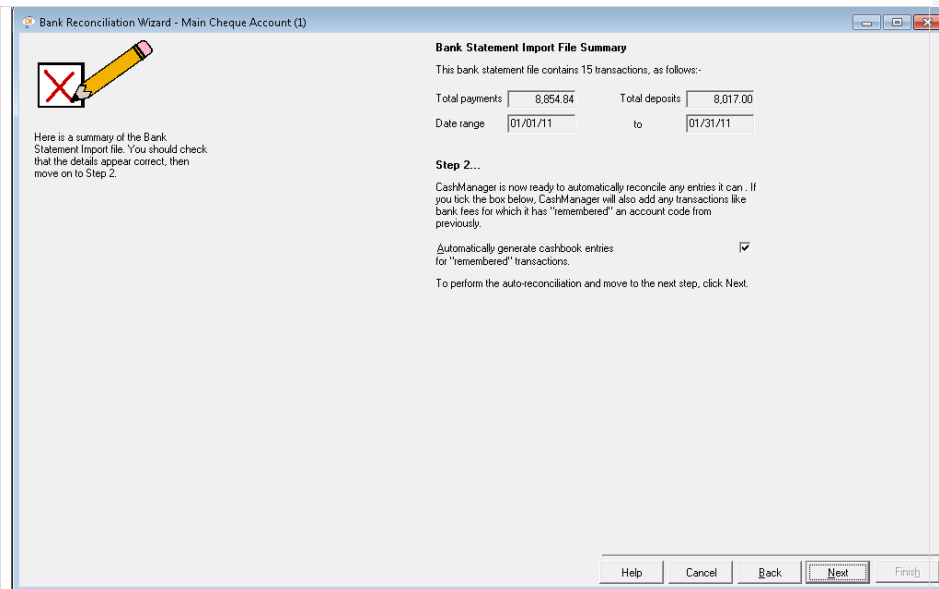
Commented [RW47]: We have this in our enhancement log and should be available in our next release.

Commented [RW48]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Bank Reconciliation Wizard – Main Cheque Account ('Verify Data')

Screen Shot:

Steps to access interface:
1. Activate the Next button from the previous dialog titled Bank Reconciliation Wizard – Main Cheque Account (1)

Notes about accessibility or usability issues (current behavior):
- Initial focus is placed on the Next button but Window-Eyes does not announce the button's label or accelerator key.
- The "Total payments", "Total deposits", "Date range" and "to" read only edit boxes cannot be accessed with keyboard navigation.
- Only the first line of the field label for the checkbox is spoken when you Tab to the control (e.g. "Automatically generate cashbook entries").
- Standard keyboard navigation techniques can be used to interact with the dialog's controls (e.g. check box and buttons).
- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful if the control gaining initial focus (e.g. Next button) was spoken automatically.
- Keyboard navigation should also be added to the read-only edit boxes to improve usability.
- Using field labels for the read-only edit boxes instead of static text would make the process of obtaining the data and label much easier.
- The entire field label for the check box should be spoken when the control gains focus.
- If possible, please design the dialog so that Window-Eyes automatically

Commented [RW49]: We have this in our enhancement log and should be available in our next release.

Commented [RW50]: We have this in our enhancement log and should be available in our next release.

Commented [RW51]: We have this in our enhancement log and should be available in our next release.

Commented [RW52]: Now working in CashManager 2012 Release.

speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

- It would be helpful if the title of the dialog was made unique (e.g. Bank Reconciliation Wizard – Verify Data).

Commented [RW53]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Commented [RW54]: We have this in our enhancement log and should be available in our next release.

Interface 2

Title or name: Bank Reconciliation Wizard – Main Cheque Account ('Reconcile')

Screen Shot:

Steps to access interface:
1. Check the checkbox and activate the Next button from the previous dialog titled Bank Reconciliation Wizard – Main Cheque Account (1)

Notes about accessibility or usability issues (current behavior):
- Initial focus is placed in the Transactions in Bank Statement File list view but no item is selected.
- The accelerator keys are not announced for the Sort transaction by combo boxes, or list view controls.
- The list view control's labels are not spoken when you enter the control.
- The column widths in the list views are too narrow to display the full data in certain fields so Window-Eyes only reads the displayed text (e.g. 001 instead of 123001).
- The column headers are not spoken when navigating through the list view items using up/down arrows.
- The Total import ticked and Total bank account ticked read-only edit boxes

are not in the Tab order. The only way to reach them is to press Alt in combination with the control's accelerator key (e.g. Alt-O) but the accelerator key information cannot be easily obtained.

- When all items in the Transactions in Bank Statement File list view have been ticked, the text "All Items Ticked" is displayed at the bottom left of the dialog. This text can only be read with the mouse and no audible indication is provided that this information is being displayed.
- Standard keyboard navigation can be used to interact with the dialog's controls. The list view grid control items can be easily ticked by pressing Spacebar on the selected item.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- All accelerator keys should be spoken automatically when the control gains focus.
- The two read-only edit boxes should be included in the Tab order so a user could easily Tab into the control to get its field name and value.
- It would be helpful if the "All Items Ticked" text was automatically announced when the information is displayed on the screen.
- The column widths in the list view grid controls should be made wide enough so all data is displayed.
- The list view grid controls' field labels should be spoken when you enter the control.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW55]: We are currently researching this to find a solution.

Commented [RW56]: We have this in our enhancement log and should be available in our next release.

Commented [RW57]: We have this in our enhancement log and should be available in our next release.

Commented [RW58]: We have this in our enhancement log and should be available in our next release.

Commented [RW59]: We have this in our enhancement log and should be available in our next release.

