**What to include on the accessibility help page on your website**

Webinar: 27th June 2019

WEBINAR TRANSCRIPT

MARK: Welcome to everyone that's joining us, we just started the webinar but we're just waiting for people to join us. I can see the chat box. Hi Adam and just to everyone joining us we're just giving a couple of minutes to make sure everyone intending to join us is on the webinar. Lots of hellos from people. Hi Daniel. Just another minute more I am just going to wait for a few people joining us. Great and I think we'll start. So hi everyone. And welcome to our webinar on what to include on the accessibility page on your website. Thank you for joining us I am Mark Gaddes, and we have Adi Laitf an Accessibility and Usability Consultant and Katherine Talbot an Accessibility and Usability Consultant also, so thank you for joining us, so thank you for joining this webinar, just to remind ourselves what this webinar is about we're going to look at what digital accessibility is and the importance of good accessibility practices and we're going to off some top tips and how you identify what is accessible on the website and why you need an accessibility website and what to include, so it looks to be most an hour and that includes a Q&A session we're offering live captions on the webinar so that's the text on the bottom of the screen and thanks to Judith from MyClearText and just a few pieces of house keeping from myself. So slides and a transcript and a recording of the webinar will be made available post event. Depending on how you are joining the webinar you can see a few features you can engage with us, so is there’s a Q&A window so if you want to ask the experts please make sure you use the Q&A. So that's opposed to the chat window. So use the Q&A window or you have a particular question that you want us to answer, that way we can make sure we get around to answering you. And then just to note there will be a form to ask any follow up questions post‑webinar so if you have a comment that we should be aware of please use that as an option to give us feedback. That's great. So I am just going to do a one slider very quickly because we want to go on to the interesting content. So I want to give an introduction to AbilityNet for anybody not on the webinars previously or not familiar with the range of services we offer, so we're a technology charity and we provide a range of free resources and our goal and mission is to remove barriers to inclusion in a digital world. To that end we offer a variety of services, I am only going to touch on some of them here, we offer IT support at home and we have free phone help line which is (080)026‑9545, we have fact sheets about adapting technology to meet your needs, on demand webinars which we're very pleased you are joining us and we also have My Computer My Way which is your guide to accessibility features and Katherine is going to speak about that a bit later and something that's important to highlight is we do have expert paid for services, so off the shelf products and Workplace and Higher Education and Student Services. So we do a lot and we're considered small to medium charity but we offer a lot. So just before we get into the main content of this webinar we just want to run a poll. So this is an interactive option for you to engage with us and as in many of our webinars the first thing is to ask a bit about who is on this webinar. It's really good to get Katherine and Adi to get sight of this so just tell us a bit about who you are and multiple choice options, website owner, manager, content creator, accessibility professional or perhaps you don't fit any of those categories, so you should see a poll on the screen. If you can use that to respond to us, if you don't see anything that's probably because of how you joined the webinar, so just feel free to pop something in the chat window about who you are. And then a second question it's just about to clarify do you currently have a an accessibility web page. So do you currently have one, yes or no or and perhaps you are not sure or perhaps it's not relevant to you, so just giving you a bit of time, we have 78% of you vote and I am just going to share the results. So there is actually a nice spread of people on this call. So the highest number is 39% at accessibility advocates so I am assuming that's people who champion accessibility within their organisations but the spread is quite even. So 33% have identified as content creators, 30% as website owner or manager and we have also got a few coming through on the chat functions. UX designer and learning technologist, so about the help page, 40% have an accessibility help page but 34% said no. It's not something you have, 21% not sure. 4% not really relevant to you and that's really good to us because we're going to talk a bit about accessibility and why it's important and the business case for but the information we have about accessibility help pages will help you to either update or create an accessibility help page. So I think actually this is going to be really interesting for everyone on the webinar and I am going to stop sharing and I am going to hand over to Adi to start talking about what digital accessibility is.

