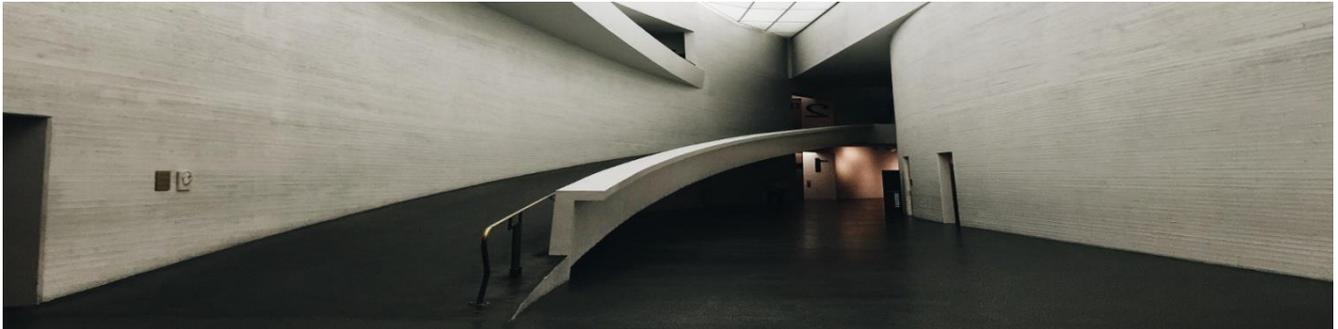


How to use Inclusite



This website is optimized for browsing persons with disabilities through service Inclusite Web accessibility

The use of the inclusite service and software subject to the conditions of use of the manufacturer.

We believe it is our moral obligation to allow the use of the site for the entire population, including people with disabilities. To do this, we invested in the purchase of the company's Outreach Services inclusite and we are continuing to invest, all to improve the accessibility of the site, as much as possible.

If despite our efforts, you encounter while browsing the site, the problem in access to information, we will be happy to receive feedback by filling out the [contact form](#)

1. Web Accessibility Regulations

Inclusite helps to effectively comply with web accessibility regulations. Several laws were made about accessibility in web portals that must be enforced. Inclusite helps customers to know about them and to comply with such regulations.

2. European Legislation

1) eEurope 2002 information

I) European Union. Web accessibility policies.

These laws finally set the level of mandatory adaptation of Internet portals not only Public Administration but companies that receive public funding and private companies with more than 100 employees or turnover of more than 6 million euros (especially banks , travel agencies , insurance companies, transport companies, providers of electricity , gas and water, etc.) at the level of conformity AA of the UNE 139803 , from December 31, 2008. The standard was updated in 2012 and is currently equivalent to WCAG 2.0.

I. First steps

1) Activation

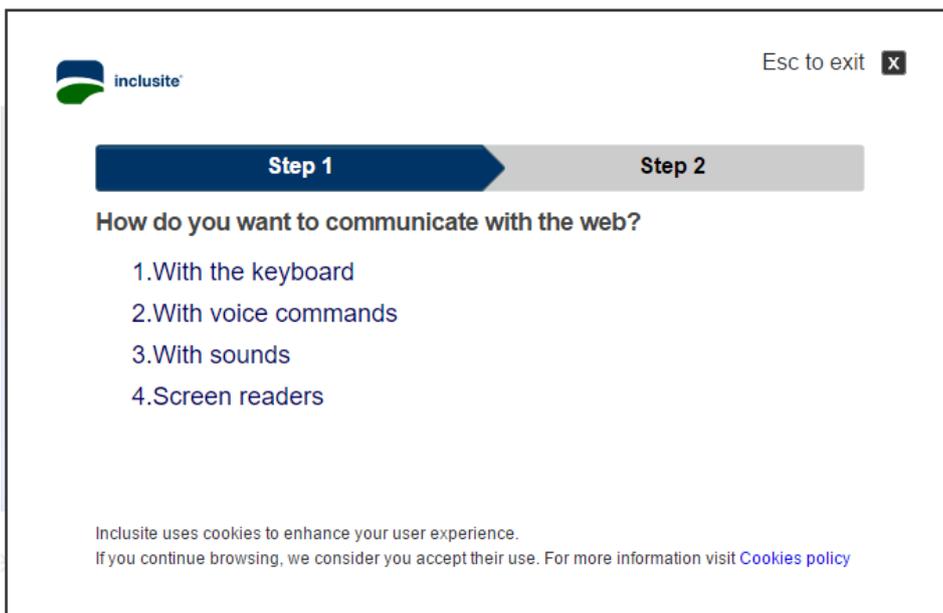
When you access a website that is a client of the inclusite[®] network you will see a tab like this one in the upper left corner. Click on it and you will be able to access the website contents through the inclusite[®] service.