Commented [RW60]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 3

Title or name: Transaction in Bank File Statement – context menu

Screen Shot:

Steps to access interface:

1. Pressing F9 or the application key on a selected transaction from the Transactions in Bank Statement File grid control

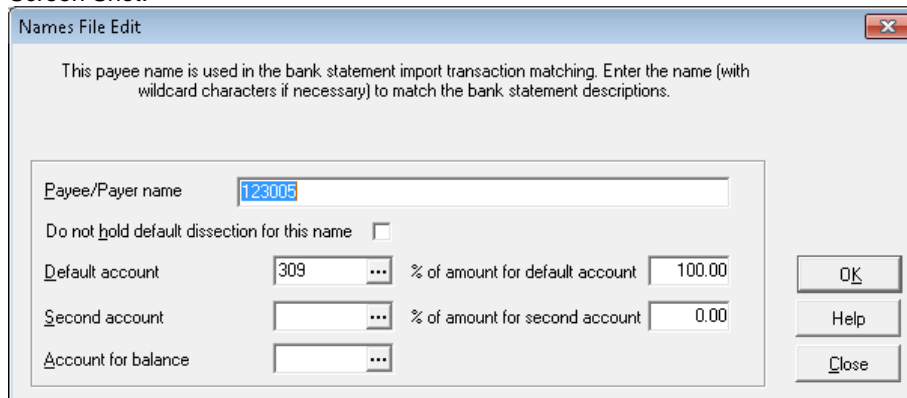Notes about accessibility or usability issues (current behavior):
- Nested context menu reads as expected and standard keyboard navigation and accelerator keys can be used to interact with menu items and menu pull downs.

Notes about preferred navigation and Window-Eyes output (expected behavior): NA

Interface 4

Title or name: Names File Edit

Screen Shot:

Steps to access interface:
1. Press F9 or the application key while focused on an item in the Transactions in Bank Statement File list view
2. Press M

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, the title bar is read followed by the data in the Payee/Payer name edit box.
- The field name is not spoken but can be read using the Speak Field Name hotkey.
- Standard keyboard navigation can be used to interact with the dialogs controls.
- The accelerator keys are announced for the check box and buttons but not the edit boxes.
- There is no spoken indication that the edit boxes include a browse/search button that can be accessed by pressing F2.
- The Read Active Window hotkey can be used to read the static text, controls and field names and the Speak Title hotkey reads the title correctly.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful if the static text of the dialog was read automatically when the dialog gains focus.
- Accelerator keys should be announced automatically for all controls.

Commented [RW61]: We are currently researching this to find a solution.

Commented [RW62]: We are currently researching this to find a solution.

- It would be helpful if the user was notified when an edit box has an associated browse/search button that can be accessed with F2.

Commented [RW63]: We have this in our enhancement log and should be available in our next release.

Interface 5

Title or name: Bank Reconciliation Wizard – Main Cheque Account ('Result')

Screen Shot:
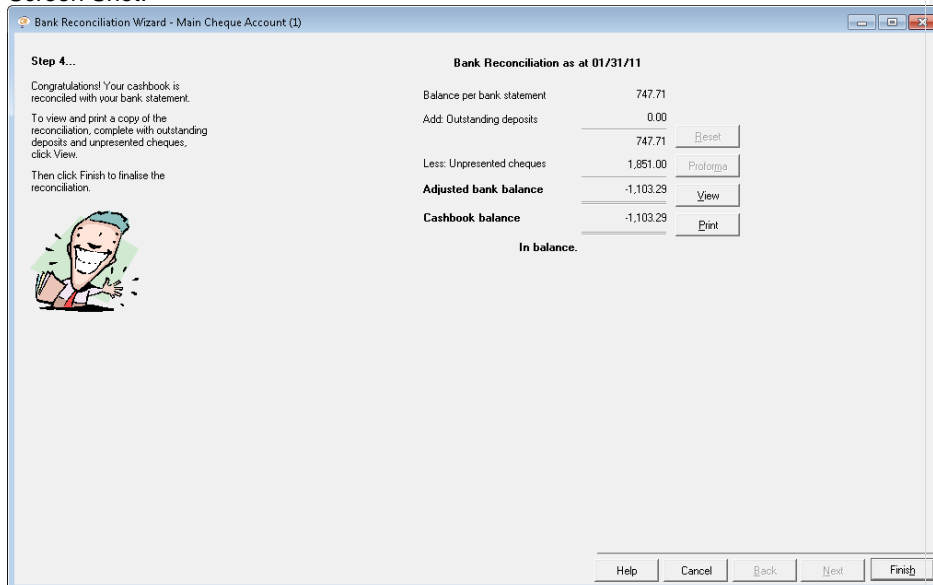
Steps to access interface:
1. Activate the Next button of the Bank Reconciliation Wizard – Main Cheque Account ('Reconcile') dialog after ticking and reconciling all transactions.

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, an audio recording of Yogi Bear staying "I'm smarter than the average bear!" is played.
- The title and static text of the dialog are not spoken automatically and no control has focus.
- Mouse reading commands can be used to read the static text and standard keyboard navigation can be used to interact with the dialog's controls.
- Using the Read Active Window hotkey causes Window-Eyes to read the entire Cash Manager application window instead of just the dialog.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.
- It would also be helpful if the dialog buttons were not displayed in-line with the

Commented [RW64]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

static text because when reading the active window, the button labels are spoken in between the information contained within the Bank Reconciliation information column group. This could be accomplished by placing the buttons in a horizontal group below the other information.

> **Commented [RW65]:** We have this in our enhancement log and should be available in our next release.

Interface 6

Title or name: Bank Reconciliation

Screen Shot:

Steps to access interface:
1. Activate the View button from the Bank Reconciliation Wizard – Main Cheque Account ('Result') dialog
2. Activate the Yes button from the resulting confirmation dialog

Notes about accessibility or usability issues (current behavior):
1. Upon initial focus, Window-Eyes speaks the current page number of the report being displayed in the Page edit box.
2. The accelerator keys are not spoken for the edit box controls but are spoken for the buttons.
3. There are several unlabeled graphical buttons related to customizing the view of the report (e.g. zoom up/down, zoom page width, zoom whole page, next/previous page).
4. The graphic buttons do have tool tips and can be manually labeled with Window-Eyes or via the auto graphics labeler but the label will only speak if reading the screen with the mouse.
5. You can easily save the report as a PDF file or Excel spreadsheet which would make the information easier to read with Window-Eyes since you only have the option of reading the report using the mouse in this interface.
6. Standard keyboard navigation can be used to interact with the controls in this window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
1. Each control's accelerator key should be spoken automatically when you

navigate with the Tab key.
2. The graphical buttons could be replaced with buttons that have static titles/labels that can be read automatically with Window-Eyes.

Reports

The following interfaces are used when dealing with Reports in CashManager.

