



# OFFICE OF THE CHIEF INFORMATION OFFICER

# SITEIMPROVE WALKTHROUGH FULL GUIDE

## INTRODUCTION

The purpose of this guide is to walk Siteimprove users through the process of remediating their websites.

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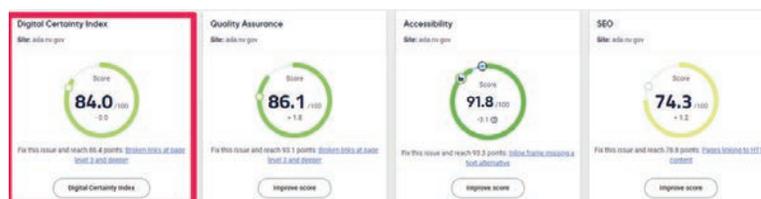
# SITEIMPROVE OVERVIEW

SiteImprove provides each site owner with the ability to review and monitor ADA compliance. Providing our customers with this tool gives each site owner the ability to provide their content to assistive technology users and meet the federal ADA requirements enforced by the Federal Office of Civil Rights.

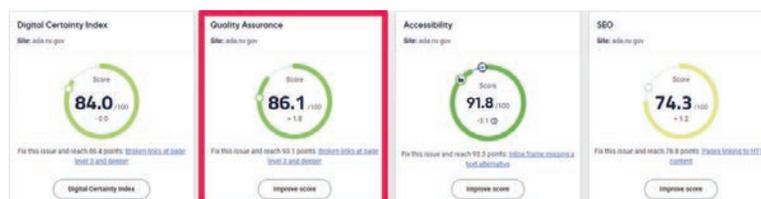
## DIGITAL CERTAINTY INDEX DASHBOARD

After logging in to the tool, you'll see the Digital Certainty Index Dashboard, also known as the "DCI Score Dashboard." You can disregard the overall score and SEO scores, as they include factors that may not be relevant to your review and they don't affect your site's ADA compliance

1. The Digital Certainty Index "DCI" is a combination of your sites Quality Assurance, Accessibility, and Search Engine Optimization "SEO". This is the overall score you can disregard.



2. Quality Assurance is the overall confidence that a screen reader can get through your site without any issues. We focus on this because even though you may have a high Accessibility score, the Quality Assurance section may be telling you that you have bad links on key pages where these links will have a high probability of inhibiting an assistive technology user. We push for a 90% on this score as this gives a high probability that the assistive technology user will not have an issue when absorbing your site's content.

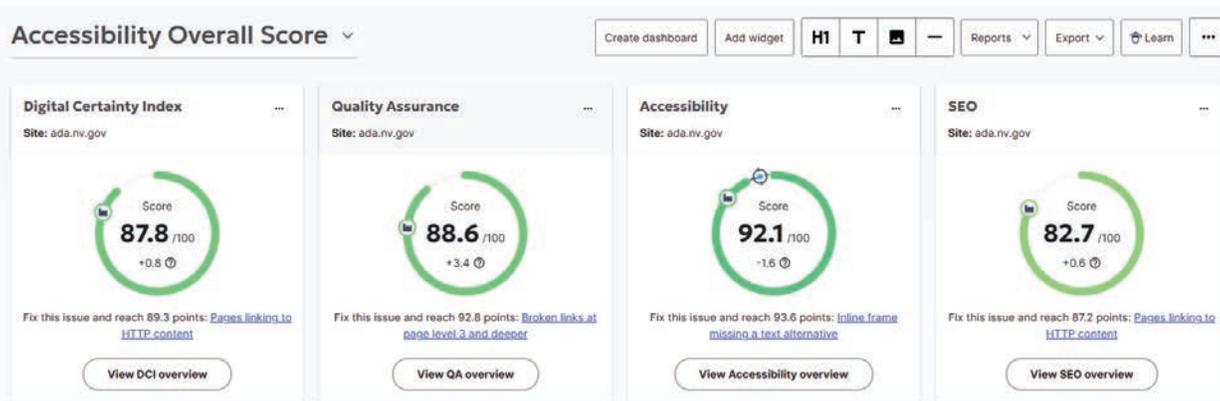


3. Accessibility is the section of the score that focuses on your actual issues. This section shows you all the A, AA, and AAA issues with the site. It will let you know exactly how much each issue lowers your overall score. We also push for this to be at 90% as that will give a high probability that assistive technology users will not have an issue absorbing content.



