Resolving Website Accessibility Issues Using SiteImprove

Please review the 10 Easy-to-Follow Steps below to resolve Accessibility Issues within your CMS site.

Step 1: Log-in to SiteImprove

Step 2: Select the Accessibility Module at the top left corner of the page
Step 3: Select your site group from the drop-down menu

Step 4: Click “View All Issues” under the Editor Section on the right-hand column
Step 5: Select “AA Conformance” and “Errors” under the issues filters
Your priority will be to eliminate all AA Errors, however, once they are all resolved, you should resolve Warnings and Review items as well.

Step 6: Select the issue type you wish to resolve
Once you select your filters, the list of issue types that need to be resolved will appear. Simply click on the issue you want to resolve first, to see a list of the pages that contain the error.

Step 7: Click on the blue page link to view the errors on each page
This will take you to the SiteImprove Page Report
Step 8: Identify and view the instances of the error

Click on the error occurrences under the “Instances on this Page” section on the left-hand column. The Accessibility issue side bar will define the issue, indicate the instances of the error on the page, and explain the techniques to resolve the issue and meet the criteria.

Step 9: Click on the CMS button to sign into the CMS and resolve the issue

Once you have identified each instance of the error and are ready to resolve the issue within the CMS, click on the CMS button. This will open a new tab that will prompt you to log-in to the CMS.
Step 10: Recheck the page to ensure the issue has been resolved

The change will not be reflected on the live site until a CMS publish occurs (production publishes are on every even hour), so the recheck will not note any change until a publish occurs. Remember to recheck the single page, rather than the entire group to not slow down the system. A complete automatic recheck (re-crawl) occurs every 4 to 5 days.

Additional Helpful Tips

- The Quality Assurance navigation is similar to the Accessibility function, but it simply looks for broken links and misspellings. Make sure to resolve these issues in a timely matter.

- Most issues in the “Editor Responsibility” category should be resolvable by you, but you may encounter some issues you may not be able to resolve. These issues may be HTML issues or other back-end issues that you do not have access to fix. In this case, Marketing and Communications can likely fix the issue for you. The best solution is to send a Web Help ticket to webhelp@unr.edu with a screenshot of the issue page within SiteImprove (like in Step 8 above), along with a description of the issue and the page title/page ID.

- Make sure to utilize the help of the other Enrollment Services CMS editors when you encounter an issue you do not know how to resolve or tackle, as they may have previously dealt with the same issue. In addition, offer guidance on issues you have undertaken or tips and tricks you have discovered while using SiteImprove or the CMS.

- Please refer to Accessibility Guide in the CMS Instruction Manual for more detailed information on maintaining accessibility within the CMS.