Interface 1

Title or name: Reports

Screen Shot:
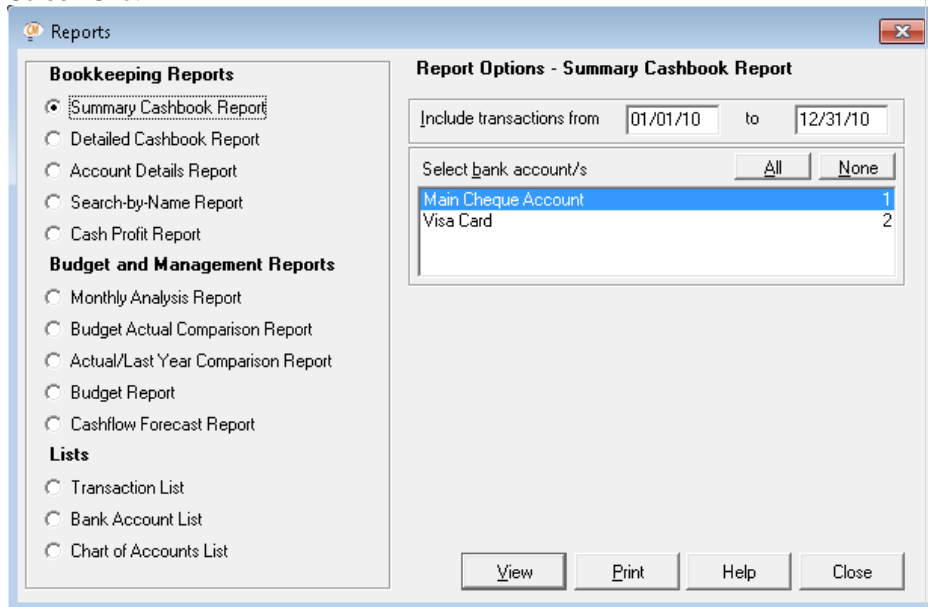
Steps to access interface:
1. Press Alt-R to open the Reporting menu
2. Press R to activate the Reports menu item.

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the field label and value of the Summary Cashbook Report radio button.
- The selected item in the Select bank account/s list box is not spoken by Window-Eyes when using the up and down arrow keys and can only be read using the mouse.
- The accelerator keys are not spoken for the list box or edit boxes but are spoken for buttons.
- Standard keyboard navigation can be used to navigate and interact with the controls found in the dialog.

- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- The selected item in the Select bank account/s list box should be read when using the arrow keys.
- The accelerator keys for all controls should be spoken automatically.
- It might also be helpful to make each group of radio buttons a separate control so you can navigate among them using Tab or accelerator keys.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW68]: We have this in our enhancement log and should be available in our next release.

Commented [RW69]: We are currently researching this to find a solution.

Commented [RW70]: We are not likely to make this change.

Commented [RW71]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Monthly Analysis Report

Screen Shot:

Steps to access interface:
1. Select Monthly Analysis radio button from Reports dialog
2. Press Alt-V to display the report.

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the current page number of the report being displayed in the Page edit box.
- The accelerator keys are not spoken for the edit box controls but are spoken for the buttons.
- There are several unlabeled graphical buttons related to customizing the view of the report (e.g. zoom up/down, zoom page width, zoom whole page, next/previous page). The graphic buttons do have tool tips and can be manually labeled with Window-Eyes or via the auto graphics labeler but the label will only speak if reading the screen with the mouse.
- You can easily save the report as a PDF file or Excel spreadsheet which would make the information easier to read with Window-Eyes since you only have the option of reading the report using the mouse in this interface. Standard keyboard navigation can be used to interact with the controls in this window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- Each control's accelerator key should be spoken automatically when you navigate with the Tab key.
- The graphical buttons could be replaced with buttons that have static titles/labels that can be read automatically with Window-Eyes.

> **Commented [RW72]:** We are currently researching this to find a solution.

> **Commented [RW73]:** We have this in our enhancement log and should be available in our next release.

Graphs

The following interfaces are used when generating Graphs in CashManager.

Interface 1

Title or name: Graphs

Screen Shot:
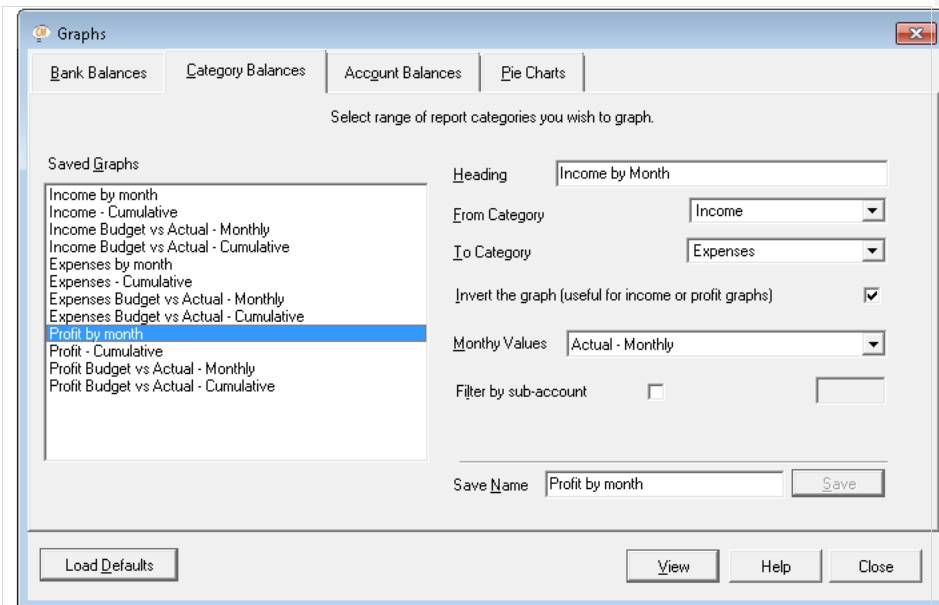
Steps to access interface:

1. Press Alt-R to open the Reporting menu
2. Press G to activate the Graphs menu item

Notes about accessibility or usability issues (current behavior):

- Upon initial focus, you are placed on the Bank Balances tab control and Window-Eyes speaks the tab name and index (e.g. 1 of 4).
- Ctrl-Tab cannot be used to move between tab controls; instead you must use the left/right arrow keys.
- The accelerator keys are not spoken for the tab controls, list box, edit boxes, combo boxes or check boxes.
- The accelerator keys are spoken for the buttons.
- Standard keyboard navigation can be used to interact with the dialog's controls.
- Under the Bank Balances tab, the selected item in the Select bank account/s to graph list box is not spoken by Window-Eyes when using the up and down arrow keys and can only be read using the mouse.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- The selected item in the Select bank account/s to graph list box should be read when using the arrow keys or when selecting the item with Spacebar.
- It would be helpful to enhance the tab controls so you can navigate between them using Ctrl-Tab.
- The accelerator keys for all controls should be spoken automatically.
- If possible, please design the dialog so that its contents can be read with the Read Active Window hotkey without hearing information from the main

Commented [RW74]: We have this in our enhancement log and should be available in our next release.