ADI: Thank you for that would Mark hi everyone and I work as an Accessibility and Usability Consultant here as AbilityNet and a lot of the work I do is making a business case for accessibility, why it's not just about good to have or it's not just for social responsibility of an organisation, it actually makes some really clear business sense. So, what is accessibility for people who aren't aware of digital accessibility and which I believe most people are but just as a brief overview, digital accessibility is designing your digital content in such a way that can be accessed by anybody, including people who are disabled. Your content can be a website, it can be a mobile App, it can be a PDF document and word document and a presentation and why it's important to be accessible? Well, most important reason it provides an opportunity for disable person to be as integrated into the world as possible and it allows them to be as independent add possibly. So a person that's disabled and they come across a accessible platform they can carry out activities such as doing their shopping and paying their bills and renewing your TV license. So it's great for everyone to be able to do that and stuff like, this wasn't possible a long time ago when I was at school, when I was younger, I lost my sight, as a teenager and a lot of things I wasn't able to do such as little things like for example doing an exam, I would have to have someone read out my exam for me and I would have to have a scribe for they, but that's all now accessible. So it's a really powerful opportunity to give independence to people when that wasn't possible in the past. So, here's some of the reasons why it makes financial sense, so up to 20% of the population has some form of a disability and most disabilities are hidden so you don't get to see that and the spending power of people that are disabled is about £249 billion a year and that's just in the UK. In the world there is over 1.3 billion people who are disabled, just to put that into context, that's more than the population of China and India so it's a massive market there. So if you make yourself accessible you have got, there is more revenue for your business. And an individual is linked to society in so many ways, so for example, at AbilityNet I have got a disability and at AbilityNet we're bringing in a piece of software that could gauge employee satisfaction and there is a few companies and it didn't work well with my screen reader, so we just went to a different company. So the whole business moved with this one person me, so it's important to know more and more people with disabilities are in work the place so in you are in that list of organisations that are accessible it's great for you, in terms of marketing accessible websites can reach a wider audience, search engines love accessible websites and they have more opportunities to tag your website. So for example if you have a video on your website, there is only so much Google can do, but if your video has a transcript there is lots of key words in the transcript for Google to capture your website by, so that's just one example. So if there is an increase return on investment. If you are making a lot of money clearly you don't want to close the doors to 15 or 20% of the population and also improves brand recognition. So my exterior created herbal essence shampoo. So conditioner bottles it's a small change that helps people there are blind and also if you are in the shower and you haven't got your glasses and just because of that one thing, Proctor & Gamble they are getting so much publicity from that little change and on marketing, good news travels fast and bad news travels faster and social media is becoming a very active place for people not able to access the service event their concerns. Inclusive design, so accessible products and services and Apps and websites are not just for disabled people. When you make the products useable. It's a challenging problem at times, how would you make the web site accessible to someone that's blind, it forces you to make the language easier to understand, and then it makes you use best practices when it comes to the codes, so there is many, many reasons that force to you make a better product that ultimately can be used by everybody. Providing equal opportunities and not excluding people once again as I mentioned accessible and digital provides a lot of independence to people and that was not possible in the past, 83% of disabilities are acquired during working lives. So people are prone to maybe getting a disability. I know someone with a disability and also as we get older we're prone to impairments, so if you design the world now it's going to be helpful in the future. Legally and international there is laws in many countries that say you don't want to discriminate from people so there is a tile line on the slide just relevant to the UK we have the 2005 disability act and the 2010 Equality Act which covers many different characteristics including disability and that replaces the disability discrimination act we used to have. And 2016 European disability act and recently the 2018 public sector bodies website and mobile accessibility regular regulation which says that public sector websites and charities that are involved with helping people that are disabled need to have accessible websites and Apps and part of that work with providers who are accessible, so if you have business in the public sector then it's definitely something to be aware of and these guidelines are based on something called, WCAG and we're going to come to that in a second and generally not complying to these laws and regulations is can affect your reputation. There is more and more happening now and this trend will just increase. So, what is the W3C, just checking is that the slide we're on now guys.

