

## Welcome!

### Section 508 Best Practices Webinar Series

- The session is scheduled to begin at 1:00pm Eastern Time.
- We will be testing sound quality periodically.
- Audio and visuals are provided through the on-line webinar system. This session is closed captioned. Individuals may also listen via telephone by dialing:  
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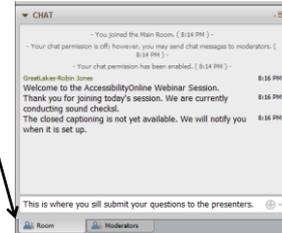


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## Submitting Questions

- You may type and submit questions in the Chat Area Text Box or press Control-M and enter text in the Chat Area.
- If you are connected via a mobile device, you may submit questions in the chat area within the App.
- If you are listening by phone and not logged in to the webinar, you may ask questions by emailing them to: [info@adaconferences.org](mailto:info@adaconferences.org)
- Please note: This webinar is being recorded and can be accessed on the Section 508 Best Practice Webinar Series website at [www.adaconferences.org/CIOC](http://www.adaconferences.org/CIOC) within 24 hours after the conclusion of the session.



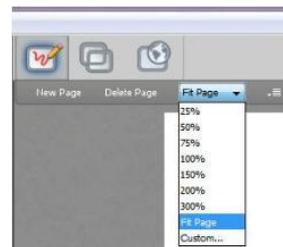
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The default is "fit page".



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- Email: [info@adaconferences.org](mailto:info@adaconferences.org); or
- Call: 877-232-1990 (V/TTY, toll free)

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## Welcome

This webinar is part of a series showcasing “Best Practices in Federal Section 508 Implementation”. Other presentations can be viewed at:

- [www.adaconferences.org/CIOC/archives](http://www.adaconferences.org/CIOC/archives) and
  - [www.fedlink.org/allqual/resource-shared-webinars.cfm](http://www.fedlink.org/allqual/resource-shared-webinars.cfm)
- A best practice is a policy, process, procedure or technique proven effective over time and repeatable by multiple agencies.
  - A best practice is generalized so that diverse agencies may use it in their own organizations but specific enough to provide useful guidance and instruction.
  - The CIO Council’s Accessibility Community of Practice has published a library of 508 Best Practices at [www.Section508.gov](http://www.Section508.gov).

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## Section 508 Best Practices Webinars

Webinars are bi-monthly:

- January, March, May, July, September, November

Next Webinar: May 29, 2018

- Topic: Putting the Revised 508 Standards into Practice for Procurement
- Time: 1:00 to 2:30 p.m. Eastern

This webinar series is a collaborative program between the Accessibility Community of Practice of the CIO Council and The U.S. Access Board.

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**This webinar is brought to you by**



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[access-board.gov](http://access-board.gov)

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## **Accessibility of Electronic Content: How to apply the Revised Section 508 Standards within a Federal Agency; What Resources are Available?**

Presenters:

Nicshan Floyd, Team Lead of Management Services in the Office of Accessibility Systems & Technology, U.S Department of Homeland Security

Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS

Marsha Mazz, Director of the Office of Technical and Information Services, U.S. Access Board

Moderator: Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board

March 27, 2018

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## **Webinar Introduction**

- Overview of Digital Content Requirements in Revised Section 508 Standards
- Brief introduction to “Build Organizational Support for Accessible Electronic Content” from the Section508.gov Refresh Toolkit
- Description of HHS approach to public-facing content
- Description of DHS approach to accessibility of digital content
  
- This webinar focuses on the management of agency digital content; it does not cover technical techniques and tools for accessible content.

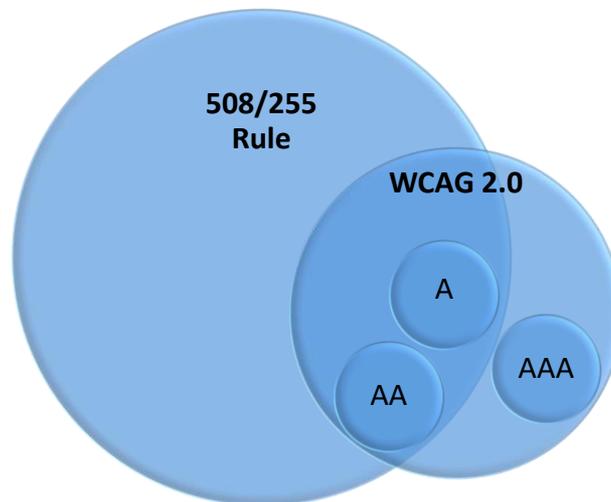
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## **Overview of Digital Content Requirements in Revised Section 508 Standards**