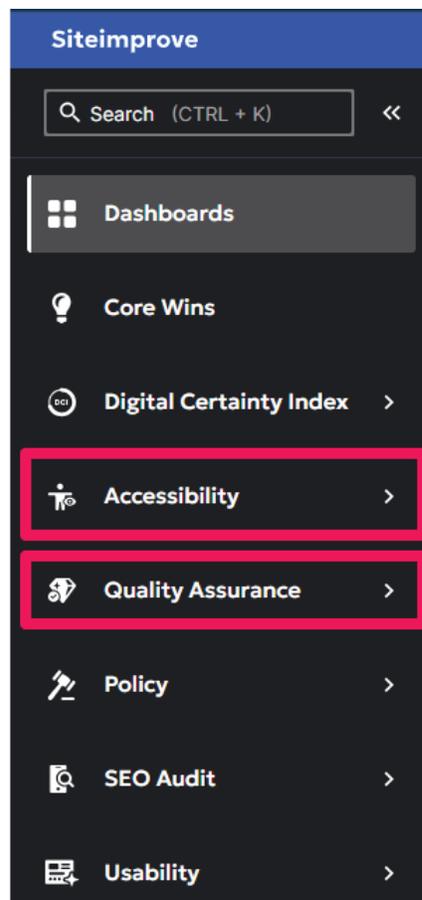
# NAVIGATING SITEIMPROVE

When you log in, you'll initially land on the Accessibility Overall Score.



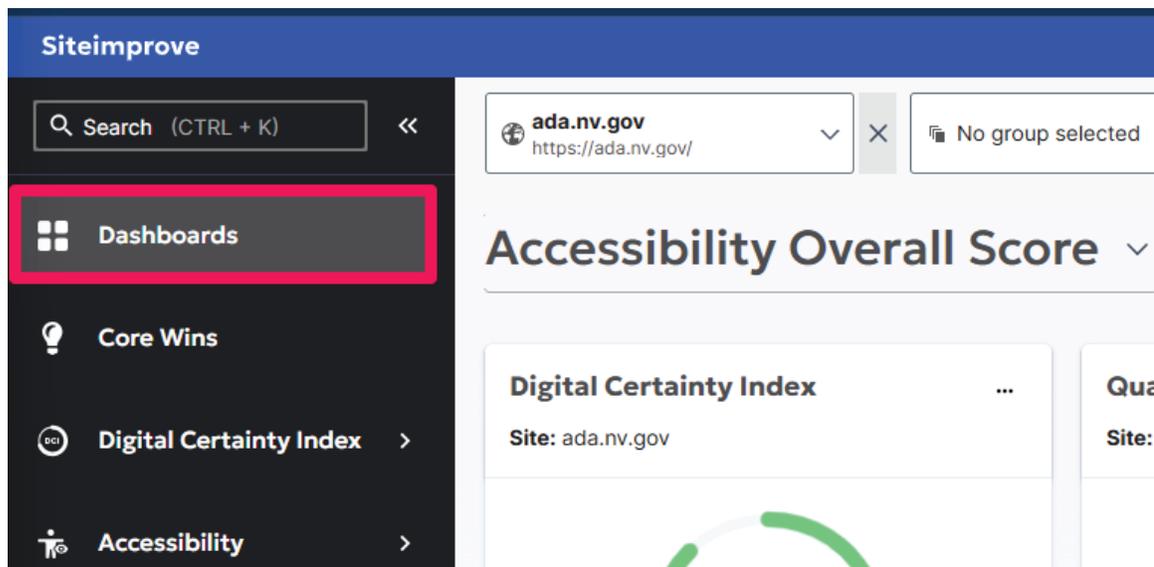
## NAVIGATE TO ACCESSIBILITY OR QUALITY ASSURANCE TABS

To navigate to the Accessibility or Quality Assurance tabs, click the appropriate tab on the left menu.



## RETURN TO DASHBOARD

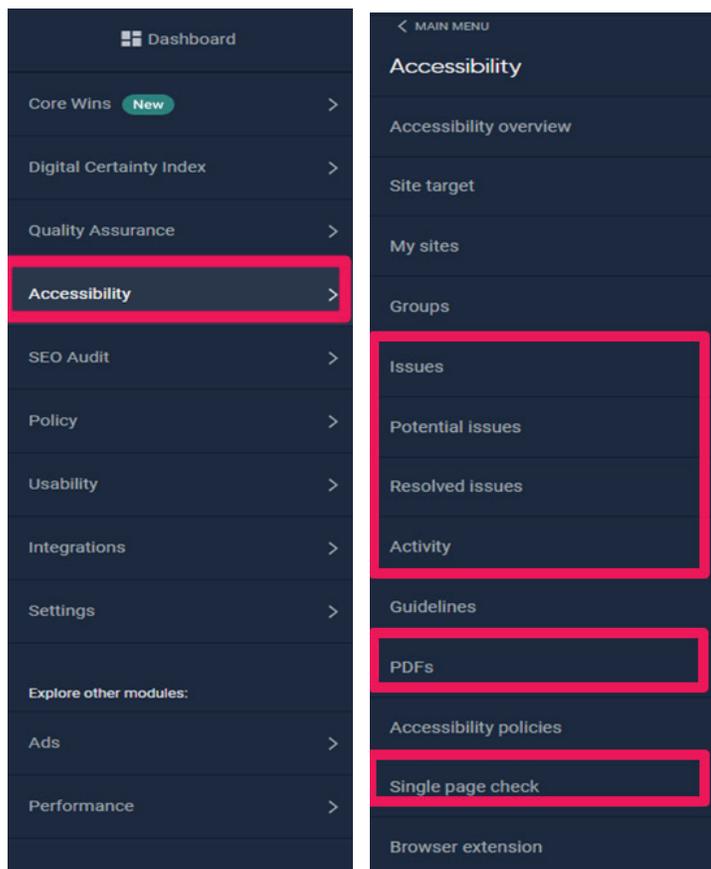
If you ever want to return to the dashboard while navigating through the tool, simply click on the Dashboard tab in the upper left corner, just below the search menu.