KATHERINE: Yes, that's right.

ADI: So it's an international group that determines the protocols and best practices for the internet. It creates specifications for HTML and CSS and they are like a technical standards body and a prime initiative, it has the Web Content Accessibility Guidelines, So the guidelines that help you create accessibility content for the website and for your Apps. So the four main principles within WCAG and underneath those four principles is 61 success criteria and these guidelines and test criteria that is what a lot of the workability net does when we look at someone's website or someone's App we're testing against these types of success criteria, perceivable, understandable, operable and robust. So just simple stated, perceivable, are people able to perceive the content? So is the colour contrast okay? Understandable and does it make sense to the content for the person when they are reading it? Are they able to operate and interact with the content? So are you able to click the buttons and into the fields and are they robust? Are you able to access and enjoy on different types of platforms? And this makes the point once again when you make an inclusive product it helps everyone because not everyone now uses just a laptop to access the internet. It's mobile first world. So using phones a lot when we're out and about to do a lot of tasks. So if for example, the colour contrast is good on your phone it will help someone that's visually impaired but it will also help everyone else when you are in the floor, you have the glaring sun on the phone to the contrast will help everyone in that case. Since June 2018, WCAG 2.1 has been updated. So it's got some additional criteria. So they have just added a few more success criteria and it just takes into account more the fact that we use mobile technology a lot and it takes into account a little bit more on the cognitive impairment side and low vision. So some top tips here, it's just important to build accessibility into your organisation, into the processes and the culture of your organisation because it's very easy to build something and have it checked for accessibility, fix is it, make it accessible and then for it all to just break at your next release. So just make sure you have the process. So use diverse personas to make sure you understand the world is made up of different types of people. So make sure you have aware of different types and you're designing for them and that will help ensure you are hitting the spot. Make sure you write in plain English. It helps everyone but especially people with maybe some learning differences or people who don't have English as a first language for example. Just make sure your layout is simple and ensure good colour contrast and ensure that the information is responsive on a website and this obviously helps when people are viewing your content on different platforms that it can be resized to what is appropriate to them. So don't fix anything and also if you are using images to convey any type of information which is important to have images, people learn in different ways but just make sure there is a description for that image. So when someone who is blind using a screen reader comes across the image there is a description for that image and that's helpful if people have the images turned off and the search engines have a little bit more text to get. Provide subtitles. So if people just want to see the captions and transcripts are just a great time saver for everyone to go through the content but they are essential for someone that's deaf or blind. So they may not be able to visually see the captions but they would read the captions using for example a Braille display. So the text from the transcript will come up on the Braille display and they will be able to read that. Audio descriptions for videos, so make sure that when you have video content that if it's very visual. If you were to close your eyes and not be able to benefit from that video, then either in the future make videos that you can appreciate if you can't see our you can just hear it if you were in the other room. So that's one way of doing it and second method is if visuals are the only way to convey that information have an additional audio track that provides people with information. For example when I go to the cinema I sit with an infrared headset and I watch the movie and if there is visual stuff happening that's not conveyed in the dialogue there is this additional voice pre-recorded that fills in the gaps. The final point here, use semantic mark‑ups, so that's just using correct coding on the digital content. If you have a web page and it's got five sections and five headings just making them look bold and big won't tell a screen reader user that's the heading. So you have to make it up in the code in the page. Give it a heading level depending on which part of the content that's in. So hope that all was useful to you if you have any questions do mention them in the questions box and I am going to hand over to Katherine.

