

E-learning and Mobile App Test Process

Summary

1. Content is submitted for testing.
2. 508 Office:
 - a. Reviews the submission form for accuracy
 - b. Performs quick tests on applicable technology platforms
 - c. Accepts the content and places it into the queue
 - d. Tests the content
 - e. Provides submission form contacts results of testing
3. If no violations are found , the content is certified as 508 compliant
4. If violations are found, the development team remediates the violations. Assistance can be requested at any time via email or phone.
 - a. Submission contact notifies 508 that the content has been remediated and is ready to be retested
 - b. Remediation testing is performed.
 - i. If no violations are found, the content is certified as 508 compliant
 - ii. If violations still exist in the content return to step 4.

Purpose

We want the testing and certification of your content to be a smooth process. To this end, we have produced this document. In it you will learn what to expect from our testing process from your initial submission to Section 508 certification. We hope this will be of assistance to you.

Part 1: Online Submission Form

First, we'll give you an overview of how to use our online submission form. We'll go into detail about each field on the form and how to submit the form to our office to get your content tested and certified as Section 508 compliant.

Locating the Form

You can launch the form to submit your content to our office from our testing procedures page.

The next page contains instructions for completing the form along with links to helpful resources. When you are ready, activate the "Section 508 Product Review Form" link at the bottom of the page.

Section 508 Review Instructions

This online tool will allow you to complete the "Section 508 Review Form", generate a Word document, and generate a pre-addressed email. Follow these three steps to submit your product to the Section 508 Office for review.

- Step 1 Complete the form** — You must complete all required fields to continue.
- Step 2: Generate Word Document** — Select the "Step 2: Generate Word Document" button at the bottom of the form. Save the document to your local machine or network. This document should be titled: "{Product Title}_Section-508-Submission". **NOTE:** Please choose "Save as" after the form has been generated in order to save the document.
- Step 3: Generate Email** — Next, select the "Step 3: Generate Email" button at the bottom of the form. A pre-addressed email will open. Attach the Word document generated from Step 2, enter any relevant comments in the message body and select Send to submit the request via email.

Note: In all future communications with the Section 508 Office concerning any product that is being tested, please include the product name in the subject field.

Section 508 for eLearning

If you have any questions regarding eLearning products please contact the Section 508 Office at: Section508elearning@va.gov

Section 508 for Mobile

If you have any questions regarding mobile products please contact the Section 508 Office at: Section508mobile@va.gov

Useful Information

To facilitate the review, Please visit our web site where you will find links to development checklists, and links to helpful training on producing Section 508 compliant materials.

[Section 508 Web Site](#)

Section 508 Product Review Form

Overview of the Form

The form is divided into two primary sections.

- Product information
- Contact information

The first question concerns the kind of content you're submitting. Please indicate whether your content is e-learning or mobile application. Based on your selection, the form will be populated with the appropriate fields.

E-learning Form Selection

If you selected e-learning as your product type in the first question you will be presented with the following fields on the submission form.

Information about your e-learning Content

- **Product Status?**
This option lets us know if the content being tested is under development or fully built. We consider content to be under development if it has had no development at all or if the development is in the early stages. Our team will work with you as you develop various elements of your content. This will enable you to meet 508 standards proactively rather than reactively.
- **System for testing content on.**
There are four choices here. You may indicate that you want us to test the content on your server, TMS prod, TMS train, or submitted via email. You may attach documents such as Word, PowerPoint and PDF to the submission email.
- **Course title exactly as it will appear in the TMS**
This is self-explanatory but it is very important that the name you put in this field is accurate. Also, please remember to use the exact content name in the subject field of all correspondence with our office. The only exception is when you are asking us to test a project that is under development and may only have a few screens of content which you wish to ensure are compliant before they become part of a larger product. If that is the case, please use a name which is descriptive enough for us to know which project you are referring to.
- **Location of content for testing.**
Please provide the URL to the location where we can access your content. If you selected the radio button indicating that the content materials will be attached to the submission email, this field will become unavailable, so you can skip it.
- **Date this form submitted.**
This is automatically populated for you.
- **Projected release date.**
This should be in the form of mm/dd/yyyy.
- **Expected hours for student to complete training.** This helps us with efficient allocation of our resources in the testing process.