# ACCESSIBILITY TAB OVERVIEW

In this section we focus on Issues, Potential issues, Resolved issues, Activity, PDF's, and Single Page Check. This section is where you will resolve the A, AA, AAA issues within your site.

Once you click on the Accessibility Menu, the Accessibility Tab Options appear.



## ISSUES TAB

The Issues tab displays all A, AA, and AAA issues. Siteimprove organizes these issues by how much each one impacts your score, with larger issues having a greater effect. The first issue listed will always be the one that provides the most significant positive impact on your score when corrected. If this isn't the case for you, you can click on the "Points you can Gain" column heading to sort the table in descending order based on score.

| Issues                                       | Conformance | Difficulty   | Responsibility  | Element type | Occurrences | Pages | Points you can gain |
|--|-------------|--------------|-----------------|--------------|-------------|-------|---------------------|
| Container element is empty →                 | A           | Advanced     | Development     | Other        | 30          | 27    | 0.80 points         |
| Inline frame missing a text alternative →    | A           | Intermediate | Content writing | Other        | 13          | 13    | 1.58 points         |
| Page does not start with a level 1 heading → | SI          | Intermediate | UX design       | Headings     | 8           | 8     | 0.28 points         |
| Table headers aren't referenced correctly →  | A           | Intermediate | Development     | Tables       | 100         | 1     | 0.98 points         |
| Table cell missing context →                 | A           | Advanced     | Development     | Tables       | 100         | 1     | 0.98 points         |

After clicking the link, a page will appear with the name of the error and all the pages Siteimprove identified the error on.

### Container element is empty

Export

**Container element is empty**

|                       |   |  |  |                                   |                                    |
|-----------------------|---|--|--|-----------------------------------|------------------------------------|
| Conformance: <b>A</b> | Points you can gain: <b>0.80 points</b> | Pages with this issue: <b>27 pages</b> | Number of occurrences: <b>30 occurrences</b> | Difficulty level: <b>Advanced</b> | Responsibility: <b>Development</b> |
|-----------------------|---|--|--|-----------------------------------|------------------------------------|

**Description**  
Some roles are designed to contain other roles. This element has this type of role, but it doesn't contain any required owned elements.

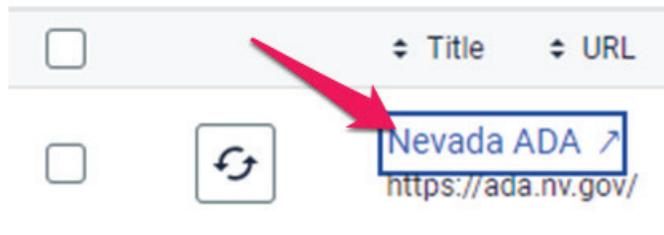
**Learn more**  
Roles provide information about content structure and how page elements fit together. Some roles depend on other roles for context. For example, the role `listitem` can only really be meaningful in the context of a `list` or `group`.