Marsha Mazz  
U.S. Access Board

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## WCAG 2.0 Incorporation By Reference (IBR)



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## WCAG 2.0 IBR for Electronic Content

### E205.4 Accessibility Standard

Electronic content shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

### E205.4 continues...

- Exception for non-Web documents from the four Success Criteria that are for “sets of Web pages”
- E205.4.1 details the word substitution needed to “read” WCAG 2.0 to apply to non-Web documents

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## What is Electronic Content?

### E103.4 Definitions

Content. Electronic information and data, as well as the encoding that defines its structure, presentation, and interactions.

### Another Important Definition

Public Facing. Content made available by an agency to members of the general public. Examples include, but are not limited to, an agency Web site, blog post, or social media pages.

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## E205.3 Agency Official Communication

- A. An emergency notification
- B. An initial or final decision adjudicating an administrative claim or proceeding
- C. An internal or external program or policy announcement
- D. A notice of benefits, program eligibility, employment opportunity, or personnel action
- E. A formal acknowledgement of receipt
- F. A survey questionnaire
- G. A template or form
- H. Educational or training materials
- I. Intranet content designed as a Web page

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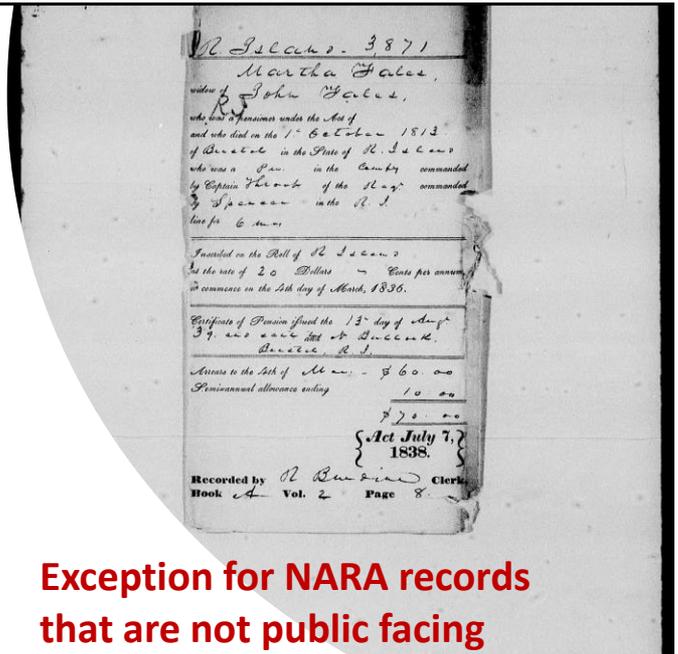
## What is Covered Electronic Content

### E205.2 Public Facing

- Electronic content that *is* public facing

### E205.3 Agency Official Communication

- Electronic content that is *not* public facing



**Exception for NARA records  
that are not public facing**

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## Examples of an Emergency Notification

- Evacuation notice
- Text messages conveying emergency instructions (e.g., “shelter in place”)
- Hazardous weather alert
- Operational notices e.g., unscheduled closure

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## Social Security Notice of Reconsideration

From: Department of Health and Human Services  
Social Security Administration

Date:  
Claim Number:

As you requested, your claim has been reconsidered. It has been found that the original decision was correct and in accordance with the law and regulations. The enclosed Reconsideration Determination fully explains the decision reached.

This reconsideration was made by a specially designated staff, different from the staff that made the original decision, and specially trained in the handling of reconsiderations. This staff made an independent and thorough examination of all the evidence on record about your claim.

If you believe that the Reconsideration Determination is not correct, you may request a hearing before an administrative law judge of the Office of Hearings and Appeals. If you want a hearing, you must request it not later than 60 days from the date you receive this notice. You should make such request through any social security office. Please read the enclosed leaflet for a full explanation of your right to appeal.