KATHERINE: Thank you very much Adi. It's really great to understand more about what accessibility online looks like and just to get some examples of experiences as well. So it's lovely to understand the how and why, I am going into the what area. So what do you do with this? So what is important for you and your customers when talking about accessibility on line? So the key thing here is to provide your customers with information, so your accessibility help page is a fantastic tool to make your services more useable and it's going to help them to choose your business over competitors. So one thing that's important to note about an accessibility help page online is just by having this page doesn't mean that your site is compliant or accessible. It allows you to set their expectations and provide guidance and other options and ways of engaging with your business. So these are some of the key areas in which accessibility help page can help your customers. So this is your chance to really help your customers as much as you can and I am going to give you an example here. So imagine a recent retired couple and they are planning their first cruise and they don't think about themselves as being disabled and they have lots of questions and like lots of old people are very comfortable using a tablet which is what they tend to browse on most often but they have problems reading small text, small form fields. So one solution you can provide is to give advice to this couple and linked to information that helps them know how they can increase the text size on the tab making your website easy to read. So providing your customers with this advise really shows your commitment to customer service and the online experience which is a great thing to do and of course it makes sense to make sure your site is as accessible as possible. So making sure the text sizing is used and when the customer increases the text size on the tablet. There is a legal requirement to say the website should comply with the WCAG but in a real live competitive markets it needs to be designed with the needs of the customers in mind and that includes a huge diverse range of needs. So advising your customers on how to make the most of their device is one thing but telling your customers what is and isn't accessible will enable them to communicate with you. This is going to save them time and effort and energy, if you are trying on your web site it's going to become very frustrating for your customer. Just remember the help they get from the staff who are there are waiting to hand them a cocktail when they jump on board the cruise ship. Their first experience of the website is equally important and they are going to feel welcome and it's going to create a lasting impact. Just out of interest, I would like to run a second poll now just to find out if you know what accessibility issues appear on your site. So do you know what accessibility issues your company's website currently has in any? If yes please share in the chat window or no, I am not sure. So that's great. So we have some responses coming.

MARK: Yeah, Katherine, you made me want to go on a cruise and it's really interesting. I have actually got some questions I might ask you later on because hearing the personal side is really interesting. But you have had 76% of people that vote and now it's 80% of people so I am going to end that poll and just share are the results. So 46% of you said you are not sure. So at this stage we're talking about designers and give some examples of real people, 46% of you are not sure of the accessibility issues that might exist on the website. 36% of you are and the nice figure here is that 18% of you don't know of any accessibility issues on your website. We might be able to challenge you on that I don't know. So there is some interesting stats there and I think this will hopefully frame some of the stuff you are going on to now.