**Related to this issue**  
Container element is empty (850 occurrences) →

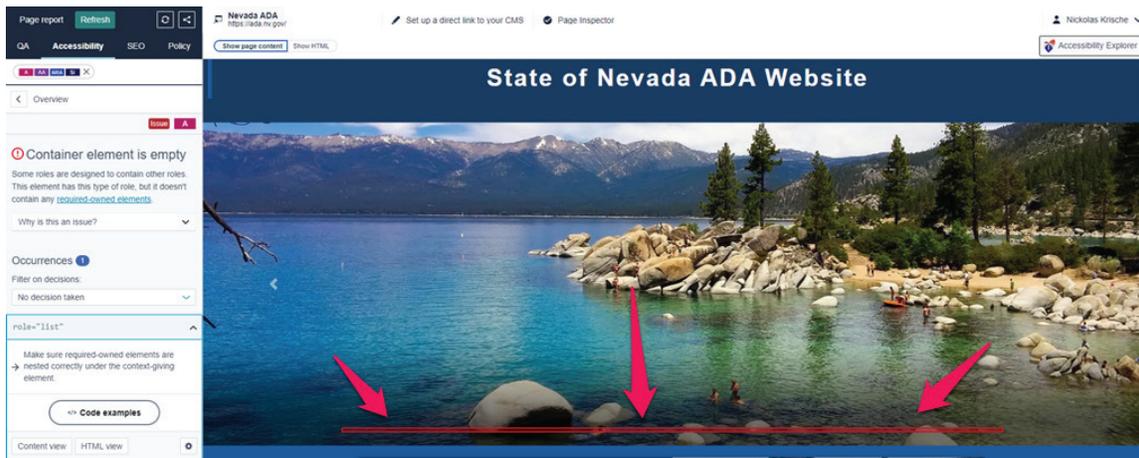
**Pages with this issue**

| Title                    | URL  | Occurrences | Page views |
|--------------------------|--|-------------|------------|
| <input type="checkbox"/> | Nevada ADA <a href="https://ada.nv.gov/">https://ada.nv.gov/</a>   | 1           | 1,216      |
| <input type="checkbox"/> | Overview: Road to Training <a href="https://ada.nv.gov/home/Overview_Road_to_Training(h)/">https://ada.nv.gov/home/Overview_Road_to_Training(h)/</a> | 1           | 411        |

1. Click on the link in the Title URL column. For example, I clicked on the Title "Nevada ADA."



2. After clicking the link, you'll be directed to a page that details the issue and provides instructions on how to resolve it. This page also includes a snapshot of the site's page with the current instance of the issue highlighted in red on the page.



3. Click on "Why is this an issue?" to find out what is causing the issue. Use the links provided to assist you in understanding what the problem is and how to fix it.

### Why is this an issue?

Roles provide information about content structure and how page elements fit together.

Some roles depend on other roles for context. For example, the role `listitem` can only really be meaningful in the context of a `list` or `group`.

- Help Center: [Container element is empty, explained](#)
- WAI-ARIA 1.1: [5.2.5 Required Owned Elements](#)
- Siteimprove Alfa: [Technical documentation for rule SIA-R68](#)

4. Click on HTML View to review the code causing the issue.

Occurrences 1

3 selected

role="list" ^

Make sure required-owned elements are  
→ nested correctly under the context-giving  
element.

**Code suggestions**

Content view **HTML view** ⚙️

5. Click on the Code Suggestions button.

Occurrences 1

3 selected

role="list" ^

Make sure required-owned elements are  
→ nested correctly under the context-giving  
element.

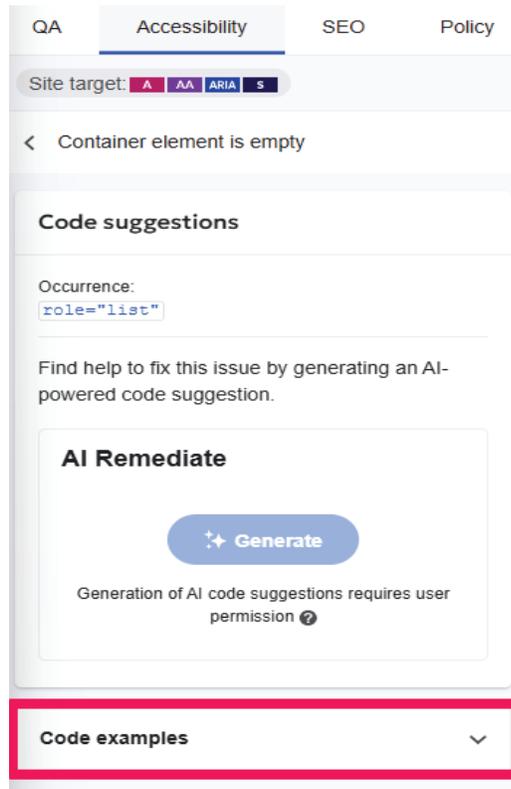
**Code suggestions**

Content view HTML view ⚙️

6. The code window will appear with the code causing the issue highlighted in red on the right side of the page, as shown below.

```
<div id="global_carousel" class="carousel slide global-slideOverride-1" data-ride="carousel">  
  <ol class="carousel-indicators"></ol>  
</div class="carousel-inner"> ... </div>
```

7. Click on the "Code Examples" drop-down menu on the bottom left of the page. Note: Ignore the AI Remediate section as this functionality is not part of our contract.