Commented [RW75]: This feature works on all but the graphs dialog, which we have in our enhancement log and should be available in our next release.

Commented [RW76]: We are currently researching this to find a solution.

CashManager window.

Interface 2

Title or name: Account Categories Graph

Screen Shot:
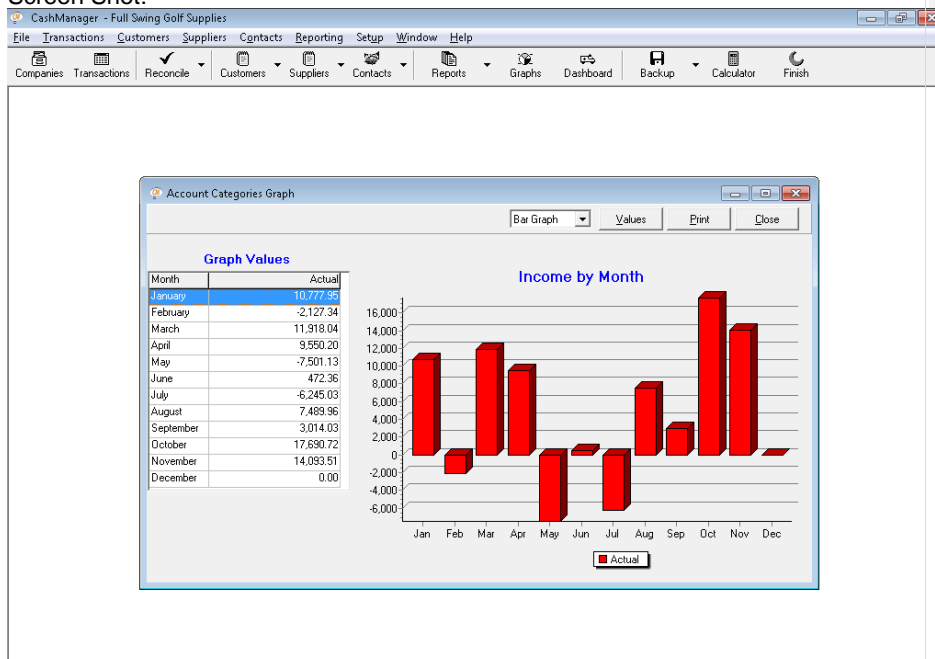
Steps to access interface:
1. Activate the View button from the Graphs dialog after selecting Profit by month in the Saved Graphs list box
2. Activate the Values button in the Account Categories Graph dialog to display the graph values

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, you are placed in a combo box with no field name that allows you to select the type of graph (e.g. bar or line graph).
- You can use standard keyboard navigation to interact with the dialog's controls.
- If you activate the Values button, a Graph Values custom control is displayed. This helpful custom control is a two column table displaying the chart's values in a linear fashion and Window-Eyes will read the selected item's data when using the up/down arrows.
- The column headers are not spoken when moving through the items in the

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custom control.
- The static text including the graph name and column headers in the dialog can be read using the mouse.
- If you activate the Print button, you will be presented with a dialog allowing you to print or save the graph.
- CashManager allows for saving graphs as an Excel file which is an extremely valuable feature because Window-Eyes is capable of reading all of the various Excel chart types.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- It would be helpful to add a field label to the graph type combo box and assign it an accelerator key.
- It would also be beneficial to design the custom control so that the column headers would be spoken before the first time you navigate to the list of values (e.g. Month, Actual).
- It is also recommended to enhance the title of the dialog to reflect the specific graph which is being displayed instead of a generic title (e.g. Profit by month instead of Account Categories Graph).
- It would also be nice if there was a Save As button available from this dialog since many users would not know to first activate the Print button in order to find the interface allowing you to save the graph.
- If possible, please design the dialog so that its contents can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW78]: We have this in our enhancement log and should be available in our next release.

Commented [RW79]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically would end up being a nuisance. We did come to an agreement that the column order should be in a more logical order – which we are changing, and this should be available in our next release.

Commented [RW80]: We are not likely to make this change.

**Commented [RW81]:** We have this in our enhancement log and should be available in our next release.

Commented [RW82]: We have an enhancement in our enhancement log to allow the hotkey use.

Invoicing

Interface 1

Title or name: Customer Invoicing

Screen Shot:
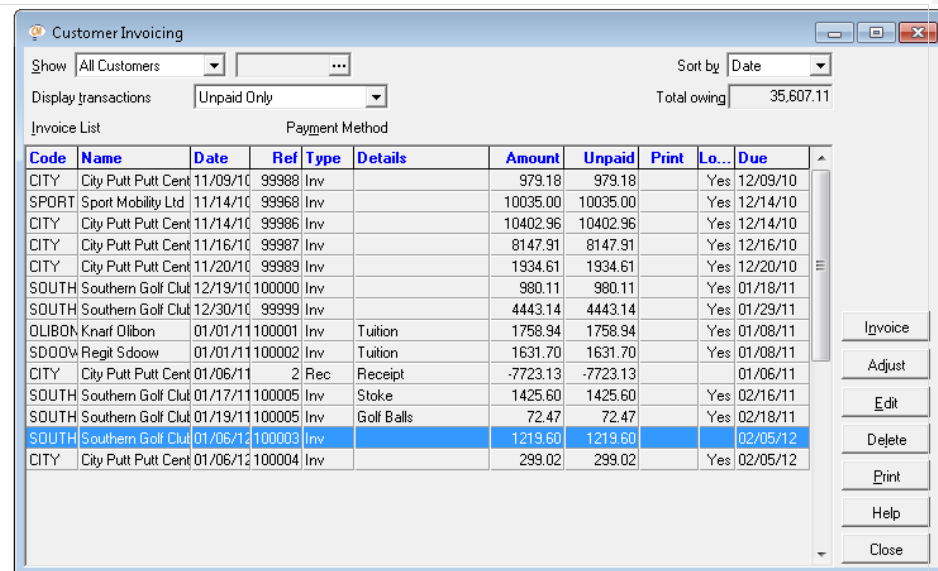
Steps to access interface:
1. Press ALT-C to open the Customers menu
2. Press I to activate the Invoicing menu item