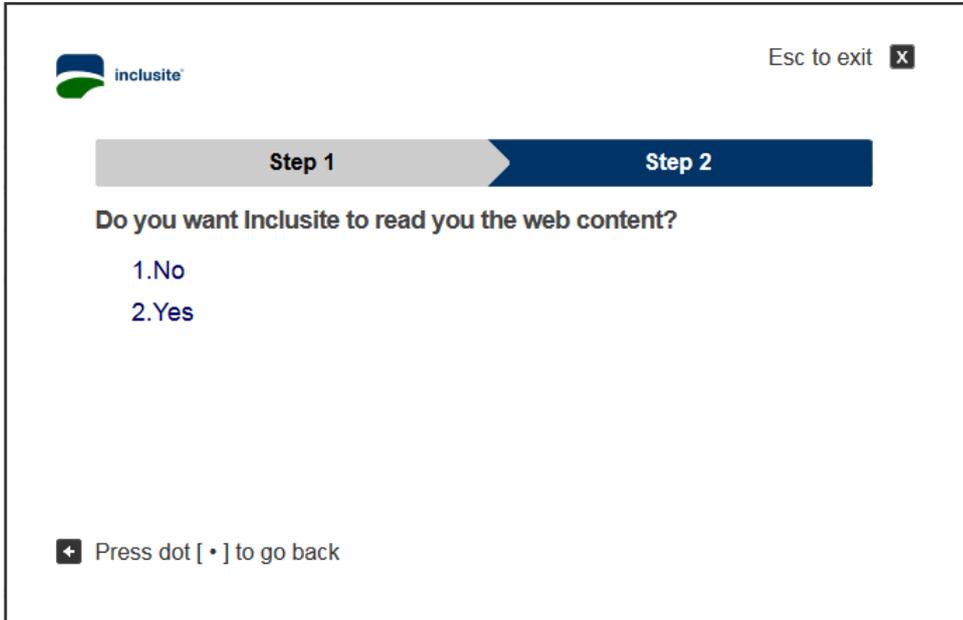
2) Activation steps

Clicking on the activation tab will get to the welcome screen.

The browser will save our selection for further visits. On this dialog window, we will tell Inclusite how we are going to communicate with the website. Select one of the three browsing modes available: keyboard, voice or sound commands.



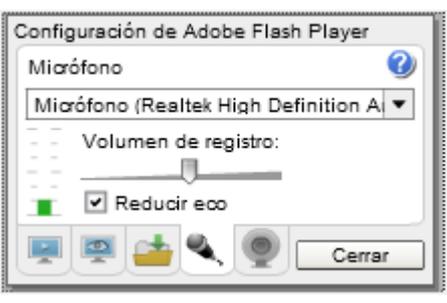
On this window we can set inclusite[®] to read aloud the contents of the website.



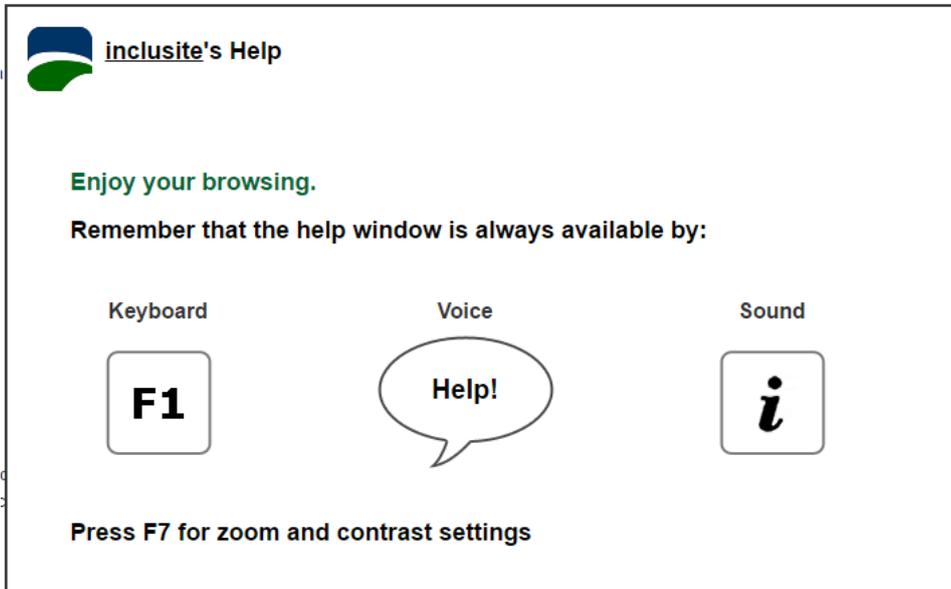
It is required to allow Inclusite’s services to access to the microphone device. In order to do so, click on 'Allow'. Check 'Save options' to make this preference permanent.