8. The Code examples box will display on the left side of the page with an example of the problem corrected and the problem code with the issue highlighted in red displayed on the right side of the page. In this case, the issue is caused by an ordered list on the page that does not contain any list items.



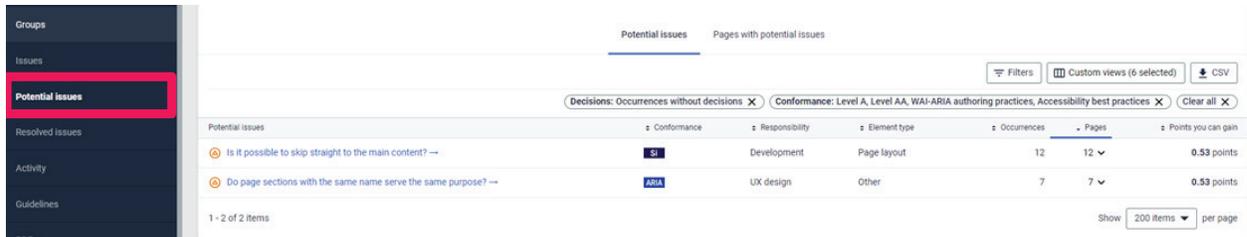
```

<div id="content" role="main">
  <style hidden="true"> ... </style>
  <div class="container-fluid">
    <div class="global-centerBody global-max-1000">
      <div id="banner_left">
        <h1> ... </h1>
        <div id="global_carousel" class="carousel slide global-
          <ol class="carousel-indicators"></ol>
        <div class="carousel-inner"> ... </div>
        <a class="carousel-control-prev" role="button" data-s
        <a class="carousel-control-next" role="button" data-s
      </div>
    </div>
  <div id="content_main" class="col-12"> ... </div>
  <div style="padding-left:15px; padding-right:15px;"> ... </
</div>

```

## POTENTIAL ISSUES

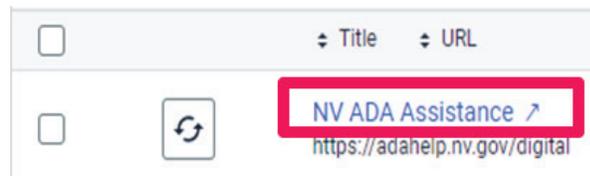
Potential issues function in the same way as Issues. You'll review each potential issue and decide if it is an issue, or if it is not an issue. If needed, you can always reverse decisions in the Activity tab.



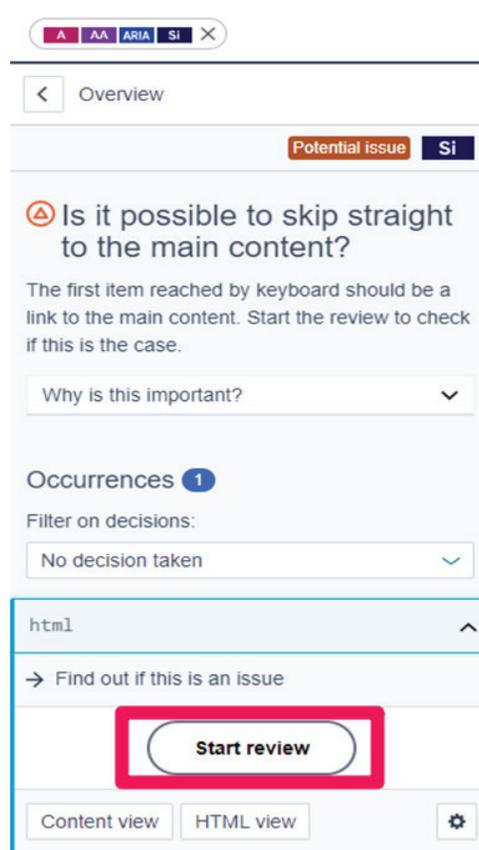
1. Like Issues, you will click the issue link in the first column.



2. On the Potential Issues page, the column is labeled "Potential Issues" instead of "Issues." When you click on a potential issue, a list of all pages identified with that potential issue will appear. Click on the link in the Title column to view more details.



3. Click the "Start review" button, to get started reviewing potential issues.



### **REVERSING A PREVIOUSLY MADE DECISION REGARDING A POTENTIAL ISSUE.**

After clicking the Start Review button, you'll be guided through the steps for reviewing the issue. If you ever need to undo a decision, you can go to the Activity tab, locate the specific issue and click the UNDO button.