Enclosures:  
OA-D1227  
SSA Pub. No. 70-10282

SSA-LRM (9-80)

## Example of an Initial or Final Decision Adjudicating an Administrative Claim or Proceeding

An electronic notice or alert of an approved, denied, or pending claim sent to a business or other organization, or to an individual

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## Examples of an Internal or External Program or Policy Announcement

- An electronic notification of a new or changed agency policy or program



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## Examples of a Notice of Benefits, Program Eligibility, Employment Opportunity, or Personnel Action

- A notice of government benefits
- A notice of program eligibility
- Notification of a personnel action indicating a promotion, adverse action, or other decision affecting a government employee
- Job announcements



Not covered content

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## Examples of a Formal Acknowledgement of Receipt

- An email acknowledging receipt of payment
- A notice posted to a program participant's web page containing his or her personal account information and acknowledging that he or she successfully submitted certain records

IRS.gov [Help](#) | [Apply for New EIN](#)

EIN Assistant

Your Progress: 1. Identity ✓ 2. Authenticate ✓ 3. Addresses ✓ 4. Details ✓ 5. EIN Confirmation

How would you like to receive your EIN Confirmation Letter?

You have two options for receiving your confirmation letter. Please choose one below:

- Receive letter online.** This option requires [Adobe Reader](#). You will be able to view, print, and save this letter immediately. It will not be mailed to you.
- Receive letter by mail.** The IRS will send the letter to the mailing address you provided - allow up to 4 weeks for delivery.

[Continue >>](#)

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## Examples of a Survey Questionnaire

- A set of written questions (open-ended or multiple choice) developed for the purpose of a survey or data analysis
- This category does not include questions submitted during litigation or legal proceedings
- A questionnaire assessing employee training needs
- An employee satisfaction survey
- A questionnaire used to gather information related to gauging satisfaction with a government program

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## Examples of a Template or Form

**CHILD CARE SUBSIDY APPLICATION FORM**  
DEPARTMENT

The department may contact the applicant to request clarification on the subsidy application.

You must attach the following documents:

1. Pay statements for the most recent two pay periods for each parent or guardian;
2. A copy of your most recent Federal and State income tax returns;
3. A copy of your child care provider's most recent license or statement of compliance with State and/or local child care regulations; and
4. A completed OPM form 1044, signed by the provider(s) below.

**Section I - Parent/Federal Employer Information**

Applications that are not fully completed or do not contain the information listed below will not be processed and will be returned to the applicant. If you do not provide all of the information requested, you will not receive a subsidy award. When more than one parent works for the Federal Government, subsidies cannot be awarded for the child(ren) by more than one Federal agency.

1. Name (Last, first, middle initial)	2. Social Security Number (SSN)	3. Grade
4. Work address (include street number, city, state and ZIP code)	5. Work e-mail address	
	6. Work telephone number	
7. Home address (include street number, city, state and ZIP code)	8. Home e-mail address	
	9. Home telephone number	
10. Category of parent	11. Spouse federal employee	12. Name of spouse (Last, first, middle initial)
Single	Yes	
Couple	No	13. Employing agency of spouse
		14. Grade of spouse

15. Total family income as reported on adjusted gross income line of most recent IRS form 1040/1040A \*Include a copy of the IRS form

**Section II - Child Information**

List information for all children for whom you are applying for a subsidy. (If you are applying for more than three children please attach the pertinent information to this form)

a. Name of first child	b. SSN of child	c. Date of birth (MMDDYYYY)
d. Name of child care provider	e. Weekly child care cost	f. Date of enrollment (MMDDYYYY)

g. Type of application (Check one)

Have family:  Annual recertification  Adding/changing family information  Recertification (previously enrolled, not current)

Annual recertification: Changing provider information (attach new license and OPM Form 1044)

h. Is any other form of State, County or Local Subsidy being received for the child(ren)?

Yes (If "Yes," complete i. and j.)  i. Amount of subsidy

No  j. Amount of subsidy

k. Address of provider (include street number, city, state and ZIP code)

l. Telephone number of child care provider

m. Type of care (Check one)

Center-based care

Family home-based care

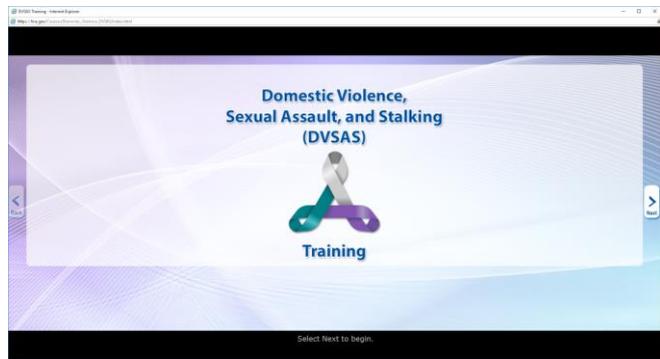
OPM 1044  
Revised 08/2004

- An electronic document template used to create official agency documents or presentations
- a Web page template created to establish a common look and feel for a website
- an official agency form that must be completed by employees or members of the public