Section 508 Review Form

For assistance completing this document, please contact the Section 508 Office. For eLearning products contact: OITe-learning508submission@va.gov. For mobile products contact: OIT508mobiletesting@va.gov.

Step 1: Complete the form.

* Indicates a required field

Product Information

What type of product are you submitting? *			
<input checked="" type="radio"/> eLearning	<input type="radio"/> Mobile/Application		
Product status? * (Please see the Section 508 Office Developer Information document if you are not sure)			
<input type="radio"/> Under Development	<input type="radio"/> Fully Built		
System for testing course on: *			
<input checked="" type="radio"/> Developer's Server	<input type="radio"/> VA TMS TRAIN instance	<input type="radio"/> VA TMS PROD instance	<input type="radio"/> Submitted Via Email
Exact title of product: * (If necessary for access, please provide a username and password below.)			
<input type="text"/>			
Username:	<input type="text"/>	Password:	<input type="text"/>
Platform to be tested: *			
<input type="checkbox"/> Web Responsive			
<input checked="" type="checkbox"/> Web Desktop			
URL: *	<input type="text"/>		
<input type="checkbox"/> Web Mobile			
Date this form submitted: *		Expected hours for student to complete training: *	
<input type="text" value="6/13/2014"/>	mm/dd/yyyy	<input type="text"/>	
Projected release date: *			
<input type="text"/>	mm/dd/yyyy		

Contact Information

Each member of your development team should be listed in this section. The first contact, called "VA Point of Contact" must be a VA employee and is usually the PM for the content. Please note that this field has error checking and will not allow for an email address that is not on the va.gov domain. The reason that we ask for email address and phone numbers for each contact is because we require that information in order to provide members of your team with a seat and license in the Accessibility Management Platform (AMP). That's the system in which we track the testing of your content. AMP also provides developers with resources to understand Section 508 standards along with detailed information on remediating any Section 508 violations we find in your content.

There is space on the form for the PM and one Developer. If you have more than one developer that you need to include on the form, please use the Add Contact link as many times as necessary to add others to the form. Please include all individuals who will need to receive correspondence about the test process or who will need access to the reports in AMP. Requesting others receive report permissions after we

have delivered the results of our testing can cause delays in the test process.

Contact Information

Note: Omitting members of the development team from this submission may delay receiving final acceptance. The individuals listed on this form will receive all correspondence concerning the Section 508 certification of this course. The VA Point of Contact must be the PM or the person submitting material for testing.

<p>VA Point of Contact: *</p> <input type="text"/>	<p>Developer Name: *</p> <input type="text"/>
<p>VA Point of Contact Email: (.gov email required): *</p> <input type="text"/>	<p>Developer Email: * <input type="checkbox"/> Include on email string:</p> <input type="text"/>
<p>VA Point of Contact Phone: *</p> <input type="text"/> (555) 555-5555 Ext: <input type="text"/>	<p>Developer Phone: *</p> <input type="text"/> (555) 555-5555 Ext: <input type="text"/>

[+](#) [?](#)

Media Type(s)

This section concerns which media types your content contains and the authoring tool(s) or platform(s) used to create the content.

The first part consists of eleven checkboxes. Please place checkmarks in the boxes for all media types that your content contains. As different Section 508 standards and different testing methods apply to different media types, it helps us plan our testing so that we may provide you with results as efficiently as possible.

Media Type(s)

Note: Not identifying all media types included in your submission will cause delay in final acceptance.

Included Media Types:

HTML/ASP Flash PDF PPT Word Excel

Other media types:

Authoring tool or platform used to create the content:

Dreamweaver Flash Acrobat Captivate

Other authoring tools:

In the portion pertaining to authoring tools used to create the content, please be specific. We know the characteristics and limitations of many common authoring tools. It is very helpful to know, for example, if you used Adobe Flash Professional or Captivate when you created your Flash content.

Identify required resources

In cases where your content links to resources such as supporting PDF documents, VA directives, and VA handbooks, please indicate which of these resources are required learning in order to pass the test or receive full credit.

Identify Required Resources

Note: No external resources within your course will be tested unless specified here.

Identify hyperlinks to resource materials that are essential for the learner to review to complete/or pass the course.

