SERVICE**PRO**
Cloud9

Accessibility
Documentation

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Cloud9 Accessibility Guidelines (Desktop Only)

The following lists outline shortcut keys and other improved accessibility functions for each section of ServicePRO Cloud9.

JAWS Reader

- Use JAWS Reader to read the screen contents
- Visit http://webaim.org/articles/jaws/ for more information
- In this document, the term "set focus" means to select a particular portion of the screen in ServicePRO Cloud9. When a portion of the screen is focused on, context-specific shortcut keys and other functionality are enabled, and JAWS reader can read that focused section.

Navigation with Keyboard

- Using the **Tab key** will jump to next available link on most pages
- To read each word on the page, use the **Up or Down arrow keys**
  - For example, under the "Request Properties" tab in the Request Detail view, using the **Tab key** will only navigate through the request properties value whereas **Up/down key** will navigate through label and value
- The **Left** and **Right** arrow keys will read each letter on the page
- Screen readers will read value descriptions with the **Tab** key only

Application-Level Accessibility Shortcut Keys

- **Ctrl+Home** – Move out of any region, such as the control like grid, tab etc…
- **Ctrl+Alt+S** – Perform a Save action
- **Ctrl+Alt+P** – Navigate to preview pane on the right side, if applicable
- **Ctrl+Alt+R** – Refresh the section currently being focused on
- **Ctrl+Alt+G** – Perform a Global Search
  - **NOTE:** This access key will work when the application focus is in the main region. This shortcut will not work if the current selected focus is on a page header, footer, or left side menu.
- **L** – Navigate to the **Home** link, and then use "**Tab**" to visit the link under Home
- **Q** – Shift the focus to the main region

Grid Control

- **Arrow Keys** – To navigate through the grid cells
- **Page Up/Down** – To navigate the grid pages

X-editable Controls

- **Arrow Keys** – Navigate to the next or previous control; only works when the JAWS reader is on
- **Enter** – Edit the value
- **Submit Button** – Save changes
- **Cancel Button** – Cancel changes
- Use the **Tab** key to navigate to the Submit and Cancel buttons after editing the value in edit mode

Tab List Control

- **Enter key** – Load the tab's contents
- **Tab Key** – Users can switch to the next tab page by using the **Tab key**. When the last tab page is reached, pressing the **Tab key** again will read the selected tab's contents

Reading Home Page Contents

- **Ctrl key** – Stops the Reader from reading the default content on the page
- **Tab key** – Navigates to the next available link on the page
- **Q key** – Move and select the main content region

Notification Header Icons

- After logging in, use the **Tab key** to set focus on these icons
- **Enter** – Open or close the notification list
- **Up/Down** – Navigate through tab items
- **Enter** – To open the selected tab
- **Up/Down** – Navigate through tab list contents
- **Enter** – Open the selected item in detail mode
- **ESC** – Close the dropdown list when focus is on any tab list item

Recent Request Header Icons

- **Tab** – After logging in, use the **Tab** key to set focus on the Recent Request Header Icons
- **Enter** – Open or close the dropdown list
- **Tab** – Navigate through the list item
- **Enter** – Open the selected item in detail mode
- **ESC** – Close the dropdown list when focus is on any list item

Global Search List

1. Set focus on the global search area by using **Tab** key
2. Type the search phrase
3. Use the following keys to perform Global Search specific functions:
   - **Tab** – Navigate to the Search Button
   - **Enter** – Load the search list based on the entered search phrase
   - **Tab** (when focus is set on the list) – Navigate through search list items
   - **Enter** (when focus is set on the list) – Open the selected item in detail mode
   - **ESC** – Close the Search list dropdown

New Request Wizard

- **Ctrl+Alt+N** – **Next** Button – moves to the next Request Wizard step
- **Ctrl+Alt+P** – **Previous** Button – moves to the previous Request Wizard step
- **Ctrl+Alt+S** – **Submit** (Save) the Request
- **Ctrl+Alt+C** – **Cancel** Button – cancels the submission of a New Request

Request Details View

- **Ctrl+Alt+P** – Navigate to the Properties Tab link directly
- **Ctrl+Alt +U** – Navigate to the "Update Request" link and expand the tab's contents
- **Ctrl+ left/right arrow keys** – to navigate through the "Update Request" tab list
- **Ctrl+Alt+S** – Save changes

Setting Request Quality/Timeliness Rating

- Set focus on request "**Closed**" check box
- Use the **Spacebar** key to enable or disable the **Closed** status (On/Off)
- If the **Closed** status is enabled (set to **On**) and the request has a Child Request or is a Purchase Request type, then validation messages will be focused on and read
- Use the **Tab** key to navigate through Quality Rating variables
- Use the **Spacebar** key to enable or disable the Rating
- Similarly, use the **Tab** and **Spacebar** keys to navigate and enable or disable the Timeliness Rating

Activity Stream

1. Focus on the **Activity Stream** tab
2. Use the **Up** and **Down** arrow keys to scroll and read through the activity stream's contents

Activity Stream Search

1. Set focus on the activity stream search text box
2. Type the search phrase
3. Press **Tab** to set focus on the "**Search**" button
4. Use **Enter** or the **Spacebar** key to filter the activity stream based on the written search phrase

Insert Images into the Memo Editor

1. Focus on the "Insert Image" button
2. Use the **Spacebar** key to open the file dialog window
3. Navigate through directories and select the image
4. Press the "**Enter**" key or select the "**open**" button from the file dialog to insert the image

Adding Attachments

1. Focus on the "**Select File**" button
2. Press the **Spacebar** key twice to load the file upload dialog
3. Select the file
4. Press **Enter** key or select the "**Open**" button to upload the selected file

My Workspace/My Requests View

Ensure focus is set on the Workspace/Request grid to perform the following functions with keys:

- **Tab** – to navigate to each item on the view
- **Arrow Keys** – To navigate through the grid cells
- **Page Up/Down** – To navigate the grid pages
- **Ctrl+Alt+P** - Navigate to preview pane from grid
- **Ctrl+Alt+S** – Save Changes
- **Ctrl+Home** – Navigate to browser
- **Q** – Navigate to main area

My Workspace/Requests Search List

1. Focus on the Search field by using the **Tab** key, or CTRL + ALT + G if the focus is currently on the main region.
2. Type the search phrase
3. Press **Enter** to load the grid with the written search phrase

My Workspace/My Requests Grid Sorting

1. Focus on the first row of the grid
2. Use the **Up** arrow key to move to the grid header
3. Use **Left/Right** arrow key to navigate to grid header columns
4. Press **Enter** to sort the grid with respect to selected grid column

Messages View

- **Ctrl+Alt+Z** – Snooze
- **Ctrl+Alt+X** – Clear
- **Ctrl+Alt+D** – Detail
- **Ctrl+Alt+E** – Respond
- **NOTE**: Custom Date/Time snooze settings currently have no Accessibility Support in the Messages View.

Search Solution View

- Focus on the main area of the Search Solution view using the '**Q**' key
- Press the **Up or Down** arrow keys to navigate through the search solution page contents
- To read preview tab contents:
  - Focus on the Main tab by pressing **Ctrl+Alt+P**
  - Use **Down** arrow key to read tab contents; the reader will start reading the selected tab contents after navigating through all the tab
  - Continue pressing the **Down** arrow key to read all the contents of the tab (Solution Detail)

Audit Workstation

Accessibility Support is currently unavailable for Audit Workstation.