

Accessibility in WalkMe

Brief Overview

Ensure that all WalkMe content you produce is accessible to your users, even if they have special needs or different abilities. Web accessibility is the inclusive practice of removing barriers that prevent interaction with, or access to, websites, by people with differing abilities.

WalkMe is a major proponent of the concept of equal access to all, and actively seeks to achieve this ideal, especially as it applies to web accessibility, on an ongoing basis. Following proven best practices, WalkMe continually develops and improves its software to follow web accessibility guideline standards. We also actively test our product by differently-abled individuals using screen readers and other specialized software. Many companies must comply with stringent standards when it comes to accessibility and WalkMe continually improves its software to meet these requirements.

Use Cases

Using WalkMe accessibility settings, you can:

- Use popular screen readers to navigate WalkMe content
- Create alternative text for images
- Use special keyboard shortcuts to navigate WalkMe content
- Configure ARIA labels
- Modify which elements users interact with on keyboard versus what is visually displayed

How It Works

WalkMe strives to support the AA standard of the [Web Content Accessibility Guidelines 2.1 \(WCAG 2.1\)](#), one of the leading specifications defining standards of accessibility for the web. This standard defines three levels of conformance: A (lowest, 25 success criteria), AA (13 additional success criteria), and AAA (highest, 23 additional success criteria).

WCAG standards are organized around four basic principles:

- **Perceivability**—information presented may not be invisible to all of the end-users' senses
- **Operability**—end-users must be able to operate the interface
- **Understandability**—end-users must be able to understand the information presented
- **Robustness**—end-users must continue to be able to access the content, even as new technologies are incorporated into the content



[Read the WalkMe Player and Editor Voluntary Product Accessibility Templates \(VPAT™\).](#)

Screen Reader Availability

WalkMe focuses on the most popular screen readers in the market, along with their common browser combinations:

- JAWS with Chrome and Internet Explorer
- NVDA with Firefox
- VoiceOver with Safari

Activating Accessibility Features

To enable accessibility features, please reach out to your Customer Success Manager or WalkMe contact.