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the selected invoice's value from each column found in the Invoice List list view grid control accurately but does so twice.
- The list view's field name is not spoken when you enter the control.
- The column headers are not spoken when navigating through the grid control records using up/down arrows.
- When navigating through the dialog using the Tab key, Window-Eyes speaks each combo box and button's field name and data value accurately.
- The accelerator keys for the combo boxes are not spoken by Window-Eyes.
- The total owing read-only edit box cannot be accessed without using the accelerator key.
- Standard keyboard navigation techniques can be used to interact with the dialog's controls.
- The print status of an invoice can be easily set to checked by pressing Spacebar on the selected invoice.
- This interface includes a field name called Payment Method that is not associated with any particular control. Pressing the accelerator hotkey (e.g. Alt-M) does not move focus.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- The accelerator keys for the combo boxes should be spoken by Window-Eyes when the control gains focus (e.g. Show, S).

Commented [RW83]: We are currently researching this to find a solution.

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- It would also be helpful for the column headers to be spoken automatically prior to the value being spoken (e.g. Unpaid, 1219.60).
- The total owing read-only edit box should be added to the Tab order so a user could easily Tab into the control to obtain the value.
- Clarify purpose of Payment Method field name/label.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW84]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW85]: We have this in our enhancement log and should be available in our next release.

**Commented [RW86]:** We have this in our enhancement log and should be available in our next release.

Commented [RW87]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Print Selected Invoices

Screen Shot:
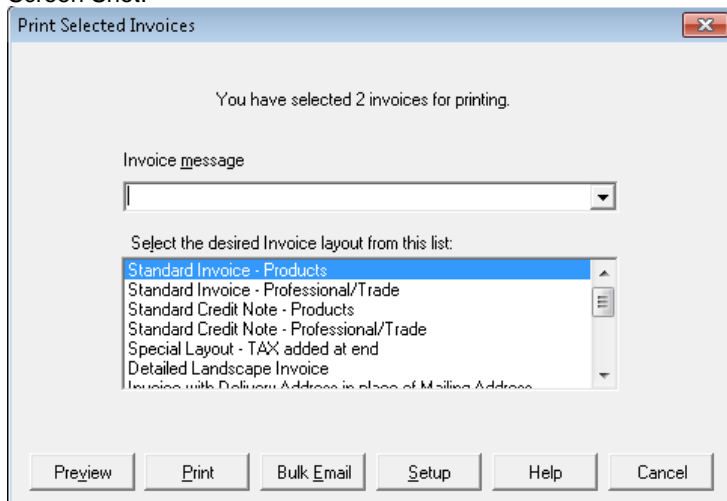
Steps to access interface:
1. Activate the Print button after selecting/checking at least one invoice in the Customer Invoicing dialog

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the title of the dialog and the field name of the Invoice message combo edit box.
- The accelerator keys are not announced for the combo edit box or the list box control.
- Window-Eyes does speak the accelerator key for each button in the dialog.
- Standard keyboard navigation can be used to interact with the dialog's controls.
- The Read Active Window hotkey can be used to read the contents of the dialog.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- Accelerator keys for each control including the combo box and list box should

be announced when the control gains focus.

Interface 3

Title or name: Invoices

Screen Shot:
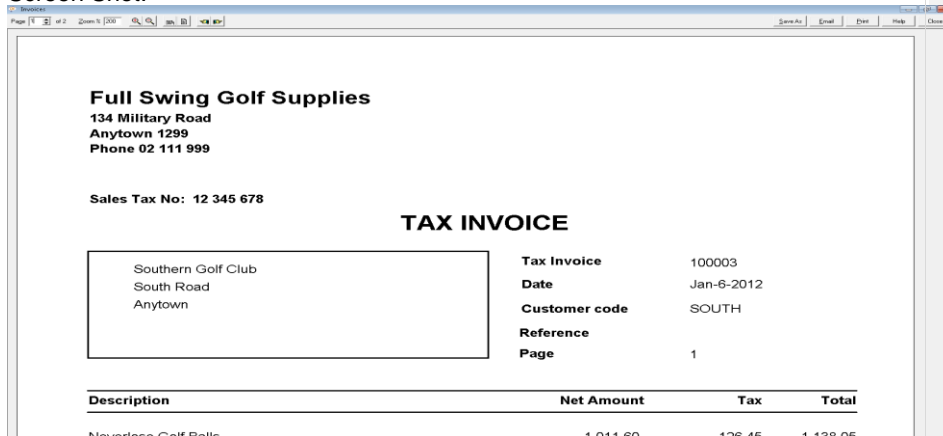
Steps to access interface:
1. "Select the Standard Invoice – Products" layout item and activate the Preview button of the Print Selected Invoices dialog.

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the title of the dialog followed by the field name and field data displayed in the Page spin edit box.
- The accelerator keys are not spoken for the edit box controls but are spoken for the buttons.
- There are several unlabeled graphical buttons related to customizing the view of the report (e.g. zoom up/down, zoom page width, zoom whole page, next/previous page).
- The graphic buttons do have tool tips and can be manually labeled with Window-Eyes or via the auto graphics labeler but the label will only speak if reading the screen with the mouse.
- You can easily save the invoice as a PDF file or Excel spreadsheet which would make the information easier to read with Window-Eyes since you only have the option of reading the report using the mouse in this interface.
- Standard keyboard navigation can be used to interact with the controls in this window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- Each control's accelerator key should be spoken automatically when you navigate with the TAB key.
- The graphical buttons could be replaced with buttons that have static titles/labels that can be read automatically with Window-Eyes.