Tip: on the last activation page, it is advisable to check the microphone’s volume is adequate. To do so, we will select the microphone’s tab you see below and adjust the volume to a similar position to as shown. It is important to deactivate the 'Reduce Echo' option.



Once we have finished the activation process you will find a special window with the information for looking for the help.



3) What happens if activation process goes wrong?

If we click on the ESC key on our keyboard, we will access again to the Activation Process of Inclusite.

II. Concepts

In order to browse the website with inclusite[®], we need to understand some of the common concepts used in all Inclusite's communication modes.

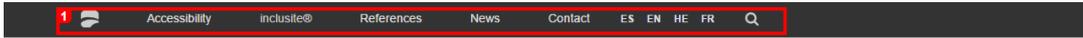
1) Communication modes

By communication modes we are referring to the way we want to interact with the website. Inclusite has four communication modes: keystroke on a standard keyboard, voice commands, sound and screen readers compatibility.

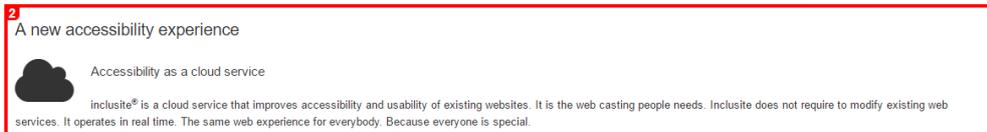
2) Area and Area indicator

Inclusite divides the page in different areas. This division facilitates the browsing and helps to organise the contents.

All web areas are clearly identified with numbers, the use of these indicators allows an easier navigation through the web.

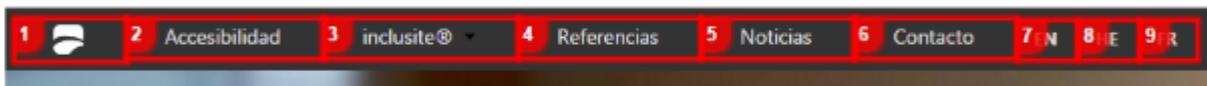


What's inclusite®



3) Accessible areas

These boxes indicate the active links in a specific web area. Numbers are provided as shortcuts to follow active links.



4) Scroll Up, Scroll Down and Centre

To scroll up and down over a long page that can not be displayed on one screen (i.e. scrolling sidebar is required) the functions 'Up' and 'Down' are shown. In addition to these, the user has the option of focusing. This function focus the screen on the currently selected or reading content.

5) Page Up and Back

'Page Up' function will allow us to go back to the previous page. With the function 'Back' we will be able to go back to previous areas within the same page.

6) Natural language

Conversational browsing mode allows the user to navigate through the web using natural language. With this method the user can access to web contents using simple sentences as "I need help" or "Go to option number 2".

7) Repeat

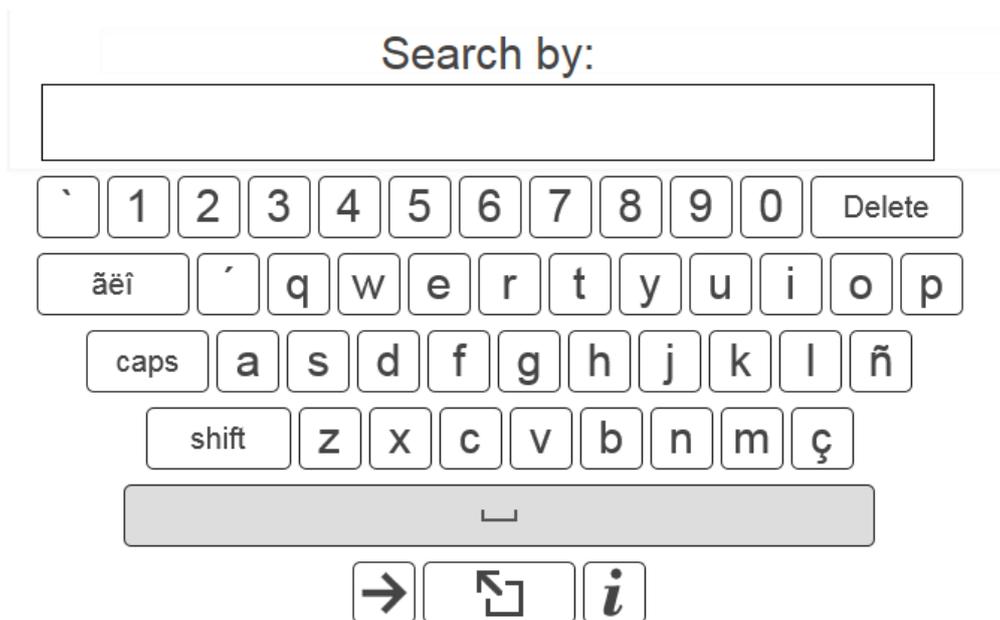
If we have chosen inclusite® to read us all the web contents, we will have the option to repeat them again with this function.