The next tab is PDF's. This section causes the most work for remediators. PDF remediation is by far have the most time-consuming thing you can do when it comes to ADA compliance. Our recommendation is to remove documents that are no longer needed, and only remediate the pdfs and documents that are required by the site. In this platform you can do that by clicking on the columns and sorting by the date. This will put the list in order by date. You can make it an ascending or descending list by simply clicking the last modified date link in the date column.

| Document title  | URL   | Last modified | Machine-readable | PDF Tags | Other issues | Pages | Tags | Clicks on PDFs |
|---|---|---------------|------------------|----------|--------------|-------|------|----------------|
| ADA Technology Accessibility Guidelines Office of the Chief Information Officer State of Nevada | http://ada.nv.gov/uploadedFiles/ada/nvewg/content/Partners/Polices/ADA_WebSiteGuidelines_7-22-19.pdf                | 5/21/2020     | ✓                | ✓        | 0            | 64    |      | 171            |
| State of Nevada Web Style Standards Effective 02-10-2019  | http://ada.nv.gov/uploadedFiles/ada/nvewg/content/Resources/2019-05-01_WebStyleGuidelines.pdf                       | 11/4/2020     | ✓                | ✓        | 0            | 64    |      | 97             |
| ADA Technology Accessibility Guidelines Office of the Chief Information Officer State of Nevada | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/Partners/Polices/ADA_WebSiteGuidelines_7-22-19.pdf               | 5/21/2020     | ✓                | ✓        | 0            | 1     |      | 18             |
| Intern training for ADA Documentation Remediation   | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/Training/InternTrainingOutline.pdf                               | 1/20/2023     | ✓                | ✓        | 0            | 4     |      | 14             |
| Different versions of Adobe Acrobat Pro State of Nevada Department of Administration            | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/home/features/ADAClasses/Adobe_Acrobat_Differences.pdf           | 10/21/2020    | ✓                | ✓        | 0            | 1     |      | 12             |
| Website Compliance with the Americans with Disabilities Act                                     | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/home/features/ADA-All_AgencyNotification-MichaelDietrich-CIO.pdf | 9/27/2022     | ✓                | ✓        | 0            | 1     |      | 12             |
| Linked-In course instructions   | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/home/features/Linked-in-201instructions.pdf                      | 12/27/2021    | ✓                | ✓        | 0            | 5     |      | 7              |
| Redacted Material Guide State of Nevada Department of Administration                            | https://ada.nv.gov/uploadedFiles/ada/nvewg/content/home/features/ADAClasses/RedactedGuide.pdf                       | 7/26/2021     | ✓                | ✓        | 0            | 1     |      | 7              |

1. Make sure you are viewing documents by One or More Issue



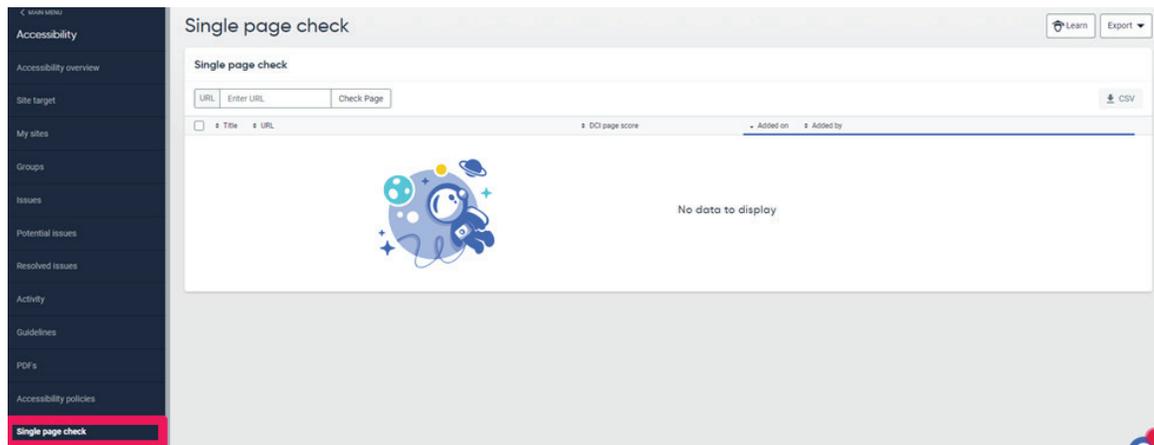
From this section you can also find the page where the document is published by clicking to the right of the document title. This makes replacing the document easy as it provides you with the link to the document and will get you exactly where the document is published within your environment.

In this section, you can also locate the page where the document is published by clicking the open link symbol (shown below) to the right of the document title. This makes replacing the document simple, as it provides the direct link and takes you straight to where the document is published within your environment.