Resource Link + Add

Remove

Step 2: Generate Word Document

Step 3: Generate Email

Often, when such resources are external to your content, you do not have the ability to remediate any violations that we might find. We usually recognize such materials and do not flag violations in them because we know you can't remediate the violations. It never hurts to mention which resources, if any, are required learning that you have no control over. The body of the email that you send with the submission form would be the place to mention such resources.

Generate Word Document

You have now entered all information into the submission form. Activate the "Generate Word Document" button. You will then need to indicate where you want the document to be saved. It is important to choose the "SaveAs" option.

Generate Email

The final step in the submission process is to generate the email, attach the Word document that you just saved, attach any other relevant documents, and indicate any special instructions in the body of the email. If you are requesting us to test documents such as Word, PDF, or PowerPoint slide decks, don't forget to attach those as well.

What Happens Next?

A member of our team will review your submission for accuracy and completeness. We will also perform Quick tests for testability. If everything checks out and your content passes the quick tests, we'll let you know by email that we've received the submission, accepted it, and placed it in our testing queue. This notification typically occurs within a day from our receipt of the submission.

1Mobile App Selection

If you selected Mobile/Application as your product type in the first question you will be presented with the following fields on the submission form.

Information About Your app or Mobile Web Content

- **Product Status?**
This option lets us know if the content being tested is under development or fully built. We consider content to be under development if it has had no development at all or if the development is in the early stages. Our team will work with you as you develop various elements of your content. This will enable you to meet 508 standards proactively rather than reactively.
- **Content title exactly as it will appear in the TMS, App Store, or other vehicles for distribution.**
This is self-explanatory but it is very important that the name you put in this field is accurate. Also, please remember to use the exact content name in the subject field of all correspondence with our office. The only exception is when you are asking us to test a project that is under development and may only have a few screens of content which you wish to ensure are compliant before they become part of a larger product. If that is the case, please use a name which is descriptive enough for us to know which project you are referring to.
- **Date this form submitted.**
This is automatically populated for you.
- **Projected release date.**
This should be in the form of mm/dd/yyyy.

Section 508 Review Form

For assistance completing this document, please contact the Section 508 Office. For eLearning products contact: OITe-learning508submission@va.gov
mobile products contact: OIT508mobiletesting@va.gov.

Step 1: Complete the form.

* Indicates a required field

Product Information

What type of product are you submitting? *			
<input checked="" type="radio"/> eLearning	<input type="radio"/> Mobile/Application		
Product status? * (Please see the Section 508 Office Developer Information document if you are not sure)			
<input type="radio"/> Under Development	<input type="radio"/> Fully Built		
System for testing course on: *			
<input checked="" type="radio"/> Developer's Server	<input type="radio"/> VA TMS TRAIN instance	<input type="radio"/> VA TMS PROD instance	<input type="radio"/> Submitted Via Email
Exact title of product: * (If necessary for access, please provide a username and password below.)			
<input type="text"/>			
Username:	<input type="text"/>	Password:	<input type="text"/>
Platform to be tested: *			
<input type="checkbox"/> Web Responsive			
<input checked="" type="checkbox"/> Web Desktop			
URL: *	<input type="text"/>		
<input type="checkbox"/> Web Mobile			
Date this form submitted: *		Expected hours for student to complete training: *	
<input type="text" value="6/13/2014"/>	mm/dd/yyyy	<input type="text"/>	
Projected release date: *			
<input type="text"/>	mm/dd/yyyy		

Contact Information

Each member of your development team should be listed in this section. The first contact, called "VA Point of Contact" must be a VA employee and is usually the PM for the content. Please note that this field has error checking and will not allow for an email address that is not on the va.gov domain. The reason that we ask for email address and phone numbers for each contact is because we require that information in order to provide members of your team with a seat and license in the Accessibility Management Platform (AMP). That's the system in which we track the testing of your content. AMP also provides developers with resources to understand Section 508 standards along with detailed information on remediating any Section 508 violations we find in your content.

There is space on the form for the PM and one Developer. If you have more than one developer that you need to include on the form, please use the Add Contact link as many times as necessary to add others to the form. Please include all individuals who will need to receive correspondence about the test process or who will need access to the reports in AMP. Requesting others receive report permissions after we have delivered the results of our testing can cause delays in the test process.

