SUDDENLY VIRTUAL

Accessibility in a Virtual Environment

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Contents

The John J. Heldrich Center for Workforce Development at Rutgers, The State University of New Jersey recently released its Suddenly Virtual series of products covering the public workforce system's transition to remote teaming and virtual service delivery during the height of the COVID-19 pandemic. Previous products in this series have covered frontline staff's immediate operations challenges and the technology and management tools that can aid in the transition to a suddenly virtual world.

Suddenly Virtual Toolkit: The Basics identified a number of tools that public workforce programs are using to work with customers. To enhance that toolkit, the Heldrich Center is now providing additional resources to address the needs of people with disabilities as they access virtual services through these platforms.

Workforce staff should familiarize themselves with the accessibility options for all of the tools they are using and should make these resources available to their clients so they are able to utilize all virtual services.

The following services offer opportunities for community through connection and collaboration for people of all abilities. Frontline staff must ensure they have the proper technology and accessibility features in place to accommodate all customers as the need to virtually connect will likely continue for many months. The Heldrich Center will continue to share information and resources to support the public workforce system during this trying time.

If you'd like to get in touch, please email nscn@rutgers.edu. Also, if you would like to join our mailing list to receive upcoming products on this topic, please click here.
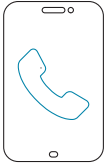
Voice and Conference Calls
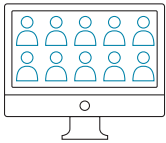
Google Voice
FEATURE
- ▸ Use Google Voice with a screen reader

Google Hangouts
FEATURES
- ▸ Use Hangouts with a screen reader
- ▸ Keyboard shortcuts for Hangouts
- ▸ Keyboard shortcuts for Hangouts Chrome extension or app

Video Conferencing Services

Zoom
FEATURES
- ▸ Closed captioning
- ▸ Automatic transcripts
- ▸ Keyboard accessibility
- ▸ Screen reader support
- ▸ Meeting controls
  - ▸ Go to Personal ▸ Settings ▸ In Meeting (Basic), and then configure the option, "Always show meeting control sidebar"
- ▸ Play a sound when someone joins or leaves a meeting
  - ▸ Go to Personal ▸ Settings ▸ In Meeting (Basic), and then configure the option, "Play sound when participants join or leave"

For more information on Zoom's accessibility policy, please see Zoom's Accessibility Features and Accessibility Frequently Asked Questions. For direct support, email access@zoom.us or open a support ticket at support.zoom.us.

WebEx
FEATURES
- ▸ Keyboard navigation and shortcuts
- ▸ Low vision support
- ▸ Screen reader support

For more information on WebEx's accessibility features, please click here.

Google Meet
FEATURES
- ▸ Live captions
- ▸ Using screen readers and magnifiers with Google Chrome
- ▸ Keyboard shortcuts
- ▸ Google meeting room hardware help

To turn on Google Meet's accessibility features, follow the instructions here. For Android-specific guidance, click here. For Apple-specific guidance, click here.

For more information on Google Meet's accessibility features, please click here.

Collaboration, Productivity, and Document Creation

Google's G Suite and Microsoft Office 365 provide a variety of tools, including email, calendars, file storage and sharing, and products for creating documents, among others. See below for details about the available tools.

G Suite

For more information on how to access the accessibility features for all applications in Google's G Suite, please click here.

Gmail

FEATURES

▶ Display and accessibility
▶ Use Gmail with a screen reader
▶ Use Gmail with a screen reader (basic HTML view)
▶ Keyboard shortcuts for Gmail
▶ Buttons in your Gmail toolbar
▶ Gmail themes

Google Calendar

FEATURES

▶ Use a screen reader with Google Calendar
▶ Use keyboard shortcuts in Google Calendar

Google Classroom

FEATURE

▶ Use a screen reader with Classroom

Google Drive

FEATURES

▶ Screen readers that work with Google Drive
▶ Keyboard shortcuts for Google Drive