8) Help

A help page with its proper functionality will be open at any time, regardless of the communication mode we have selected.

9) Forms

With Inclusite any form will be easier to fill in. Depending on the selected communication mode, we will use the standard keyboard, voice commands or sound / blowing emission. Inclusite will show each field individually and with a virtual keyboard simulating keystrokes. In addition to using the virtual keyboard it is also possible to click on its elements using the mouse. If we have chosen the 'read contents' option, it will also report the number of form fields and the specific field we are in so we can locate it in the text.

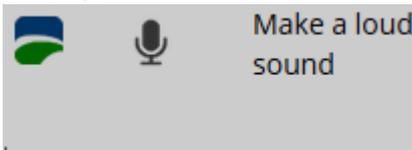


III. Voice Browsing

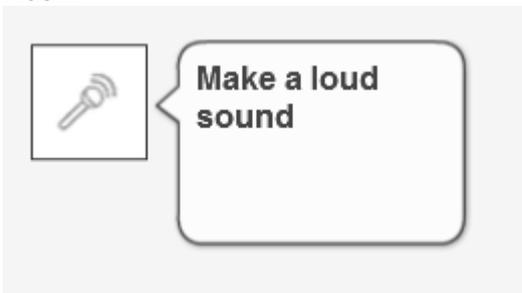
Using the voice browsing mode we can access web contents by making simple voice commands such as 'up', 'down' or 'back'. On the screen's upper left corner a small horizontal bar and a bubble will be seen.

1. This will be the initial step of the voice communication mode. As we can see, the bubble explains what we have to do to activate the recording. With this step we will avoid the microphone to be constantly recording.

HTML5:

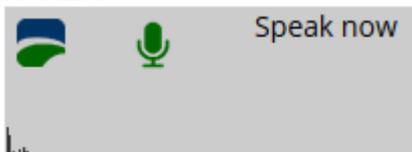


Flash:

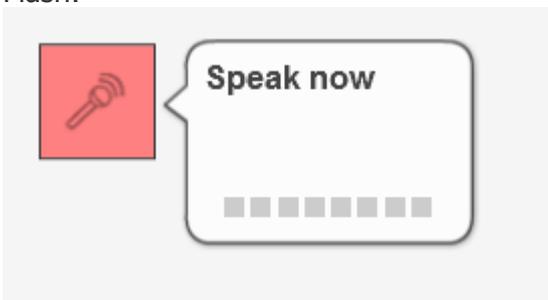


2. Once activated, the bubble will indicate we can record the voice command, e.g. 'Down'.

HTML5:



Flash:



3. To be sure the command is properly understood, Inclusite will write it down in the bubble.

HTML5:

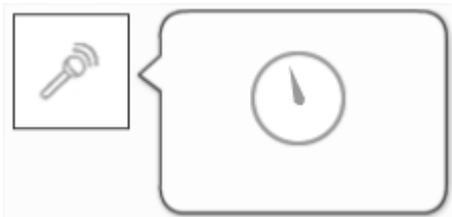


Flash:



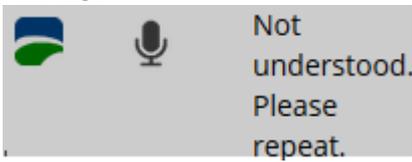
4. The clock icon in the bubble means Inclusite is working out on the last command.

