

HP Service Manager

Software Version: 9.35

For the supported Windows® and UNIX® operating systems

Accessibility Guide

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Contents

Chapter 1: Overview	5
Chapter 2: Product usage recommendations	6
Chapter 3: Logging on to the accessible web client	7
Using the web client in accessible mode	7
Table accessibility	8
Web client default keyboard shortcuts	9
Chapter 4: Client configuration recommendations	15
Screen readers and the HP Service Manager web client	15
JAWS	16
Send Documentation Feedback	17

Chapter 1: Overview

HP's goal is to provide products and services that meet the needs of the widest range of possible users, which includes persons with disabilities and age related limitations. HP software products are designed and developed to conform to the applicable United States Section 508 Standards from the US Access Board and the W3C Web Content Accessibility Guidelines (WCAG) 2.0 level A and AA success criteria when and wherever possible.

The HP Service Manager 9.35 web client contains features that are intended to provide a level of access that meets the needs of persons with disabilities. It is a fully functional client that integrates successfully with assistive technology tools. How the product conforms to the individual standards criteria can be found in conformance reports from HP.

You can find more information about Hewlett-Packard's accessibility policy, the Section 508 requirements, the Voluntary Product Accessibility Template (VPAT) conformance report, and WCAG 2.0 at www.hp.com/accessibility.

Chapter 2: Product usage recommendations

The standard Web client and accessible Web client both meet the needs of non-administrative users performing basic Service Desk tasks. Administrators should use the standard Web client or the Windows client for administrative tasks with complex forms.

Chapter 3: Logging on to the accessible web client

You can log on to the accessible Web client from one of the following URLs . Type either URL into your browser address field:

- **`http://server_name:port_number/sm/accessible.do`**
- **`http://server_name:port_number/sm/accessible_ess.do`**

where:

The variable *server_name* is the host name of your web application server.

The variable *port_number* is the port number of your web application server.

Using the web client in accessible mode

You can use the Service Manager Web client in the accessible mode if you log in using an accessible URL. The following table lists the ways to use Service Manager in accessible mode.

Accessible Mode Functions

Method	Action
Tabbing	To move the focus into a field, press the Tab key until it reaches that field. To return the focus to the previous location, press Shift+Tab .
Selecting text	To select text, use the standard operating system keystrokes.
Service Manager buttons	To access the button actions, press Enter when the focus is on the button. You can optionally use the Service Manager keyboard shortcuts or Web client key bindings.
Collapsible groups	When the focus is on the title of a collapsible group, press Enter to expand or collapse the selected group. Once the group is expanded, you can press the Tab key to navigate through the controls in the group.
Check boxes	To change the value of a checkbox, move the focus to that check box and press the Space bar.

Accessible Mode Functions, continued

Method	Action
Radio buttons	To select a radio button from a group of buttons, press the Tab key until the focus is on one of the radio buttons. Then press the arrow keys until the focus is on the one you want to select.
Keyboard Shortcuts	The accessible Web client has a number of keyboard short cuts that you can customize for your use. See " Web client default keyboard shortcuts " for more information.
Detail tab headers	Only the header of an active tab can be focused. When the focus is on the header of an active tab, you can use Left/Right Arrows to switch to other tabs.
Notebook tab headers	The header of each tab can be focused by pressing the Tab key. When the focus is on the header of an inactive tab, you can press Enter to make the tab active.

Table accessibility

Accessibility support is implemented for two types of tables in HP Service Manager: record list tables, and Table controls in a record detail form.

- JAWS recognizes both types of tables. You can navigate the tables using JAWS Table Keystrokes or Table Layer Keystrokes.
- JAWS recognizes the pagination bar in a record list as a region. You can move the focus to the record list pagination bar using the JAWS Region List keystroke (**Insert+ Ctrl + ;** in JAWS 13 or **Insert + Ctrl + R** in JAWS 15). JAWS can also report the current sort state of the record list in IE10 or IE11.

Accessible Description property

The Table control has an optional property named **Accessible Description**, which specifies a table description for use with an accessibility software such as JAWS.

Note: This function is supported only by the Web client.

If no description is present, the Web client uses the default table summary as described below:

- For a record list on a list page or on the list panel of a list-detail page: **Record List + [grouped by] + [sorted by] + [ascending/descending].**

Example: **Record List Sorted by Update Time Ascending 11x51**

- For a Table widget on a detail form: **Table**.

Example: **Table 4x3**

Limitations

- Table accessibility support is not implemented for the following modules: Process Designer, and Calendar.
- JAWS 13 cannot read the **Open Calendar** icon in a table if you use Internet Explorer (IE) 8 or 9.
- JAWS cannot read out the sort state of a sorted column in IE8/IE9, because IE8 and IE9 do not support the aria-sort property.
- In ToDo queue, if the focus is outside the record list, the virtual cursor cannot move to the record list when using JAWS 15 keystroke **T**, or **Insert+Ctrl+T**. You can move the focus to the record list first by using the **Tab** key, and then navigate through the record list by using JAWS table keystrokes.

Web client default keyboard shortcuts

Service Manager uses the following keyboard shortcuts in the Accessible Web client. System administrators can customize these shortcuts from the Web configuration file.