Invoicing Reports

Interface 1

Title or name: Customer Reports

Screen Shot:
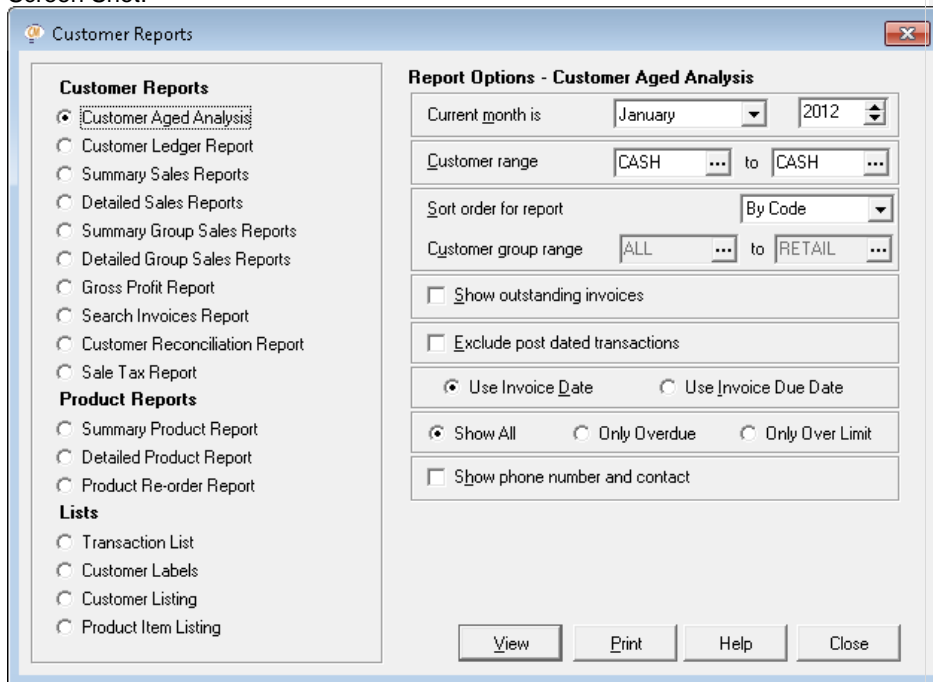
Steps to access interface:
1. Press Alt-C to open the Customers menu
2. Press R to activate the Reports menu item.

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the field label and value of the Customer Aged Analysis radio button.
- The accelerator keys are not spoken for the combo boxes or edit boxes but are spoken for the check boxes, buttons and the radio buttons found in the Report Options section of the dialog.
- Standard keyboard navigation can be used to navigate and interact with the controls found in the dialog.
- The Sort order for report combo box is classified as an edit box by Window-Eyes.
- There is no spoken indication that the edit boxes include a browse/search button that can be accessed by pressing F2.

- The static text and title bar can be read using the mouse or the Read Active Window hotkey but when doing so the dialog is only read after the main Cash Manager window.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- The accelerator keys for all controls should be spoken automatically.
- It might also be helpful to make each group of report type radio buttons a separate control so you can navigate among them using TAB or accelerator keys.
- The Sort order for report combo box should be correctly classified so Window-Eyes does not say edit box.
- If possible, please design the dialog so that Window-Eyes automatically speaks all of the contents including title bar, static text and controls or ensure the dialog can be read with the Read Active Window hotkey without hearing information from the main CashManager window.

Commented [RW91]: We are currently researching this to find a solution.

Commented [RW92]: We are not likely to make this change.

Commented [RW93]: We have this in our enhancement log and should be available in our next release.

Commented [RW94]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

Interface 2

Title or name: Customer Aged Analysis

Screen Shot:

Steps to access interface:

1. Select the Customer Aged Analysis radio button from the Customer Reports dialog
2. Activate the View button

Notes about accessibility or usability issues (current behavior):

- Upon initial focus, Window-Eyes speaks the current page number of the invoice being displayed in the Page edit box.
- The accelerator keys are not spoken for the edit box controls but are spoken for the buttons.
- There are several unlabeled graphical buttons related to customizing the view of the report (e.g. zoom up/down, zoom page width, zoom whole page, next/previous page).

- The graphic buttons do have tool tips and can be manually labeled with Window-Eyes or via the auto graphics labeler but the label will only speak if reading the screen with the mouse.
- You can easily save the report as a PDF file or Excel spreadsheet which would make the information easier to read with Window-Eyes since you only have the option of reading the report using the mouse in this interface.
- Standard keyboard navigation can be used to interact with the controls in this window.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- Each control's accelerator key should be spoken automatically when you navigate with the TAB key.
- The graphical buttons could be replaced with buttons that have static titles/labels that can be read automatically with Window-Eyes.

> **Commented [RW95]:** We are currently researching this to find a solution.

> **Commented [RW96]:** We have this in our enhancement log and should be available in our next release.

Contact Management

Interface 1

Title or name: Contact Management

Screen Shot:
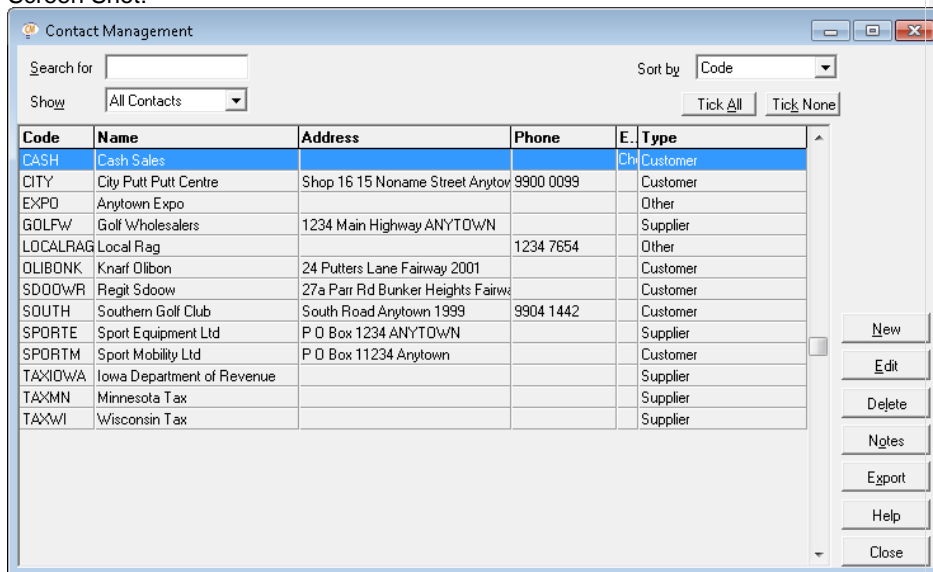
Steps to access interface:
1. Press Alt-O to open the Contacts menu
2. Press C to activate the Contacts menu item

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the selected item in the list view

twice.
- Accelerator keys are not announced for the edit box or combo box controls.
- The Accelerator keys are announced automatically when a button gains focus.
- The initial width of the Export column is not wide enough for the entire word Checked to be displayed so Window-Eyes will only say "Checked" when the selected item is checked by pressing the Spacebar.
- You can use the up/down arrow keys to navigate the list view and Window-Eyes will read the data displayed in the currently selected record.
- The column headers are not announced and can only be read with the mouse.
- Standard keyboard navigation can be used to interact with the dialog's controls.
- You cannot maximize this dialog without using the mouse.
- This dialog cannot be read using Read Active Window hotkey without having the rest of the Cash Manager application being read.