Flash:



5. If Inclusite does not understand the voice command, it will ask us to repeat it.

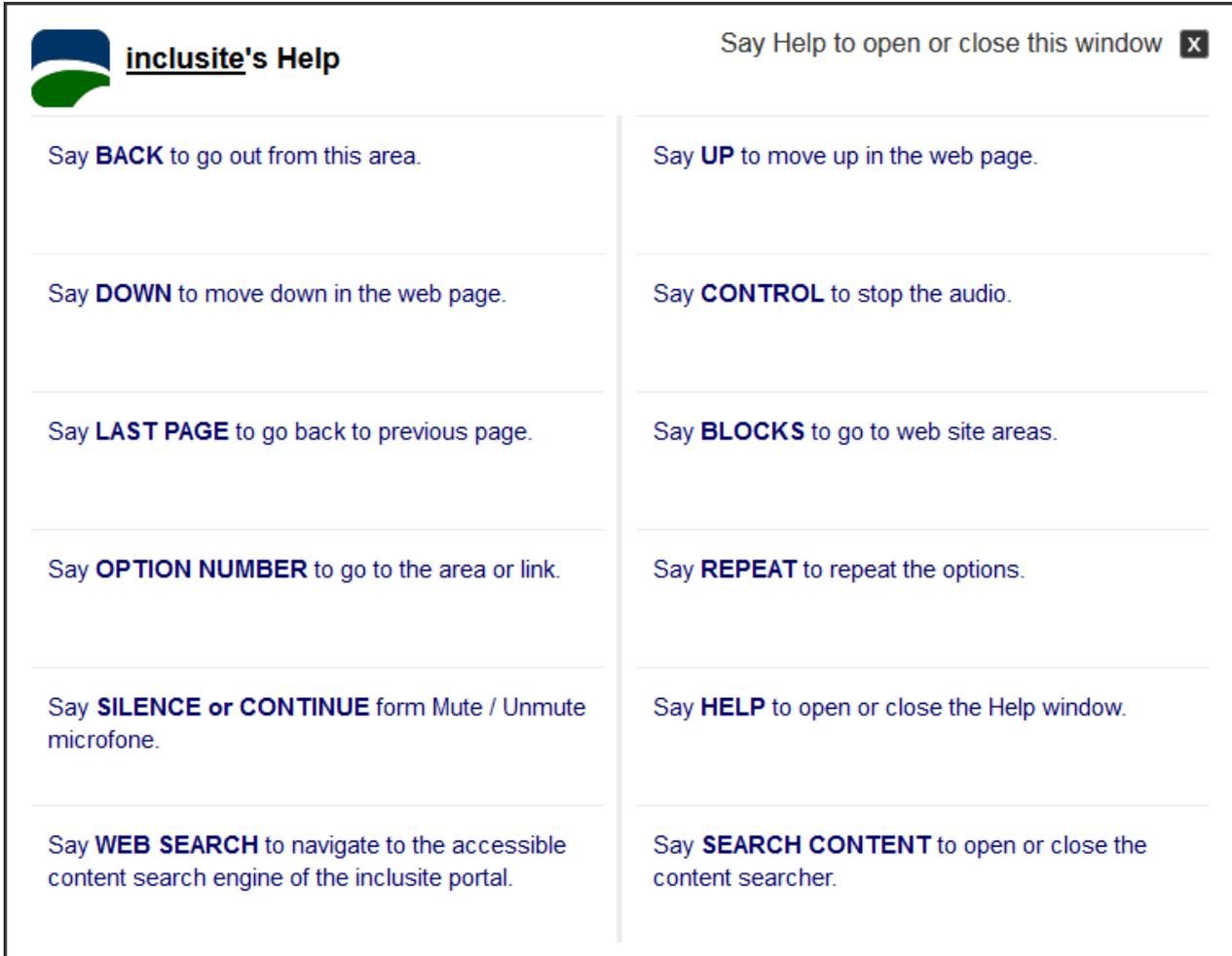
HTML5:



Flash:



1) Voice Commands



The screenshot shows a window titled "inclusite's Help" with a close button (X). The window contains two columns of voice commands:

- Say **BACK** to go out from this area.
- Say **DOWN** to move down in the web page.
- Say **LAST PAGE** to go back to previous page.
- Say **OPTION NUMBER** to go to the area or link.
- Say **SILENCE or CONTINUE** form Mute / Unmute microphone.
- Say **WEB SEARCH** to navigate to the accessible content search engine of the inclusite portal.
- Say **UP** to move up in the web page.
- Say **CONTROL** to stop the audio.
- Say **BLOCKS** to go to web site areas.
- Say **REPEAT** to repeat the options.
- Say **HELP** to open or close the Help window.
- Say **SEARCH CONTENT** to open or close the content searcher.