Device(s) and Platform Type(s)

You'll be presented with the following two options:

- Is your website/application intended for a specific device(s)? Here, you may select whether this App has been designed to be accessed on a tablet, phone, or both devices.
- Which platform type(s)? Here, you may specify if this is an iOS or Android App, a Mobile website, or a hybrid of the three afore-mentioned options.
- Installation instructions: Please provide any detailed information about how to obtain and install this App. If this is a Mobile website, please provide the correct Url for accessing the given web content. Please also provide any pertinent login credentials for accessing these Apps.

Device(s) and Platform Type(s)

Is your website/application intended for a specific device(s)? *

Tablet Phone

Which platform type(s)? *

Native iOS Native Android Mobile Web Hybrid

Installation Instructions: * (including location, if applicable)

Step 2: Generate Word Document

Step 3: Generate Email

Generate Word Document

You have now entered all information into the submission form. Activate the "Generate Word Document" button. You will then need to indicate where you want the document to be saved. It is important to choose the "SaveAs" option.

Generate Email

The final step in the submission process is to generate the email, attach the Word document that you just saved, attach any other relevant documents, and indicate any special instructions in the body of the email. If you are requesting us to test documents such as Word, PDF, or PowerPoint slide decks, don't forget to attach those as well.

What Happens Next?

A member of our team will review your submission for accuracy and completeness. We will also perform Quick tests for testability. If everything checks out and your content passes the quick tests, we'll let you know by email that we've received the submission, accepted it, and placed it in our testing queue. This notification typically occurs within a day from our receipt of the submission.

Part 2: Quick Test

Introduction

We have instituted a procedure to save processing time for content developers and to get us more test-ready products. We will perform a quick test for baseline "testability" as part of reviewing certain submissions for completeness prior to accepting them for testing. The quick tests are to uncover common flaws that prevent proper testing of the product. Flash, PDF and multimedia have been determined to have potential blockers that keep us from being able to fully test content; therefore, we have developed quick baseline tests for these media types.

Upon receipt of content containing any of these media types, a quick test will be performed for each applicable type. Any media type which fails the basic quick test will be returned to the development team and will not enter the evaluation queue until its status is fixed. Media types that pass will be processed as usual.

Below are the quick tests for Flash, PDF, and multimedia content, along with an explanation of what makes these items baseline testability criteria and the pass/fail conditions for each.

Flash

Test 1: WMode is set correctly to "window"

Why this is important: If the WMode is set incorrectly, the Flash object is basically invisible to AT such as screen readers. Everything else may have been done right to make the Flash accessible, but if the WMode isn't set to Window nothing else in the Flash can be tested.

Pass: Wmode is set to "window".

Fail: Wmode is set to "transparent" or "opaque".

Test 2: Accessibility is enabled for Flash and child objects

Why this is important: If accessibility is not enabled for Flash and its child objects (such as controls) then an AT user can't interact with anything in the Flash window.

Pass: Objects in the Flash window are exposed to AT

Fail: Nothing in the Flash window is exposed to AT.

PDF

Test 1: Document contains textual content

Why this is important: AT such as screen readers can only work with textual information. They do not have the ability to interpret images. To a screen reader user, an image-only PDF is empty.

Pass: Words are represented as text not images of text

Fail: Document contains an image of text but no actual text.

One way to check: Open document in Acrobat Reader. From the File menu, try to "save a copy as text". If this option is grayed out, then there is no text in the document and it is an image of text instead.

Test 2: Make sure document is tagged

Why this is important: Tags help make the layout and structure of a document clear. If a document is completely untagged, the Acrobat Accessibility tool can only estimate how the document is meant to be read. This can lead to information being presented out of order, or in a fashion that is nearly impossible for a user of a screen reader to interpret, and the document cannot be thoroughly tested.

Pass: An attempt has been made to use a tag structure to enable proper accessibility. (For more information on how to do this see documents on our web page or request a copy from our office)

Fail: The document is untagged.

One way to check: In Adobe Reader navigate to File > Properties > Description tab > Advanced Group Box > Tagged PDF: Yes/NO.

Multimedia

Test: Make sure that multimedia does not play automatically

Why this is important: Multimedia that plays automatically can be disruptive and interfere with a user being able to interact with a page (including trying to find the "STOP" button.)

Pass: When a page containing multimedia is loaded, it presents the user with a way to start the presentation.

Fail: When a page containing multimedia is loaded, it begins playing automatically.