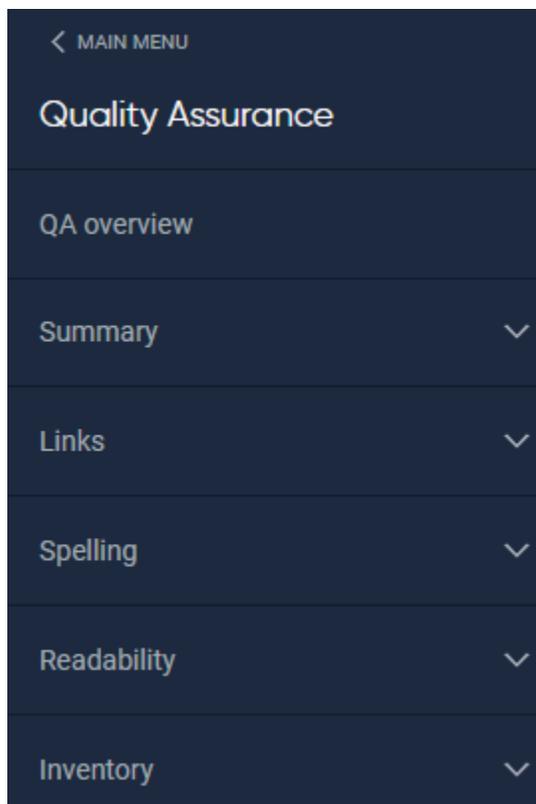
## SINGLE PAGE CHECK

This is a great feature that allows you to check a single page whenever needed. For example, if a customer using assistive technology sends you a page with an issue, you can look up the page, make the necessary fixes, and then check the updated page on your production site after publishing the changes—in Ektron this means after the next sync—without having to wait for Siteimprove’s next website scan. To do this, simply copy the URL and paste it into the Single Page Check input box.



# QUALITY ASSURANCE TAB

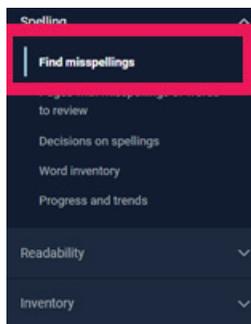
The key takeaways from this tab are their spelling, Readability, and Inventory tabs. Please feel free to look in the other tabs, however these three sections will give you the information we have found that most if not all content editors are looking for.



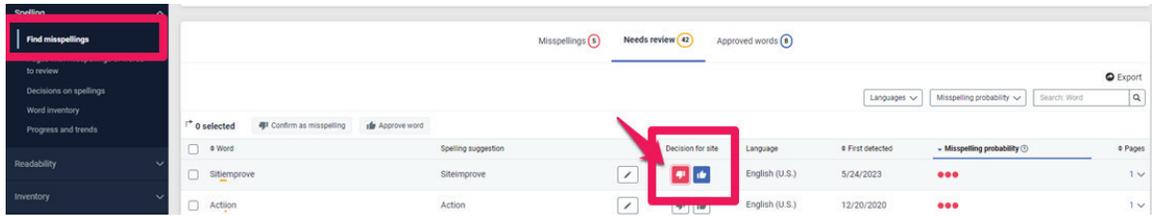
Once you click Quality Assurance, then click Spelling you will get a new drop down that provides you tabs called Find Misspellings, and Decisions on Spellings. These two tabs give you the ability to tell Siteimprove that a spelling is correct or reverse a decision on the spelling of a word for your site. The good thing about this is that it will stop showing up on your score once a decision has been made, and if a mistake was made you can fix the mistake without an admin getting involved.

## FIND MISSPELLINGS

1. Example of Find Misspellings.



- In here you have the option to approve or deny. Blue thumbs up approval. Red thumbs down the system are validated on the misspelling.



## DECISIONS ON SPELLING

- Example of Decisions on Spelling.
- This tab lets you reverse the decision. In the image below you will see a reversal picture on the right-hand side of the screen.



## READABILITY

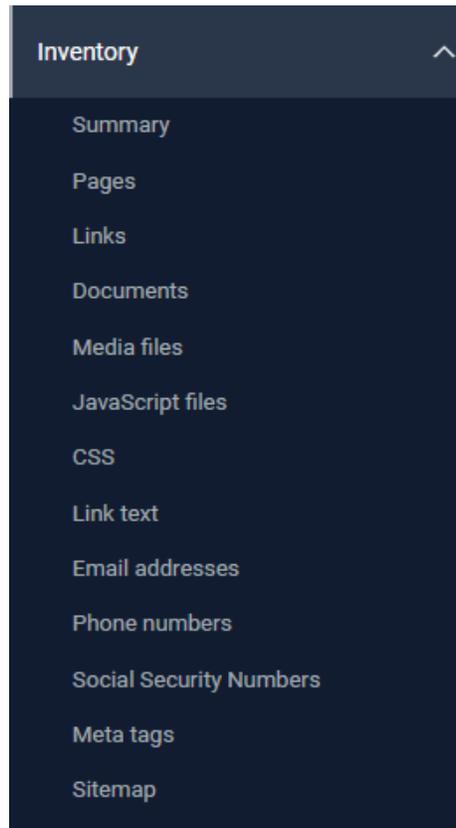
Readability is an important section for determining if the content you created is comprehensible by your target audience. This lets you know a breakdown of every page you have and what the reading level is. This will help you to tailor your content to your audience.