2) Forms

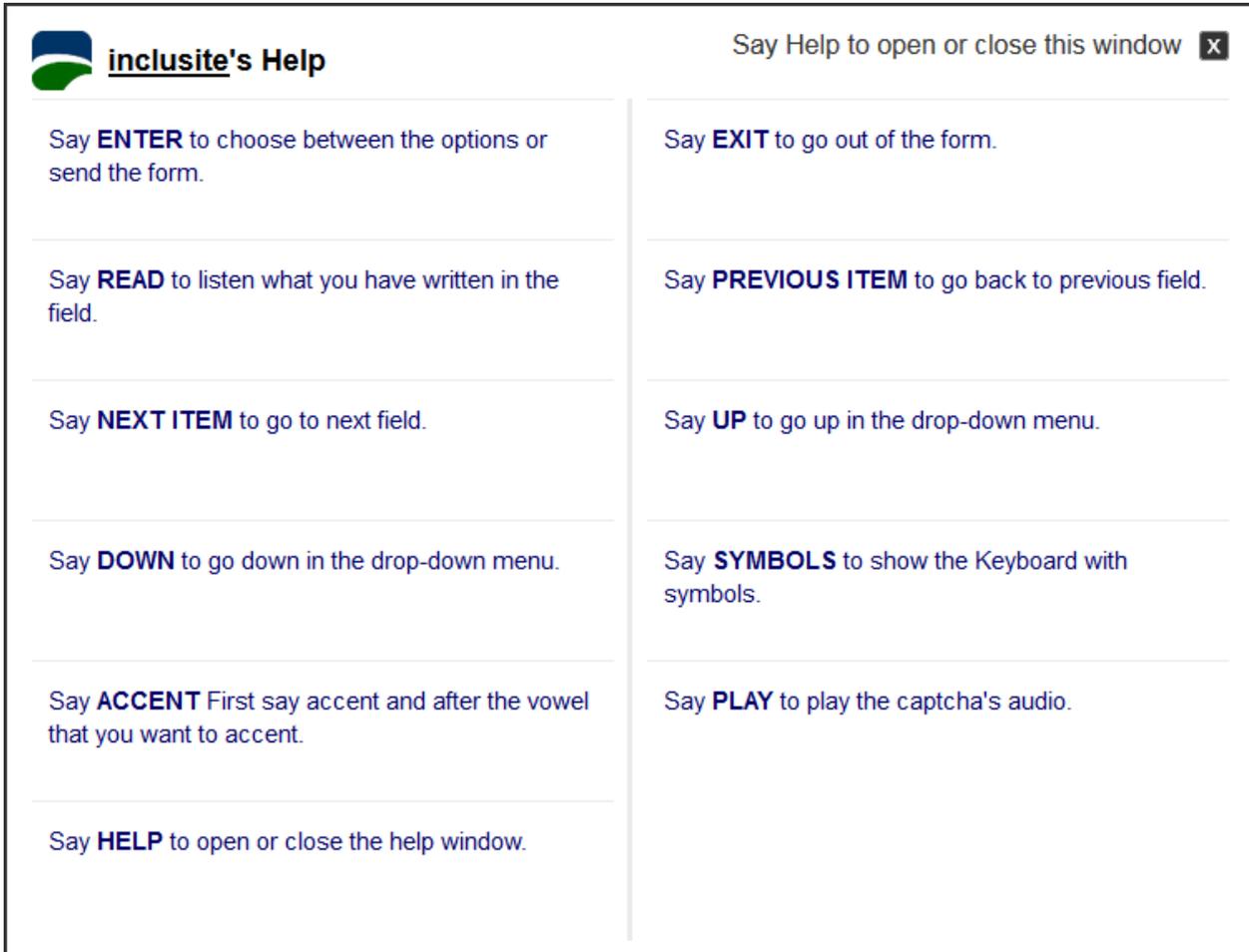
To fill in a form with the voice communication mode, we will have to spell the characters we want to use. When this step is finished, we will say 'Next item'. If we want to go back to the previous field, we will say 'Previous item'.

Search by:

In case of entering in a list, we will be able to move from one option to another by saying: 'Up' and 'Down'.

You can find more information about how to navigate forms in the help panel. This panel will be available by pressing F1 key while the form is selected.

The form help panel looks as follows:



The screenshot shows a help window titled "inclusite's Help" with a close button (X) in the top right corner. The window contains two columns of instructions for navigating forms using voice commands. The left column lists commands for navigating between fields and menus, while the right column lists commands for exiting the form, navigating back, and playing audio.

inclusite's Help Say Help to open or close this window X	
Say ENTER to choose between the options or send the form.	Say EXIT to go out of the form.
Say READ to listen what you have written in the field.	Say PREVIOUS ITEM to go back to previous field.
Say NEXT ITEM to go to next field.	Say UP to go up in the drop-down menu.
Say DOWN to go down in the drop-down menu.	Say SYMBOLS to show the Keyboard with symbols.
Say ACCENT First say accent and after the vowel that you want to accent.	Say PLAY to play the captcha's audio.
Say HELP to open or close the help window.	