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## Examples of Educational or Training Materials

- Interactive online training courses
- Self-paced training courses
- Educational webinars
- Support materials for educational activities including, electronic worksheets, training manuals, or tests



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## Examples of Intranet Content Designed as a Web Page

- HTML Web pages distributed internally via an agency Intranet
- An intranet page listing files for downloading
- Shared calendars
- An internal employee locator
- Does not include files within a listing distributed via the agency intranet that are not in one or more of the nine categories



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**Brief introduction to**

**“Build Organizational Support for Accessible Electronic Content”**

**from the Section508.gov Refresh Toolkit and**

**Description of HHS approach to public-facing content**

Deborah Kaplan  
Department of Health and Human Services

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## Overview: How to manage content accessibility

- Understand Scope and Technical Requirements
- Update Agency Policies
- Identify Covered Electronic Content
- Train Staff
- Create Accessible Content
- Validate for 508 Conformance
- Publish
- Track and Report Conformance
- <https://section508.gov/refresh-toolkit/build-organizational-support-for-accessible-electronic-content>

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## Understand scope and technical requirements

- Marsha Mazz presentation covered this subject
- What are the types of digital content that must be accessible?
  - Can an Agency require additional types of content be accessible?
- What are the technical requirements?
  - “Accessibility Testing for Electronic Content,”  
<https://section508.gov/refresh-toolkit/accessibility-testing>
  - Not just testing info: authoring guides, checklists, videos relevant to web and major content formats

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## Update Agency Policies

HHS DRAFT Updated Policy on Section 508 and Technology Accessibility

### 4. Policy

It is the policy of HHS that all ICT developed, procured, maintained, funded and used by the agency will be accessible to persons with disabilities. HHS will only employ the narrow exemptions in the Section 508 regulations when it is unavoidable. The Section 508 standards developed by the U.S. Access Board establish the minimum levels of compliance required....

Specifically, HHS will: ...

d. Ensure that all electronic content and communications, including published content on the Internet and Intranet, are in compliance with applicable Section 508 requirements. \*\*\*\*\*This requirement applies to the following types of official agency communications:

- An emergency notification;
- An initial or final decision adjudicating an administrative claim or proceeding;
- An internal or external program or policy announcement;
- A notice of benefits, program eligibility, employment opportunity, or personnel action;
- A formal acknowledgement of receipt;
- A survey questionnaire;
- A template or form;
- Educational or training materials; or
- Intranet content designed as a Web page. \*\*\*\*\*

(The revised text is in red with asterisks before and after it. )

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## Identify Covered Electronic Content

- Public facing: web (internet), social media
  - Many agencies have consolidated web management and policy with Section 508 policies
  - Social media: Who manages your agency's social media presence
    - Section 508.gov resources on accessibility and social media  
<https://www.section508.gov/content/build/create-accessible-video-social>
  - Conduct a simple assessment: responsibility, policies or guidance, accessibility program in place?

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## Identify Covered Electronic Content - 2

- Official Agency Communications
  - Drinking from a fire hose!
  - Goal: progress
  - For each category:
    - Which agency components or offices generate the most?
    - Which are standardized in form?
  - Strategy
    - Educate relevant stakeholders about updated Standards
    - Identify components and offices in need of assistance
    - Standardize with templates that produce accessible content

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# The HHS 508 Program for Public-Facing Digital Content on the Web

The Program is housed within the Office of the Secretary/Assistant Secretary for Public Affairs Digital Communications Division. The goals of the program are to assist HHS Departments and Offices (OpDivs) in:

- Testing website, Web pages, widgets, documents, and email blasts for 508 compliance
- Provide guidance on how to correct 508 issues within existing website and documents
- Empower OpDivs with the knowledge and resources to ensure the compliance of future website through various training sessions and materials

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## Document Review and Remediation

ASPA Digital reviews all the electronic files to be posted on HHS.gov, the HHS Intranet, and other ASPA monitored websites. We offer remediation on an as needed basis for the Office of the Secretary.