Part 3: Other 508 Hints for Your QA Process

To assist developers and program managers in reviewing their products for some key Section 508 considerations, we have also prepared the following 508 Hints for your QA Process. We do not require you to perform these tests, but we believe that doing so will facilitate more rapid processing during our evaluations and will reduce the time and effort developers must put into correcting materials after the initial accessibility testing conducted by our office. Although passing all the following tests cannot guarantee immediate certification, they can assist our testers by eliminating some of the more straightforward problems, and making sure that more intricate or problematic issues get addressed sooner, during the initial evaluation.

Feel free to contact us for further information or visit our website to see all of our training and resources at <http://vaww.section508.va.gov/>.

For All Media Types

The following test should be performed on all media types included in the content.

Ensure that text and images have sufficient color contrast

Use a color contrast checking tool such as one of the following:

- https://reference.ssbartgroup.com/index.php/Color_Contrast_Checker
- or the InFocus toolbar from https://www.ssbartgroup.com/reference/index.php/InFocus_Toolbar_Help

- <http://www.paciellogroup.com/resources/contrast-analyser.html>
- <http://webaim.org/resources/contrastchecker/>

Open the page or document. Use the chosen tool to check that all text and meaningful images have contrast ratios within the appropriate range

Note: Black-and-white text will pass and does not need to be tested.

For All Interactive Media Types

The following test should be performed on web pages, interactive Flash and documents containing forms.

Validate that the page can be used with only the keyboard

To ensure a valid test from the keyboard you should not use your mouse for any portion of the test. If you have a mouse, place it out of reach or unplug it from the computer.

Using only the keyboard, ensure the following conditions are true:

- Using the tab and shift + tab key, you can move to all links and form elements.
- While using the keyboard, you can tell which link or form element you are on.
- Tab and shift + tab do not take you to elements that are not meant for interaction.
- You can activate all active links and form elements using the space or enter key.

For HTML and PDF Documents

Be sure that headings are defined explicitly

- Review your document visually.
- Make sure that the items that appear to be headings are enclosed by the appropriate tags.
- Note: Different tools can aid in this process including web design tools that can show markup alongside the visual layout of the page. The InFocus toolbar also has a tool that can assist on web pages.

Part 4: Scoping and Delivery

Scoping

Next we scope the content. This means we look at all the different pages, slides, screens in each media type and identify the unique content found in each one.

For example, for HTML we'll look to see if there are simple images, complex images (like charts and graphs), lists and sub-lists, simple or complex data tables, links, simulated dialogs, headings, etc.

When we find an example of each type of content, we capture it by taking a screen shot and in the case of HTML we capture the programmatic representation of what the browser sees in the webpage, which is known as the Document Object Model or DOM.

This representative set of issues is intended to give you enough information to go back and fix similar elements on other pages. This is how we may end up choosing 10 pages out of a total of 30 for one media type. We call the representative pages we test modules. There can be modules with multiple violations, while other modules may not have any.

The Report & Delivery Email

Once all the modules for a media type are identified, a report is created in the Accessibility Management Platform (AMP).

Next, each media type is assigned to a tester, and each media type is tested as its own unit. This is why you may receive results about some of the media types before others.

After the tester completes their testing, an email is sent to the people listed on the submission form.

Important information in the email

- Content name and media types that were tested. Remember, if there are more than one media types in the content, there will probably be more than one email. Read the subject line to make sure we're all talking about the same part of the same content.
- Report location: This is the URL for the Accessibility Management Platform, AMP
- In all correspondence please use either Section508elearning@va.gov or Section508mobile@va.gov, whichever is appropriate for your content.
- You can also contact us if you have trouble accessing your account in AMP.

Part 5: Working in AMP

You've received an email saying the testing is complete for one or more media types of your content.

Now what do you do? For the purposes of this training we'll use an HTML test report in AMP:

https://va.ssbartgroup.com/public/reporting/view_system.php?system_id=924.

When working in AMP you'll soon become familiar with two terms. A project can be thought of as a container which holds the reports on your content. A report is a single media type found within your content. The report holds all the key information and is where you will find information about any 508 violations that media type contains.