IV. Keyboard Browsing

Thanks to this communication mode, we will be able to use a reduced number of keys to browse through a website. For example, we will access the contents by selecting an option number -which will be either read by Inclusite or shown on a screen with area identifiers. Other options and features described in the Concepts section are equally accessible with their own keys, as shown in the figure below.

1) Keyboard Commands


inclusite's Help
Press F1 to open or close the Help. X

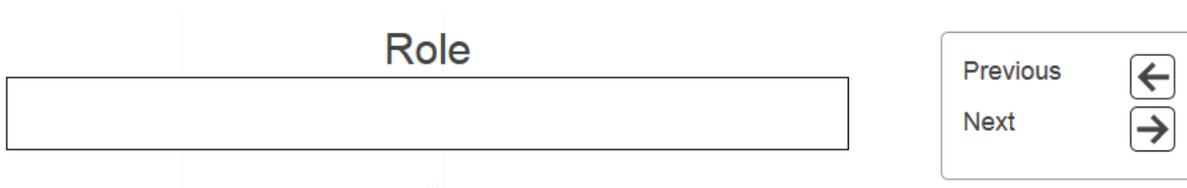
<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> • Press the dot key to exit current area. Press twice to return to previous page if you are in 'Areas'. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> ↓ Press the Arrow Down Key to move down in the web page. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> ← Press the Backspace Key to go back to previous page. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> ⏸ Press the Space Bar Key to pause or resume the audio. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> - Press - to decrease the reading speed. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> 0 Press the Zero Key to repeat the options. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> * To access to areas with numbers over 9, press the Asterisk Key followed by the area identification and then the Asterisk key again. For example, asterisk 1 2 asterisk, to access to area number 12. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> F7 Press F7 for adjusting contrast and zoom. </div> <div style="border: 1px solid gray; padding: 5px;"> A Press the A Key to change from advanced to standard navigation or vice versa. </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> ↑ Press the Arrow Up Key to move up in the web page. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> Control Press Ctrl key to stop audio </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> B Press B to go to web site areas. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> + Press + to increase the reading speed. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> 1 Press the option number to go to the desired area or link. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> F4 Press the F4 to mute / unmute mic. </div> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> F1 Press F1 to open or close the Help window. </div> <div style="border: 1px solid gray; padding: 5px;"> F6 Press F6 to open or close the content searcher. </div>
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2) Expert Mode

This browsing mode allows a more flexible control over the content by using a reduced number of keys. With this option, website browsing becomes more agile and descriptive for users (numeric identifiers are not shown). Left and right scrolling arrows allow us to move through the different areas, and the ENTER key lets us access to them. The rest of the keys seen in the Help section maintain their function unaltered.

3) Forms

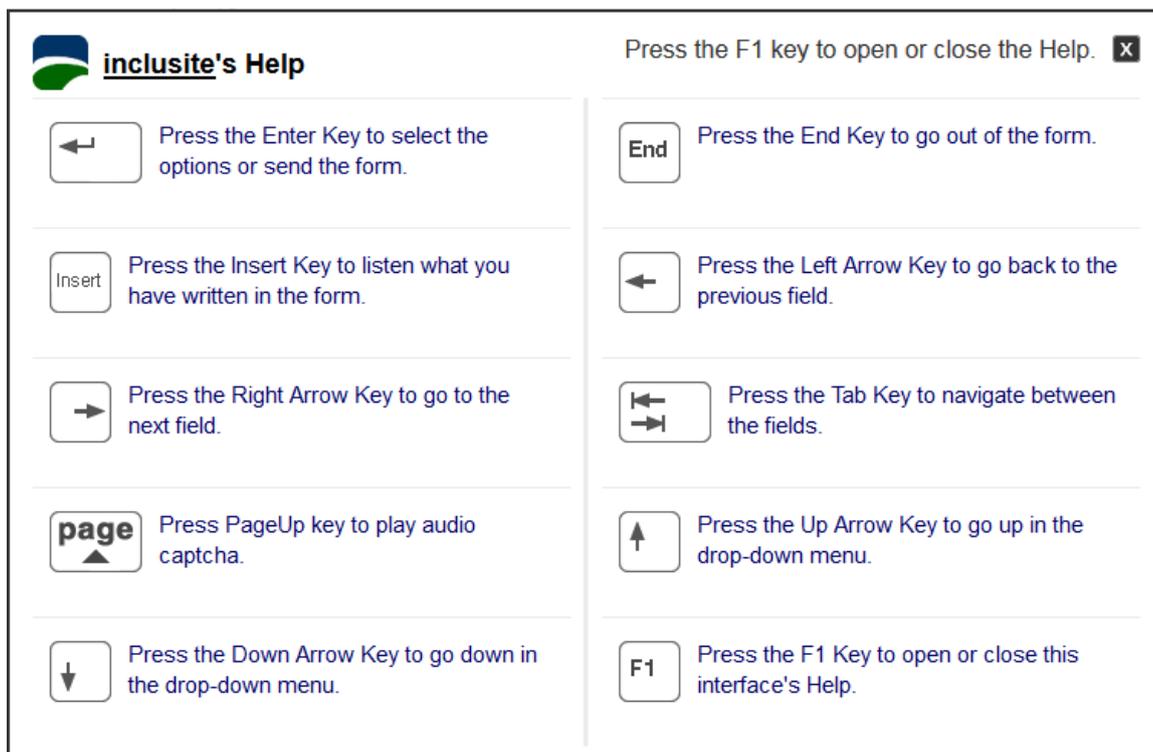
In this case we will use the standard keyboard to enter the data.