We produce an audit report for each review. On our report we cite issues as one of the following:

- **Required Fixes (RFs):** violations that must be corrected and have direct mappings to either Section 508 or HHS accessibility guidelines.
- **Strongly Encouraged Fixes (SEFs):** issues that are violations of WCAG 2.0 and will be elevated to Required Fixes once the 508 Refresh goes into effect; they should be proactively fixed now.
- **Encouraged Fixes (EFs):** issues that should be corrected in order to meet best-practice accessibility standards but are not required for conformance with Section 508 of the Rehabilitation Act or HHS accessibility guidelines.

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## ASPA Digital Training

ASPA Digital offers several trainings in Section 508 designed to meet the needs of many roles and functions within HHS. We offer:

- Creating Accessible Office Documents
- Tagging PDFs in Adobe
- How to Identify 508 Errors in PDF
- How to Identify 508 Errors in Web Sites
- Issue Management

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## Scanning HHS Websites

Each month we run a 508 analysis on all of the websites in HHS's portfolio. The resulting report is called an "HHS 508 Leaderboard Report." This 508 status report is made available to every OpDiv and STAFFDIV for any needed actions to achieve a 508 compliant site.

Since we are using a new tool this year and are still fine-tuning our use of it, our leaderboards aren't current. We are in the process of training all the web accessibility issues managers for HHS sites on the new tool.

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## Looking Forward

Our team is currently working on updating all our trainings, checklists, and websites with the new WCAG 2.0 standards.

We have added the WCAG 2.0 standards to our audit reports for all electronic communications for the past 2 years, and that is making the transition somewhat smoother. We are not fully transitioned yet.

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## **Description of Department of Homeland Security Approach to Accessibility of Digital Content**

Nicshan Floyd  
Department of Homeland Security

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# Electronic Documents Services

- Section 508 Testing
- Electronic Document Remediation
- Section 508 Training for MS Office and Adobe Acrobat DC/PDF
- Technical Assistance
- Batch File Evaluation
- Accessible Template Creation
- Contract Services Evaluation

# Services Offered by Customer Type

DHS Federal Employees	Non DHS Federal Employees	Contractors and Public Individuals
<ul style="list-style-type: none"> <li>• Section 508 Testing</li> <li>• Electronic Document Remediation</li> <li>• Section 508 Training for MS Office and Adobe Acrobat DC/PDF</li> <li>• Technical Assistance</li> <li>• Batch File Evaluation</li> <li>• Accessible Template Creation</li> <li>• Contract Services Evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Section 508 Testing</li> <li>• Electronic Document Remediation under special circumstances</li> <li>• Section 508 Training for MS Office and Adobe Acrobat DC/PDF</li> <li>• Technical Assistance</li> <li>• Accessible Template Creation</li> </ul>	<ul style="list-style-type: none"> <li>• Provide resources for conducting Section 508 Testing</li> <li>• Section 508 Training for MS Office and Adobe Acrobat DC/PDF under special circumstances</li> <li>• Technical Assistance</li> </ul>

# Guidelines for Providing Services

1. All customers must complete an Intake form which includes information on request needs and previous services provided by OAST.
2. If a person is requesting document remediation services, and they have not attended training, they must sign up for training.
3. OAST will remediate the first batch of files from a DHS Federal employee. Customers will be walked through the remediation process for all future documents.
4. After completing training, individuals can receive one on one training in the form of Technical Assistance.

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## Section 508 Document Request Intake Form

### **Mission Statement:**

The DHS Office of Accessible Systems and Technology (OAST) Documents Team is committed to ensuring equal access to electronic documents by making sure that all documents that are posted to the web or disseminated are Section 508 conformant.

### **Services offered:**

1. Training: OAST holds monthly Section 508 conformance trainings. For additional information or to enroll, please contact the Accessibility Helpdesk at [Accessibility@hq.dhs.gov](mailto:Accessibility@hq.dhs.gov) or at 202-447-0440.
2. Section 508 Review: OAST will review a document, report its conformance with Section 508 standards, and provide remediation guidance if issues are identified.
3. Remediation: OAST will evaluate your document for Section 508 conformance and make all necessary repairs on a case by case basis.
4. Project Management: OAST will assist in managing large document projects by conducting document assessments, level of effort estimates, and remediation guidance.

\*OAST reserves the right to approve additional services.

\*\* If requesting Review or Remediation services, please ensure you are submitting the final version.

