

## Site Accessibility

To improve user accessibility in the ClaimXperience platform, we have implemented a number of changes to meet the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.1, level AA standard for accessibility. Information about this standard can be found on the [W3C WCAG 2.1](#) webpage.

### The difference between fully accessible and highly accessible

The default accessibility setting for ClaimXperience is highly accessible. Almost all features meet the WCAG 2.1, level AA standard for accessibility, so highly accessible means that all features are available. When an instance administrator enables the Fully Accessible option, only those features that fully meet the WCAG 2.1, level AA standard for accessibility are available, and selecting that option removes the availability of a few features that do not yet meet the standard.

The following question types are not available in the form builder when the platform is fully accessible:

- Multi-page forms
- Room shape
- Linear scale
- Personal property

The following ClaimXperience form templates are not available when the **Fully Accessible** option is enabled:

- Customer feedback
- Personal property inventory request
- Theft claim—single point of entry

## Enable the Fully Accessible option

1. Click your name at the top of your dashboard.
2. Select **Administration**.
3. Select the instance, if needed.
4. Click **Settings** in your Administration menu.
5. Click the **Collaboration** tab.
6. Click the **Fully Accessible** switch to enable it.
7. Click **Save**.

## Scan existing forms for accessibility

1. Click your name at the top of your dashboard.
2. Select **Administration**.
3. Select the instance, if needed.
4. Click **Forms** in your Tasks menu.
5. Click **Accessibility scan**. A column titled **Is this form fully accessible?**, which indicates whether the form is accessible, appears in the Forms table when the scan is complete.

## See why a form is inaccessible

### Unpublished forms

1. After running an accessibility scan, click **No** in the **Is this form fully accessible?** column on the form line.
2. Click **Accessibility Scan** under your name at the top of the screen. The reasons for inaccessibility are displayed under the form name.

### Published forms

1. After running an accessibility scan, click **No** in the **Is this form fully accessible?** column on the form line.
2. Click **Edit** below your name at the top of your screen.
3. Click **Edit** in the **Editing a published form** dialog box before you can see why a form is not accessible.
4. Click **Accessibility Scan** under your name at the top of the screen. The reasons for inaccessibility are displayed under the form name.