If, for instance, there is a field where we need to choose among several options, we will use the arrow keys.

You can find more information about how to navigate forms in the help panel. This panel will be available by pressing F1 key while the form is selected.

The form help panel looks as follows:



V. Sound Browsing

If we choose the Sound Browsing mode, an horizontal bar like the following one will appear, in the bottom of your screen.



This bar is divided into as many numbered segments as area identifiers will have the page menu. Throughout this bar a visual indicator will be constantly moving as we see in the image below.

We will make a sound of a certain intensity when the indicator is on the selected option. In this same bar all the concepts explained above will be also displayed.

1) Sound Commands

Make a sound to close the Help. X

Go out from this area.	Move up in the web page.
Move down in the web page.	<div style="border: 1px solid #ccc; display: inline-block; padding: 2px 5px; margin-right: 5px;">Control</div> Use option Ctrl to stop audio.
Go to previous page.	Go to web site areas.
1... Go to area or link.	Repeat the options.
Mute / Unmute microfone.	Show the following 8 areas.
Show the previous 8 areas.	Open or close this interface's Help.
Open or close the content searcher.	

2) Forms

In case of using the Sound Communication mode, we will see each row of the virtual keyboard shadowing constantly. If we choose for example the letter 'd', we will have to make a sound when the shading part is on the third row as shown in the picture.



After this, the shading part will scroll horizontally and when it reaches the 'd' key will make a beep sound.



If we find a field where we need to choose an option from a list, the shading part will move towards each one of the options and we will make a sound when it stays on the option we want to select.

You can find more information about how to navigate forms in the help panel. This panel will be available by pressing "i" key while the form is selected.

The form help panel looks as follows:

The screenshot shows a help panel titled "inclusite's Help" with a close button (X) in the top right corner. The panel contains two columns of instructions, each with a corresponding icon:

- Intro** (Introductory icon): Choose between the options or send the form.
- abc** (Keyboard icon): Show the standard Keyboard.
- (Right arrow): Go to the next field.
- ↑** (Up arrow): Go up in the drop-down menu.
- #+=** (Symbols icon): Show the Keyboard with symbols.
- ▶** (Play button): To play the captcha's audio.
- ↶** (Out icon): Go out of the form.
- ←** (Left arrow): Go back to previous field.
- ↶** (Previous page icon): Go back to previous page.
- ↓** (Down arrow): Go down in the drop-down menu.
- ãëï** (Accents icon): Show the Keyboard with accents.
- i** (Info icon): Open or close the help window.

VI. Screen reader's compatibility

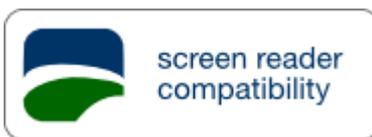
Inclusite has a navigation mode that allows you to browse the Internet using your screen reader, due to both devices compatibility

1) Activation

In order to activate screen reader's navigation mode, you need to select option number 4 in Inclusite's configuration window.

2) Compatibility enabled

Once you access to the web page with this navigation mode, you will find this image indicating that compatibility is enabled.



When using this navigation mode you will find a better web arrangement. Screen readers will detect web areas in an easiest way, and users will enjoy a better browsing because Inclusite turns web contents and services into more accessible.