KATHERINE: Thanks Mark, it's really interesting that some of you seem to be quite aware which is great and some of you feel there are no issues on your site great as well. You must be really on top of your accessibility testing but for those of you that don't know, knowing where you are site is now in terms of meeting your accessibility standards is only one stepping stone to the help page but it's an important one and that's something we can help support with as well. So AbilityNet we are accessibility experts and we can help you with a huge range of different services to pinpoint issues and provide recommendations and help you fix them and train your teams and diverse user testing. And that can help you make sure it's really user friendly for people with diverse needs and get in touch with us if you feel we can be any help with you on that. So moving into talk about accessibility framework it's not all about the testing, so create a truly inclusive website as Adi touched on you really need to consider accessibility throughout all of your project life cycle. Really making it business as usual. So I am just going to run you through an example of how to consider accessibility. So say you have an online registration feature for the website and there is a new registration which requires a customer to hold up the phone to do a selfie video. What about people that have a motion impairment? Maybe they can't hold the phone up or someone using a screen reader, so these are the questions to put to the designer. So we get through the planning phase and we're into the design. Has anyone checked the colour contrast and that can help lots of different users and different situations where you can't see the screen and different low vision and colour blindness is definitely something to consider as design phase. Development phase, so your screens are being built but the design patterns the developers are working from, do they have the features as part of that process, are they developing with accessibility in mind because if they are there are going to be less issues to fix at the next phase which is testing. So testing is everything that we'll have to do as part of our project phases and there are some key things to do. So you just test your website with a keyboard, tab through all of the interactive developments make sure they are in focus and making sure you can access the links and the drop down fields with the space bar and download a free screen reader and you can use that in order to test for the screen reader and you might need a little bit of training and that's something we can help with as well and user tests is a wonderful way of testing the feedback. So now it's time to deploy but before we get too carried away communicating to the customers all the wonderful things we have been doing you have to ensure that the infrastructure is in place behind the scenes. Make sure the feedback channels are in the right place and the customer query gets fed back and you also have the ability to feedback to customers on the outcome of their comments and their feedback to you as well. So it's all of that behind the scenes stuff that happens. Adi had quite a good example of that experience with Air BnB and he went through the online channels to provide feedback with some of gestures that weren't working but got a really generic response in return which pushed the issue back on to him to say this is a problem with your phone, with your operating system, with Apple, you should really get in touch with them. Adi knows all about this and in this instance they hasn't coded the App correctly for somebody using voice over. It took them a little while but eventually they good to the right team but the whole experience left him feeling lost as a customer and quite a lot of effort considering he was giving them free feedback and advice. He heard back from the team that picked it up but no further feedback on whether they incorporated his feedback on anything they are working on. So just really considering that journey and how to make customers feel valued. So we now have an accessibility framework and you have gone through the steps to make sure it's accessible and you have the background infrastructure in place, what you need to do is make sure it's regularly maintained. So making sure the developers are trained. So once everything is in hand now is the time to communicate to your customers what you are doing, so shout about all the good work you are doing and tell them what is changed and let them know what is coming up as well. They are going to be really interested to see what future developments you are providing and don't forget to ask for their input. You have such a hugely diverse range of user testers at your disposal and they are your target market and they are really, really key resources to tap into if you can manage to do so. As part of your accessibility help page lots of web sites will have an accessibility statement. So this really helps to state whether or not you are complying with WCAG 2.0. So the statement can be seen as fulfilling a legal obligation but it's not a legal requirement to have one unless you are a public sector in the UK which is part of the new regulations. So even though the site is accessible a statement can be really useful because it's a great PR tool and you can promote to the customers and assure them that all the features are accessible on your website. They will help you get into the nitty gritty and you are telling your customers what you are doing to test for accessibility and how you are doing it and what the outcome of that it and what that means and what else they can do. So what are the alternative routes for those customers, if you do have an accessible journey that's okay. You can put your hand up and say we know it's not really working well for the screen reader right now but you can phone this number and we'll manage it that way. In the next slides I will be sharing some business cases, however my lovely colleague Natalie is working on an in‑depth webinar and it's a far more in‑depth look at an accessibility statement and how it should be maintained and all of the maintenance around that. So it's a really interesting webinar to join in anybody is looking to create an accessibility statement in the near distant future. So my first business case is Kent Council. So just to draw your attention to these, so they have a really clear website and it breaks it down to all the different ways. What they do to help you with navigation and they can listen to the audio and video. Not only do they give you that level of break down they also provide the customers with the tools to optimize their devices to see their abilities. So these alternative formats here and that link through to My Computer My Way, so that they are using the device to the best of the ability to help them. They give a good overview of where the standards are and what level of testing they do and what are the issues and a really clear way of getting in touch and how to contact them and how to give feedback and how to make a complaint. You have heard us mention a few times My Computer My Way, so just to give you a bit more information, it was developed by AbilityNet with help from Microsoft and the BBC. So desktop computers and laptops and tablets. So this is not just for people with disabilities, myself, I am mildly short sighted, I wear my glass but not all the time. So I have all my devices set to be the biggest test possible because it's less eyestrain. So I definitely recommend you to look at My Computer My Way and see different ways you can optimize your devices. So thinking about your customers My Computer My Way is a good tool for them. So having a link on your accessibility help page to increase text size would be really using for these customers, so you have the data or somebody in that area in your company will have that data and you can use that information, you can use that data to provide your customers with relevant information. Relevant links and the fact that you are supporting them to do that is great. So it's a free tool but there is another offering that we have, which is enable you to embed My Computer My Way within your site. So a lot of customers and clients do not wish them to leave their website. They want to keep them there. So we can create in collaboration an embedded version of My Computer My Way that's optimizing for your customer base. So please get in touch if that's something you are interested in and we can definitely give you more information on that. So Barclays who are one of our major clients I work with on a weekly basis, we have worked really closely with them to generate an embedded My Computer My Way on their website. So we have created this centre to help the customers needs with all the different devices, so that's a good example of accessibility help and going that one step further in really helping your customers. To summarise, I would like to give you some top tips on your accessibility help page. So here are the five major things, number one is to provide a clear break down of everything that you do to make your site accessible. So tell your customers what you do. Number two, promote accessibility awards and successes to your customers, so shout about the good stuff. Have you got some really good recognition on social media? Great, share that information. Number three is to be really honest, honest and transparency with the customers. They will really appreciate that and updates on issues and that's definitely something they would appreciate. Number four is to encourage customers to engage with you regarding the needs of the website, so tapping into that data base. And number five is to provide free resources to support customers with digital access needs and we're on a scale of ability. So I would like to thank you for listening and joining the webinar and I am going to hand back to Mark and I hope you find it really useful and I hope you join the webinar next week and please put your questions in the Q&A to the panel.