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## Section 508 Document Request Intake Form – 2 Eligibility for services:

In accordance with the mission of the OAST Documents team as well as DHS contract requirements, OAST's Document team's services are offered to customers accordingly. When completing your intake form, please select service(s) that you are eligible to receive.

Customer	Eligibility for Services
Non-DHS Employees	<ul style="list-style-type: none"> <li>• Training</li> <li>• Section 508 Review</li> </ul>
DHS Contractor Support	<ul style="list-style-type: none"> <li>• Training</li> <li>• Section 508 Review</li> </ul>
DHS Employees	<ul style="list-style-type: none"> <li>• Training</li> <li>• Section 508 Review</li> <li>• Remediation</li> <li>• Project Management</li> </ul>

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## Section 508 Document Request Intake Form – 3 Section 1: Customer Information

First Name:

Last Name:

Email address:

Work Phone #:

City:

State:

**Are you one of the following?**

Federal Employee

Contractor

**Is this your first time requesting DOCUMENT service from the Accessibility Helpdesk?**

Yes

No

**Have you taken Section 508 document training before?**

Yes

No

**If you have taken Section 508 document training, approximately when did you take the training?**

**If you have taken Section 508 document training through OAST, which course(s) did you take?**

Developing Accessible Microsoft Office Documents

Creating Accessible PDF Documents Using Adobe

Creating Accessible Fillable Forms

**If you took training outside of OAST, please specify in the comment section at the end of the form.**

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**Section 508 Document Request Intake Form – 4**  
**Section 2: Document Information**

**Is this document part of a larger project?**

Yes

No

**Does this document include any scanned pages?**

Yes

No

Don't Know

**Has this document been tested for 508 compliance before?**

Yes

No

Don't know

If yes, please provide ACMS ticket #:

**Type of document:**

Microsoft Word

Microsoft Excel

Microsoft PowerPoint

PDF

**Was this document created by a federal employee or contractor?**

Federal Employee

Contractor

Don't know

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**Resources, Questions and Contact Information**

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## USAB Resources

[www.Access-Board.gov](http://www.Access-Board.gov)

- Section 508 Standards and Section 255 Guidelines, including technical assistance
  - ICT Final rule (2017)
  - Regulatory Impact Analysis
  - Overview and Press Release
  - More material under development

[www.adaconferences.org/CIOC/Archives](http://www.adaconferences.org/CIOC/Archives)

- Archives of Section 508 “Best Practices” Webinar series (from 2013)
  - Sponsored by the U.S. Access Board and CIO Council (CIOC)
  - In 2017, focus was on the text of the Revised 508 Standards

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## GSA Resources

[www.Section508.gov](http://www.Section508.gov)

- GSA website with 508 technical assistance
  - FAQs
  - Best Practices, including practical guidance for how to make documents accessible in different formats: Word, PDF, Excel

[www.section508.gov/refresh-toolkit](http://www.section508.gov/refresh-toolkit)

- Revised 508 Standards Toolkit:
  - 508 Transition Guidance – ***New Material!***
  - Program Management
  - Policy Updates
  - Training

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## DHS Resources

[www.dhs.gov/office-accessible-systems-technology](http://www.dhs.gov/office-accessible-systems-technology)

Office of Accessible Systems & Technology (OAST)

- DHS website with 508 technical assistance
  - Department Accessibility Help Desk services
  - IT Accessibility Testing and Remediation services
  - Electronic Document Accessibility and Remediation services
  - e-Learning and Multimedia Accessibility services
  - Reasonable Accommodations services
- Accessibility Helpdesk - [accessibility@hq.dhs.gov](mailto:accessibility@hq.dhs.gov) or
  - 202-447-0440

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# Questions?



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## Contact information

### For Technical Assistance with understanding the Revised 508 Standards

- U.S. Access Board; [www.access-board.gov](http://www.access-board.gov)
- (800) 872-2253 (voice); (800) 993-2822 (TTY); Email: [508@access-board.gov](mailto:508@access-board.gov)

### For Technical Assistance with implementing the Revised 508 Standards

- General Services Administration; [www.section508.gov](http://www.section508.gov)

### For Technical Assistance with content remediation under Revised 508

- Dept. of Homeland Security, OAST; [www.dhs.gov/office-accessible-systems-technology](http://www.dhs.gov/office-accessible-systems-technology)
- Accessibility Helpdesk Email: [accessibility@hq.dhs.gov](mailto:accessibility@hq.dhs.gov) or 202-447-0440

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