Notes about preferred navigation and Window-Eyes output (expected behavior):
- All accelerator keys should be automatically announced including combo boxes and edit boxes.
- A system menu should be added to dialog so it can be easily maximized using standard keyboard commands (e.g. Alt-Space, X).
  - Doing so would address the issue of a small column width preventing data from being completely displayed (e.g. Export column).
- It would be ideal if the column headers were announced automatically and just prior to the announcement of the data (e.g. Name, Cash Sales).
- It would be helpful if you could read this dialog using the Read Active Window hotkey without hearing information displayed in other parts of the Cash Manager application window.

Commented [RW97]: We are currently researching this to find a solution.

Commented [RW98]: We are currently researching this to find a solution.

Commented [RW99]: We have this in our enhancement log and should be available in our next release.

Commented [RW100]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW101]: We are currently researching this to find a solution.

Interface 2

Title or name: Contact Notes – Sport Equipment Ltd

Screen Shot:
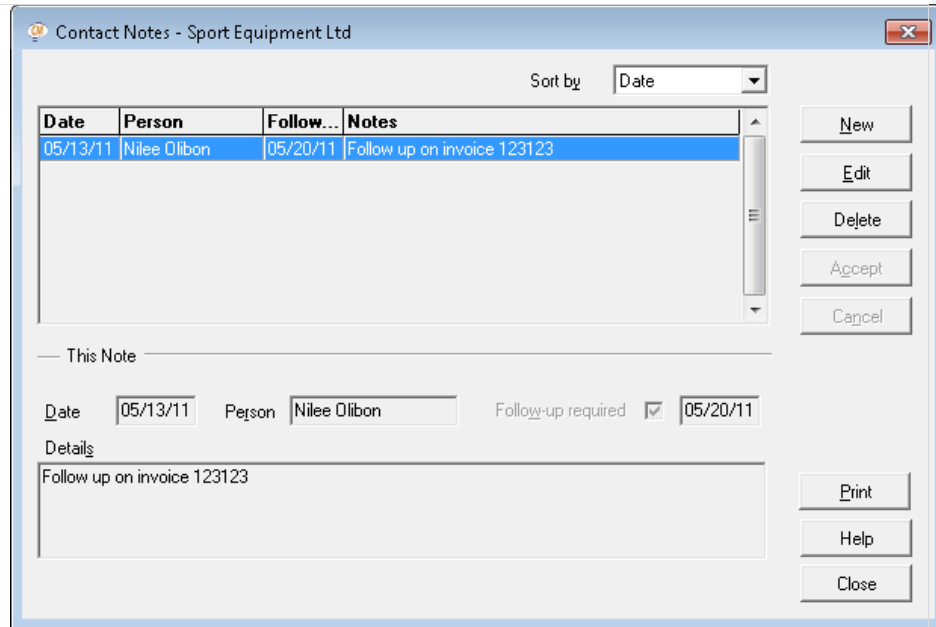
Steps to access interface:

1. Activate the Notes button or press Alt-O from the Contact Management dialog

Notes about accessibility or usability issues (current behavior):

- Upon initial focus, Window-Eyes speaks the title of the dialog followed by the Date edit box's field label and value.
- The accelerator keys are not announced for the edit boxes or combo boxes but are spoken for the check box control and buttons.
- Standard keyboard navigation can be used to interact with the dialog's controls.
- After adding a note, the list view populates but the data is not spoken automatically even though the selected item appears to have focus. Pressing up/down arrow allows you to navigate the list view and Window-Eyes reads the selected note accurately.
- The column headers can only be read with the mouse and are not announced automatically when a list view item is read.
- After adding at least one note, the tab order of the buttons does not match the vertical layout (e.g. Print, New, Delete, Help, Close, Edit is the tab order).
- You can easily edit the selected note or add a new note using the provided button controls.
- The Read Active Window hotkey works as expected.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- All accelerator keys should be spoken automatically for every control including edit boxes and combo boxes.
- It would be helpful if the column headers were announced prior to the data

> **Commented [RW102]:** We are currently researching this to find a solution.

(e.g. Person, Nilee Olibon).
- If possible, fix the tab order so it matches the vertical layout of the buttons.

Interface 3

Title or name: Contact To-Do List

Screen Shot:

Steps to access interface:
1. Press Alt-O to open the Contacts menu
2. Press T to activate the To-Do List menu item

Notes about accessibility or usability issues (current behavior):
- Upon initial focus, Window-Eyes speaks the selected item in the list view twice.
- Accelerator keys are not announced for the combo box controls.
- The Accelerator keys are announced automatically when a button gains focus.
- The initial width of the Notes column is not wide enough for the entire value to be displayed so Window-Eyes will only say the text that is displayed on the screen when the list view item is selected (e.g. "Request for participation in").
- You can use the up/down arrow keys to navigate the list view and Window-Eyes will read the data displayed in the currently selected record.
- The column headers are not announced and can only be read with the mouse.
- Standard keyboard navigation can be used to interact with the dialog's controls.

Commented [RW103]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW104]: We have this in our enhancement log and should be available in our next release.

- You cannot maximize this dialog without using the mouse.
- This dialog cannot be read using the Read Active Window hotkey without having the rest of the Cash Manager application being read.

Notes about preferred navigation and Window-Eyes output (expected behavior):

- All accelerator keys should be automatically announced including combo boxes.
- A system menu should be added to dialog so it can be easily maximized using standard keyboard commands (e.g. Alt-Space, X).
  - Doing so would address the issue of a small column width preventing data from being completely displayed (e.g. Notes column).
- It would be ideal if the column headers were announced automatically and just prior to the announcement of the data (e.g. Name, Cash Sales).
- It would be helpful if you could read this dialog using the Read Active Window hotkey without hearing information displayed in other parts of the Cash Manager application window.