MARK: Thanks Adi and Katherine. We have a few other things we can go through, I think really interesting to hear you talk about My Computer My Way, I think that's really important and people can go and have a look at that and perhaps find the Barclay's example and it's really interesting to go through a journey if you put yourself in the position of the older couple that Katherine was referring to and thinking about how to use that tool because it has options, whether it's something related to vision or hearing and it's a really practical tool to go through and we have also included some links here on the screen at the moment is the GOV.uk and there is a lot of people on the webinar that are interested in the one next week and government digital services and there is also the membership and C pack. So Katherine.

KATHERINE: It's on the screen Mark.

MARK: Those that aren't in the know like myself, it stands for the International Association of Accessibility Professionals and C pack is a qualification and it has different levels that you can achieve but it's a great way of learning and again, when I feel that when Katherine was talking earlier about shouting about your successes and be able to say you have staff that have this qualification I feel it's one of the things you would shout about.

KATHERINE: Yeah. Absolutely, AbilityNet consultants will all have different levels of this. So C pack certified and we work really closely with the IWAP and as a charity they are a fantastic organisation out there and they offer lots of training and advise. So this is a good one to go for.

MARK: Brilliant and we'll move along. So we have a final closing poll that we just want to run. So we touched on My Computer My Way but I think one thing we wanted to do, do you feel the users would benefit from My Computer My Way, we talked about the fact for an individual to go in and say, even myself, Adi you made a comment earlier by taking your glasses in the shower and Katherine and myself are both wearing glass at the moment. Would that be a great tool for your website users, yes or no. Obviously do encourage you to go and way and look at the tool after the webinar. We have had 66% of you vote. So I am just going to end the poll and really pleased to see that 98% of you have said yes to do. So you actually do think it's something that your website users about benefit from. So that's really great. And I'm looking at the time. So I am going thank Adi and Katherine again and I am going to move on to the Q&A section of this webinar just to see if we can fit in a few questions, some have already come through. If you have anything you want to ask please do use the Q&A window, I have been keeping an eye on the chat window but it's not very easy to follow up with you after the webinar and I am going to ask Katherine a couple of questions I think. Her organisation doesn't have many staff or people that can go to that have disabilities so can we recommend finding real life testers, I know you mentioned but what would you say is an alternative to that.

KATHERINE: If you haven't got the data behind you to know who your users are and which ones are assistive technology users there are a whole range of experts at your disposal. You have an enormous data base of user testers and we're not just looking at people that necessarily classify themselves as disabled. We have people that use screen readers or people that are deaf but also the retired couples that have a few access needs. So we have a huge data base of user testers and if you like to arrange some user testing we can do that, so we can arrange the whole thing or just employ user testers. So definitely get in touch with us if that's interesting to you, it gives you the best feedback around the user experience and helps bring everything to life. So if you are working with a team that's not very engaged with accessibility and asking you why I need to do this, you sit them in front of lab tester and watch them and see where they struggle.