List of Web client default keyboard shortcuts

Task	Keyboard shortcut	Notes
Show or hide the System Navigator	Alt + N	
Show or hide the Messages View window	Alt + G	
Refresh the current screen	Alt + R	
Print the current record or list	Alt + P	
Open the spell checker utility	Alt + C	
Show the About window	Alt + O	

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
Open the logout dialogue	Alt + L	
Expands or collapses the List Pane in a list detail page	Alt + U	
Open the manage favorites utility	Alt + 1	
Add a favorite that links to the current record or list	Alt + 2	
<ul style="list-style-type: none"> • Expand or collapse the tree panel. • Expand or collapse tree nodes that have children (for example, expand/collapse a group in a record list). 	Space	
Expand or collapse tree nodes that have children.	Left/Right Arrow	
Move the focus to the first toolbar button in the navigator.	Ctrl + Alt + N	
Move the focus to the first toolbar button in the main content pane.	Ctrl + Alt + M	
Move the focus to the first toolbar button in the list pane (when the current page is a list-detail page).	Ctrl + Alt + L	

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
<p>Move the focus to the first toolbar button in the detail pane (when the current page is a list-detail page).</p>	<p>Ctrl + Alt + D</p>	
<p>Move the focus to the current active tab header.</p>	<p>Ctrl + Alt + H</p>	<p>When JAWS is running in the accessible mode, there are three known issues with this shortcut:</p> <ul style="list-style-type: none"> • When using the H key or Ctrl + Alt + H to focus the header of the current tab, the header will be read as "[header text] heading level one" rather than "[header text] tab" only. • When using the H key or Ctrl + Alt + H to focus a tab header, and then press Tab or Shift + Tab, the headers of the inactive previous or next tabs are still focusable. • When using Shift + Tab to focus a tab header, the header will be read as "[header text] heading level one". The previous or next unfocusable element is focusable.
<p>Close the current active tab.</p>	<p>Ctrl + Alt + T</p>	<p>You cannot close the first To Do Queue tab with this shortcut.</p>
<p>Navigate through the following panes (not including the toolbar buttons):</p> <ul style="list-style-type: none"> • Navigator + main content pane • Navigator + list pane + detail pane (if the active tab page is a list-detail record list) 	<p>Alt + Q</p>	<p>When you navigate from one pane to another by pressing Alt + Q, the focused element in the original pane is remembered.</p> <p>When you return to the original pane by pressing Alt + Q again, the focus is set on the remembered element; if no element in the original pane was focused, the focus is set on the frame window of the pane. However, if the original pane is refreshed, the focus is set on the first element of the navigator pane, or the frame window of the main content pane, list pane, or detail pane.</p>

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
<ul style="list-style-type: none"> • Non-grouped record list: Move the focus to the first cell of the first row. • Grouped record list: Move the focus to the first group node. • Table on a record details form: Move the focus to the first cell in the current table. 	<p>Ctrl + Home</p>	<p>When JAWS is running, use the JAWS table key strokes instead.</p>
<ul style="list-style-type: none"> • Non-grouped record list: Move the focus to the last cell of the last row. • Grouped record list: Move the focus to the last group node, or to the last cell of the last row if the last group is expanded. • Table on a record details form: Move the focus to the last cell in the current table. 	<p>Ctrl + End</p>	<p>When JAWS is running, use the JAWS table key strokes instead.</p>
<p>Navigate to the previous/next page of a non-grouped record list.</p>	<p>Alt + Page Up/Down</p>	

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
When focusing on a cell in a row of a table (either in a record list or in a table on a record details form), move the focus to the first/last cell of the row.	Home/End	When JAWS is running, use the JAWS table key strokes instead.
In a record list, deselect existing selected rows, and move both the focus and selected row up/down	Up/Down	
In a record list, keep existing selected rows, and move the focus up/down	Ctrl + Up / Down	
In a record list, select a range of rows	Shift + Up / Down	
In a record list, select a row and drill down to the row	UP/Down + Enter	
<p>Select a row of a table in a record detail form:</p> <ul style="list-style-type: none"> • If the focus is in a link, pressing Enter will also drill down to the link. • If the focus is not in a link, pressing Enter will select the current row and move the focus to the drill-down link of the row (Double-Click Field). 	Enter	The Attachment control in a detail form does not use Enter to select a row.

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut	Notes
Clear the message bar on a page	Ctrl + Alt + G	

Chapter 4: Client configuration recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities they address and the technology they support. HP strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. HP tests the Service Manager accessible Web client with several screen reader products; however, it is important that users perform due diligence to ensure that any accessibility tools integrate successfully with Service Manager.

Screen readers and the HP Service Manager web client

The Service Manager Web client conforms to the World Wide Web Consortium (W3C) standards with the following attributes:

- Uses title attributes to convey important information to the accessible user
- Provides information for both images and icons in the software interface with Alt tags
- Provides information for all icons and images with Alt tags in the online help center

You can configure JAWS to read all of the tags in a custom hierarchy. For example, you can configure form fields and links with the Custom Search String to read the texts, titles, and the alternative texts. Other recommendations are:

- Use text/title for all elements except images.
- Configure graphics settings to read only Tagged Graphics.
- Do not use JAWS in the Graphics Mode with the Service Manager Web client.
- Configure buttons to use both Label and Title if different.

Service Manager uses many long titles to describe the action or the result of following a link or button. Forms can be very complex with many form fields and links, resulting in redundant, but necessary, oral descriptions. HP recommends that novice Service Manager users slow down the words-per-minute setting until they are familiar with the application. Some out-of-box (OOB) forms may be complex for screen readers. If this occurs, application administrators can re-design complex forms and add accessibility attributes as needed.

The Service Manager 9.35 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

JAWS

Service Manager 9.35 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the Service Manager Web client. Visually or hearing impaired users can use the Service Manager web client with the out-of-box configuration. If you customize the JAWS advanced configuration settings, you can improve the usability and understanding of the application for some users. For more information, see the JAWS documentation. HP does not provide third-party technical support.

Note: The following versions of JAWS are required when accessing Service Manager through Internet Explorer (IE):

- JAWS13 is required when using IE8 or IE9.
- JAWS15 is required when using IE10 or IE11.

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