Commented [RW105]: We are currently researching this to find a solution.

Commented [RW106]: We are currently researching this to find a solution.

Commented [RW107]: We have this in our enhancement log and should be available in our next release.

Commented [RW108]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW109]: We have an enhancement in our enhancement log to allow the hotkey use.

Summary

Accomplish Ltd. has made a conscious effort to create an accessible product and ensure that individuals using a screen reader can accomplish almost every task in the CashManager application quickly, efficiently and intuitively. This is clearly demonstrated in the application. Specifically, the software developers put forth extra effort to create equivalent keyboard navigation techniques for almost all mouse driven activities including program navigation and data input.

While the Window-Eyes screen reader was able to provide access to the majority of CashManager 2011's menus, dialogs and controls out-of-the box, there were several areas of the application where special customization was required to make certain list view controls speak correctly. These accessibility enhancements were developed pro bono by GW Micro and incorporated into the Window-Eyes CashManager app. To benefit from these accessibility enhancements, users of Window-Eyes should always install the Window-Eyes CashManager app prior to using Cash Manager.

Here are several specific items that were identified in the application as positive design decisions or helpful enhancements to the level of accessibility and usability of CashManager with Window-Eyes:

- Every clickable button found in the main CashManager user interface has a corresponding menu entry that can be easily accessed using standard keyboard navigation.
- Virtually every control including combo boxes, edit boxes, check boxes and buttons had a corresponding accelerator key which allows for efficient keyboard interaction.

- Essential commands in dialogs are almost always associated with a well labeled button that can be easily accessed using standard keyboard navigation or accelerator keys.
- The multitude of reports, graphs and charts that can be generated by CashManager can all be saved as PDF files or Excel spreadsheets. Allowing screen reader users to access data in these alternative formats will make the process of evaluating the data much more user friendly as compared to trying to read the information from a print out or from the CashManager interface. Providing users with a list of data points for charts and graphs is also a great design idea that can make accessing the data much more efficient.
- In several list view controls, it is necessary to "Cheque" a record in order to perform a certain action upon it. This type of process is usually designed to be accomplished with the mouse pointer making it very difficult to accomplish as a screen reader user. In CashManager, a simple keyboard alternative of pressing the Spacebar on a selected item is always provided to accomplish this task.

While the application for the most part is fully accessible, there are areas in CashManager that could be enhanced to make the program more accessible, user-friendly and simpler to use especially for novice screen reader users. Below is a listing of several accessibility and usability issues that were found throughout the CashManager application during the Window-Eyes accessibility audit.

- Several of the installation dialogs exhibited a focus/activation issue. If the user moves focus away from the dialog and then attempts to return by pressing Alt-Tab, you are unable to interact with the dialog from the keyboard. The only way to give focus back to the window is to use the mouse and click on the window.

  Commented [RW110]: We are currently researching this to find a solution.

- One significant design issue that was identified throughout the application relates to a large number of interfaces in CashManager that are MDI child windows. Using a MDI child window instead of a standard dialog presents several usability issues:
  - First, it is much more difficult to efficiently read the title and contents of a MDI child window compared to a standard dialog. For example, when issuing the Read Active Window hotkey on a MDI window, instead of just hearing the content of the MDI child, you first have to hear all of the content found in the MDI child's parent window (e.g. the main CashManager application window).

    Commented [RW111]: We are currently researching the titles being read to find a solution. We have an enhancement in our enhancement log to allow the hotkey use.

  - This design also prevents the user from being able to read the title of the MDI child window using the Read Title hotkey.

    Commented [RW112]: We have an enhancement in our enhancement log to allow the hotkey use.

  - Lastly, you cannot maximize the MDI child window using standard keyboard techniques (e.g. Alt-Space, X) from a system menu. Instead

the only way to maximize the window is to use the mouse to click on the Maximize button. Maximizing MDI child windows in several cases would expand the column width of list views allowing certain data elements to be fully displayed resulting in Window-Eyes reading the selected list view item correctly.

- Another issue that was present in the majority of interfaces is that accelerator keys for edit boxes, combo boxes and list views were not spoken by Window-Eyes when the control gained focus. Therefore, a Window-Eyes user would not be notified that the accelerator key was available for a particular control when navigating through the dialog with standard keyboard navigation techniques.

- When navigating through the list views in CashManager, the column headers are not announced prior to speaking the data. This prevents the user from getting the full context of the data they hear when listening to the data found in the selected item.

- There were several read-only edit boxes that were not included in the tab order and could not be accessed via standard keyboard navigation techniques. The only way to navigate to the field or access the data was to use its associated accelerator key (if one existed for the specific control) or the mouse. This is a usability issue and makes finding and accessing the read-only edit box's data much more difficult.

- There are several edit boxes that offer auto completed text/suggestions while typing. The suggested text that is displayed is not spoken by Window-Eyes.

- There were several edit boxes that offer a browse button that could be activated with the mouse or by pressing F2. There is no discernible way to deduce when an edit box has a corresponding browse button.

- There were several list boxes where Window-Eyes was not able to read the focused item when navigating the list with arrow keys or when selecting the item by pressing Spacebar.

The accessibility and usability issues summarized in this report could most likely be resolved by making changes to the underlying design of the CashManager application, developing additional capabilities in Window-Eyes through scripting (e.g. Window-Eyes CashManager app) or through a combination of the two. It is always ideal for screen reader users when changes can be made by the application developer so the user's application and screen reader work together and provide complete access "out-of-the-box". With that being said, GW Micro would be happy to further assist Accomplish Ltd. with improving the accessibility and usability of CashManager through the use of Window-Eyes scripting.

Commented [RW113]: We are currently researching this to find a solution.

Commented [RW114]: We are currently researching this to find a solution.

Commented [RW115]: Having researched this with our current screen reader users, we have come to the conclusion that having the column headers spoken automatically every time would end up being a nuisance. We did come to an agreement that the columns should be read in a more logical order – which we are changing this, and it should be available in our next release.

Commented [RW116]: Now working in CM2012

Commented [RW117]: We have this in our enhancement log and should be available in our next release.

Commented [RW118]: We have this in our enhancement log and should be available in our next release.

Commented [RW119]: We have an enhancement in our enhancement log to allow use of the Read Active Window hotkey.