MARK: There is been a few questions about the webinar we have been referring to, so I have shared it in the chat window. So the webinar next Thursday is an update on the new public sector regulations. So we had a webinar in May and this is an update on that so there have been some changes and new requirements and new information that's available. So that's now in the chat window just in case you are in the public sector.

KATHERINE: What I would add to that Mark, even if you are not in the public sector I would strongly recommend coming along and checking that out because the government sets the standard and paves the way and when you look at the timeline slide, when different laws and regulations do tend to come in, the government do their own initiatives first. So just because it's not on thea legal requirement doesn't mean they won't be. So it's definitely worth while coming to check out and in particular if you work with public sector at all because it will carry forward to preferred suppliers.

MARK: I know at the beginning of the webinar we asked people and so as you say even if you are not in the public sector it might just be something you are interested in just to be well aware of what is going on in that space. I have a question for you, I think something that's just important to say is we'll probably do a follow up blog post following this webinar whether I will connect with Katherine and Adi just in case we don't get around to responding to all the questions. So I am going to ask the question but somebody asked, are there any specific fonts recommendations for accessibility? I know that's such a broad question but I am wondering if you have free tips you might have.

KATHERINE: Absolutely. I would start with everything basic. So things like Ariel font and things that have good spacing and easier to see and nothing below size 12. If you look around your offices I am sure you will see people squinting at their screens and if they increase the text size it makes it a lot easier, so making sure it's a good size and it's a clean font but we can provide some more tips for you on the blog post Mark mentioned the about that.

MARK: Again another one, Adam just asked, do you have anyone guidance for people using eye gaze technology for access be websites. So with those requirements, is there anything in particular that shouts out in terms of consideration for your website?

KATHERINE: In terms of using eye tracking software. That's not something I know a huge amount about but I will refer to my colleague and get some details for you in the blog post.

MARK: There was a few things that came through on the chat and I wanted to share this because it's a really nice thing that Katherine and Adi will appreciate. It says hello it's Christine, so she just wanted to say she's new to webinars and she's only done one previously and she doesn't fit any of the categories and she's just an individual and she does a web site for a small church and that's why she's here and she's disabled herself. So she has a very small statement but still interested in it.

KATHERINE: That's great. And please do check out My Computer My Way and we have lots of free resources that can help.

MARK: There are more questions but I am over the time. So I am asking Katherine to go to the next slide and we'll make sure that any questions we don't get around to answering we do respond to either one to one or will be included in a follow up blog. So just to round off the webinar and how we can help. We already talked about it a lot but if you think you would benefit from our expert advise we offer a range of accessibility services. There is a link here to speak to your experts so you can contact us and that's https://abilitynet.org.uk/speak‑to‑our‑experts

There is also updates and news on our website on the top menu there is a news and blogs page and you can go to that. I know somebody asked about your previous webinars, so there is also a free resources section which is lists all our recent webinars, so you can go to that and you can sign up for the up coming webinar and watch the one that happened in May. Please do join our mailing list, it's a key mechanism for us to update you on future webinars and then just on the next slide. We have already talked about these but we do have up coming events, so there is the webinar next Thursday on the web accessibility regulations for UK, He and public sector and that's an update webinar following or previous webinar in May and we have also the HE accessibility training program which is in summer, it's a series of four workshops and it's specific to the education space. So if you work in a college or university and it's designed to help you achieve the requirements with the 25th of September deadline in mind which is part of the new public sector regulations. And then please do watch this space because news of our TechShare Pro is coming up. It's an annual event now, this year it's going to be over two days hosted by Google in London so watch that space. So I just want to take the time to really thank Katherine and Adi and I really appreciate Adi giving a bit of a personality perspective and I like the way Katherine gave examples of how it impacts people. So I want to thank them both very much and also all the attendees that joined and I am sure you learned a lot today and there will be a post‑webinar survey so please do give feedback and comments but other than that all that's left to say is we look forward to you joining us on the next webinar and thanks everyone. Thank you all.