Violations can be global, patterns or individual violations. Global violations are those that we found across all modules we scoped and are likely to be found on the other pages of the content. You also may see some but not all of the same violations from module to module, this is called a pattern. A pattern is defined as a violation that exists in two or more modules but probably not in all of them. Though we only test a representative set of pages, we can be fairly certain some violations are repeatable through the whole site, such as repetitive navigation areas. Individual violations are specific to the current module being viewed and will only appear in that module.

The Report

- The report name which is a link to the report itself.
- The project name.
- The Technology Platform.
- The report state.
- The date the report was created.
- The number of modules in the report.
- A compliance score expressed as a percentage.

Activate the report name link. You should now be on the Report Overview page. At the top of the main content section of the page you should see a heading that says Report Contents and the Overview tab should be active directly below the heading. The overview page provides some information we use to track your content throughout the stages of our process. Sometimes additional notes will be provided in the Description field on this page; you should always take a moment to look for any additional notes here

(they should also have been included in the email you received). Under the heading, Report Documents, you will find a link called, HTML Webinar Files.

In this case you can see there is a link for Webinar Files. If you don't have these files already, please go ahead and download them. With our website in one window and AMP in the other we can begin to review the violations in the report and find them on our website. To review the violations, activate the Modules link found in the list of links in the Report Contents sidebar towards the top of the main content section.

Module Actions

Once the Module List – HTML Accessibility Webinar page loads, you'll see three items beneath the heading, Module Actions.

- Module Details
- Excel Report
- View Module Bugs

You are currently looking at the Summary view of the modules in the report. This view allows you to go into an individual module and view only that module's violations. The Details view allows you to see all the violations associated with each module all on one page. It's a personal preference as to how you want to view the information, but for the purposes of this session we're going to work within the Module list view.

Module 1 (Page 1 of 3)

The table that lists the modules of your content that we tested contains the following information:

- Name
- Location
- Thumbnail
- Violation Count

The module name and thumbnail will help you find the page of your content that was tested. The violation count is the number of Section 508 violations that you will see when you activate the linked name of the module.

Activate the link for module 1.

Note: The order in which the violations appear for you may not be the order in which we take them up as we proceed.

Provide valid labels for form fields

Locate the violations related to the best practice "Provide valid labels for form fields". The description is where we explain the specific problem. Sometimes the description field will also include information about how to resolve that particular issue, or the resolution information will be in the note field. The best practice that is violated, in this case Provide explicit labels for form fields, is a link. Activate the link.

The best practice page tells you what technology platform it is part of, what type of element it relates to (in this case forms), a description of the problem, bad and good code samples, what the recommendation is, how you can test for this best practice, and the checkpoints in the VHA checklists that this best practice maps to, and at the very bottom of the page it will list which modules in this report this best

practice is violated.

Activate your browser's back button to go back to the list.

Ensure color is not the sole means of communicating information

The next violation is "Ensure color is not the sole means of communicating information". The description and notes give some specific details about what's going on and advice about what to do. If there wasn't enough information there, you could click on the violation to get more details. Again, you'll find an explanation of the violation, and some examples of what does and does not comply with Section 508. Go back to the module list by activating your browser's back button.

Avoid the use of implicit headings

The violation text here, "Accessibility Examples" and smaller, one-line bolded text need to be structured as headings, provides an example of what on the page is a problem and the notes field provides further information about how to remedy the problem. Activate the violation's link to read more details about implicit headings and how to address this issue.

If we switch over to the website we can identify the type of text that needs to be marked up as headings. For Page 1 "Accessibility Examples", "Form Example" and "List Example" need to be structured as headings. Headings help assistive technology (AT) users understand the hierarchy of information on the page and jump to various sections of pages.

In this case, you would want to structure, "Accessibility Examples", as a heading level 1 and you can see, from the code samples, exactly how that would be accomplished.

There are a few more violations on Page 1 that we encourage you to explore at your leisure. Right now, let's go to the next module.

Module 2

Go ahead and click on the modules tab to get us back to modules summary view.

Activate the Page 2 of 3 link next. When the View Modules Page 2 of 3 page loads, you'll see that there is only one violation, and it is the same as one of the violations that we saw on Page 1. This is a good indication that this violation occurs on several or all pages of your content. If it is a global issue, it should be fairly easy to track down and fix.

Sometimes, there aren't any violations in a module. If this global violation didn't exist, then instead of the list of violations, it would say, "No data found."