Google Cloud

FEATURE

▶ Use Cloud Search with a screen reader

Google Docs

FEATURES

▶ Accessibility for Docs editors
▶ Edit documents with a screen reader
▶ Collaborate and comment with a screen reader
▶ Use a braille display with Docs editors
▶ Type with your voice
▶ Keyboard shortcuts for Google Docs
▶ Make your document or presentation more accessible

Google Forms

FEATURES

▶ Edit forms with a screen reader
▶ Keyboard shortcuts for Google Forms

Google Sheets

FEATURES

▶ Accessibility for Docs editors
▶ Edit spreadsheets with a screen reader
▶ Collaborate and comment with a screen reader
▶ Keyboard shortcuts for Google Sheets

Google Slides

FEATURES

▶ Edit presentations with a screen reader
▶ Collaborate and comment with a screen reader
▶ Present slides with captions
▶ Keyboard shortcuts for Google Slides
▶ Make your document or presentation more accessible

Microsoft Office 365

For more information on the Microsoft Office Accessibility Center, please click here. To directly reach out to the Microsoft Disability Answer Desk, click here.

Microsoft Outlook

FEATURES

- Use a screen reader to explore and navigate Outlook Mail
- Use a screen reader to explore and navigate Outlook Calendar
- Keyboard shortcuts for Outlook
- Accessibility support for Outlook

Microsoft OneDrive

FEATURES

- Use a screen reader to explore and navigate OneDrive
- Accessibility support for OneDrive

Microsoft Teams

FEATURES

- Keyboard shortcuts for Microsoft Teams
- Screen reader support topics for Microsoft Teams
- Accessibility overview of Microsoft Teams

MEET

- Live closed captioning for meetings (U.S. English only)
- Blur background or use a background image
- Pin a meeting participant's video
- Dedicated chats for each meeting
- Add someone, like a co-worker or interpreter, to a call

CHAT

- Limit distractions with Do Not Disturb mode
- Minimize communication barriers with language translation
- Customize the reading and viewing experience for different visual and cognitive needs

COLLABORATE

- Have documents read aloud and broken down by syllables with Immersive Reader
- Ensure Microsoft Office content is easy for all people to read and edit
- Pin chats, channels, apps, and documents

Microsoft SharePoint

FEATURES

- Work with keyboard shortcuts in SharePoint Online
- Find navigation options in SharePoint Online
- Create accessible sites in SharePoint Online
- Find more help for working with SharePoint Online
- Technical support for customers with disabilities
- Accessibility support in SharePoint Online

Microsoft Word

FEATURES

- Use a screen reader to explore and navigate Word
- Keyboard shortcuts in Word
- Basic tasks using a screen reader with Word
- Use a screen reader to save a document in Word
- Accessibility support for Word

Microsoft PowerPoint

FEATURES

- Use a screen reader to explore and navigate PowerPoint
- Use keyboard shortcuts to create PowerPoint presentations

- Use keyboard shortcuts to deliver PowerPoint presentations
- Basic tasks to create a presentation in PowerPoint with a screen reader
- Use a screen reader to work with slides in PowerPoint
- Use a screen reader to create a presentation from a template in PowerPoint
- Make your PowerPoint presentations accessible to people with disabilities
- Accessibility features in video playback on PowerPoint
- Closed caption file types supported by PowerPoint
- Improve accessibility with the Accessibility Checker
- Accessibility support for PowerPoint

Microsoft Excel

FEATURES

- Use a screen reader to explore and navigate Excel
- Keyboard shortcuts in Excel
- Make your Excel documents accessible to people with disabilities
- Improve accessibility with the Accessibility Checker
- Accessibility support for Excel

Microsoft OneNote

FEATURES

- Use a screen reader to explore and navigate OneNote
- Keyboard shortcuts in OneNote
- Make your OneNote notebooks accessible to people with disabilities
- Accessibility support for OneNote
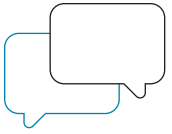
Messaging

Slack

FEATURES

▸ Keyboard accessibility
▸ Screen reader accessibility

Google Chat

FEATURES

▸ Use a screen reader
▸ Use Chat keyboard shortcuts

  ▸ Navigate around Chat
  ▸ Send a direct message
  ▸ Create or find a room
  ▸ Start a new conversation or message within a room