- To get there you click on Readability and then click on Readability Test Results.



## INVENTORY

The last section we cover in Quality Assurance is the Inventory section. In this section the key tabs are the Documents, Email Addresses, Phone Numbers, and Potential Identification numbers. This section gives information about documents and sensitive information that might have been published to the website on accident. You get to this section by clicking on Quality Assurance and then clicking on the inventory. In here you will see the Documents, Email Addresses, Phone Numbers, and Potential Identification numbers tab.



## DOCUMENTS

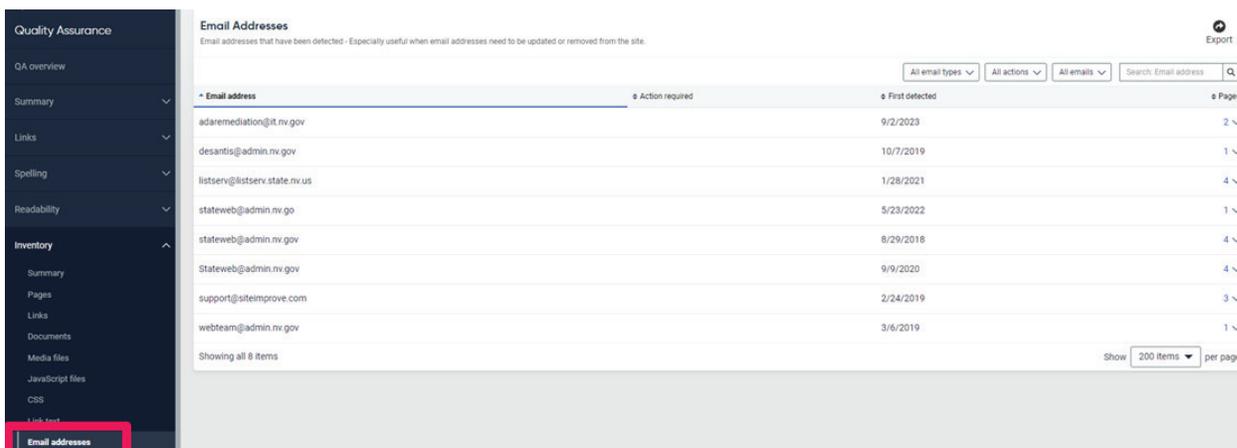
Documents gives you a list of all documents that are internal and external to your website. Key take away is that you have no control over the external content. The only control you truly have is that you don't have to link to that content. If it's a legal requirement that we can put things in place to stop that bad document from getting scanned.

**Documents overview**  
A full list of all documents - Click a link within the table to view a detailed list of all documents within the selected category. Export

| Document type | Internal | External | All |
|---------------|----------|----------|-----|
| Excel         | 1        | 0        | 1   |
| PDF           | 49       | 45       | 94  |
| PowerPoint    | 3        | 0        | 3   |
| Word          | 30       | 0        | 30  |
| XML           | 0        | 0        | 0   |
| All documents | 83       | 45       | 128 |

## EMAIL ADDRESSES, PHONE NUMBERS AND POTENTIAL IDENTIFICATION NUMBERS

This next section is combined because it presents the information the same for Email Addresses, Phone Numbers, and Potential Identification numbers. This is a good section to look at because if there are Email Addresses, Phone Numbers, and Potential Identification numbers that are published, and they should not be you can then go in and remove the content from the site.



| Email address                 | Action required | First detected | Pages |
|-------------------------------|-----------------|----------------|-------|
| adaremediation@it.nv.gov      |                 | 9/2/2023       | 2     |
| desantis@admin.nv.gov         |                 | 10/7/2019      | 1     |
| listserv@listserv.state.nv.us |                 | 1/28/2021      | 4     |
| stateweb@admin.nv.gov         |                 | 5/23/2022      | 1     |
| stateweb@admin.nv.gov         |                 | 8/29/2018      | 4     |
| Stateweb@admin.nv.gov         |                 | 9/9/2020       | 4     |
| support@siteimprove.com       |                 | 2/24/2019      | 3     |
| webteam@admin.nv.gov          |                 | 3/6/2019       | 1     |

Note: You can always click the down arrow on the right-hand side of the screen.  Once you have clicked on either of the Email Addresses, Phone Numbers, and Potential Identification numbers.



STATE OF NEVADA

OFFICE OF THE CHIEF INFORMATION OFFICER