Module 3

Now we can go to the final module in this report. Click on the modules link to get us back to module list, and activate the Page 3 of 3 link now.

No Alt Attribute

The first violation listed is an automatic violation. It indicates the image was not found to contain an alt attribute in the source code. By glancing at the other violations listed on this page and the screen shot you can guess that this is the flower border graphic. There are two options to remediate this situation. You need to evaluate the purpose of the image and then decide what the best option to remediate is. The first is to add an alt="Description of the image" where Description of the image is a meaningful description of the image. All images require an alt attribute of some kind. In some cases, if the image is decorative or "eye candy", you can apply an empty alt attribute that will tell AT to ignore the image when reading the page. An empty alt would look like alt="". Since the flowered border in this case appears to act as a separator and not essential content on the page, If you give the image an empty alt attribute,

you will see that if you run the mouse over the image no tool tip will appear. This is one possible indication no alternative is present. In this case we know the alt is there, just no text was applied.

Appropriate Alt Text

The next violation is about the U-Turn graphic. The current alternative text on the graphic is "Road Sign". Depending on the purpose and context of the content, it may be important for the user to specifically know what the road sign says. Therefore the alternative text needs to be more descriptive and say something to the effect of "No U-Turn for 360 yards".

If you change the alt text from, "Road sign," to the more meaningful, "No U-Turn for 360 yards," you will see that text appear when you hover the mouse over the image.

The third violation listed is the Global violation from pages 1 and 2. Not really a surprise to find it here, too.

The fourth listed violation is the implicit headings pattern violation that was listed on Page 1. In the Report Contents sidebar, towards the top of the page, is a link called Patterns. This will show you all the Global and Pattern violations in a report, and on which pages they occurred. Click on the Patterns link. You will see that the Global color violation is listed under Globals, and the Implicit Heading violation is listed as a pattern.

If you click on the pattern name "Implicit headings", it will show you all the modules on which this violation occurred. This can be a good tool if you're trying to take care of recurring violations all at once. There is one more violation in this module that we encourage you to investigate on your own.

Part 5: Questions and Further Information

We encourage you to investigate the tools and best practices available in AMP. You can even review them when you don't have a report. To explore Best Practices activate the Learning Center link just above the main content area of the page to review any issues for many media types. If your questions are not addressed anywhere in AMP, feel free to get in touch with us. Depending on the nature of your content, please email the e-learning mail group, Section508elearning@va.gov or the mobile test team at Section508Mobile@va.gov.

Also contact the test team when you believe everything in the report has been addressed. When you send a message to the test team, please include the following in the subject field, Course Name, Media Type(s). In the message body you can include any other relevant information, such as the URL for the content (especially if there is a change in location or version naming).

We will complete a Remediation Report, which is basically a copy of the original report, with the same modules, but with any fixed violations removed.

If violations still need to be worked on, we'll contact you with information on what's left to do and a link to the remediation report. The Remediation report will be in the same project folder as the original report.

You can work with the remediation report the same way you worked with the original violations report. When all violations have been addressed, the media type becomes a Release Candidate, and goes through one final round of testing, to make sure that none of us have missed anything. We also spot check pages outside the original set modules scoped to ensure changes have been made throughout the content.

If it all looks good, the media type will be certified as Section 508 compliant. You'll receive an email that says, "partial" or "full" certification, the name of the content, and the relevant media type(s).

Partial certification means that only some of the media types in your content have been certified so far. Full certification means that all of them have been certified. There is also a listing in the email showing which media types have been certified and how many are left to go.

Your content is Fully Certified when, and only when, all media types have been certified. Once you DO receive a Full Certification email from us you are done with that project and the 508 process. At that point, content can be posted or distributed. If you are required to provide checklists before your content can go live, you will need to download the checklists attached to each report that makes up your project. In order to download the certification checklists, please log into <https://va.ssbartgroup.com>. Once you are logged into AMP, you can access the report under the "Recent Reports" heading by activating the link that corresponds with the course name and media type which has been certified. Once the report has been opened, the applicable checklists will appear beneath the heading, "Report Documents". Please be aware that there might be more than one checklist for each report. You'll need to download all applicable checklists that are attached to each report.

Questions About VA Section 508 E-learning or mobile testing?

Internet: www.section508.va.gov/support

Intranet: vawww.section508.va.gov/ELearning_Testing_Procedures.asp