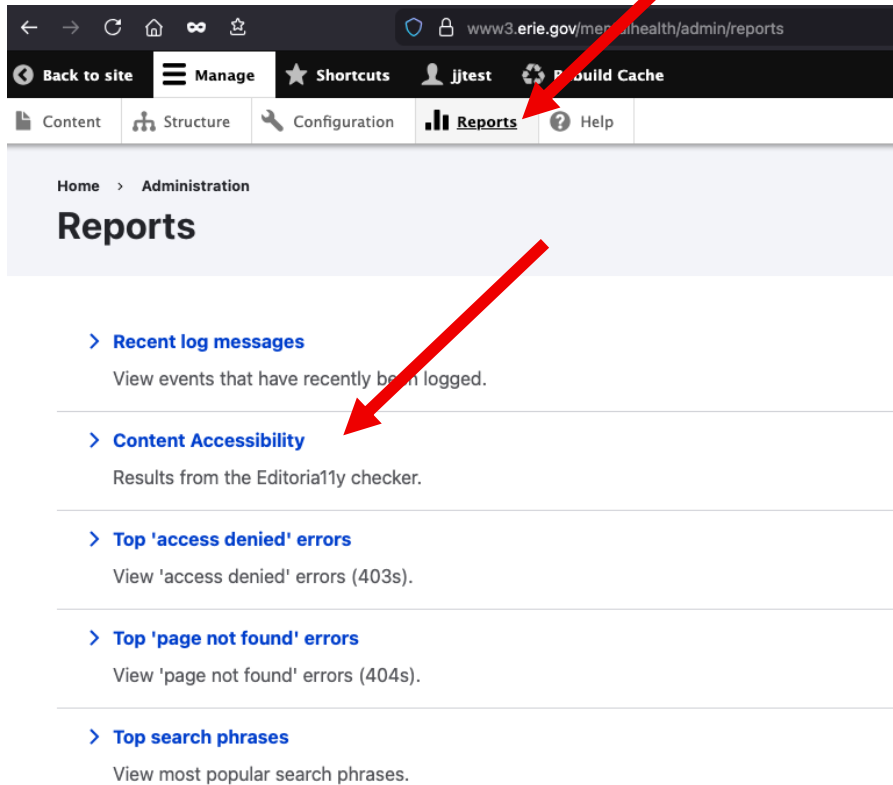
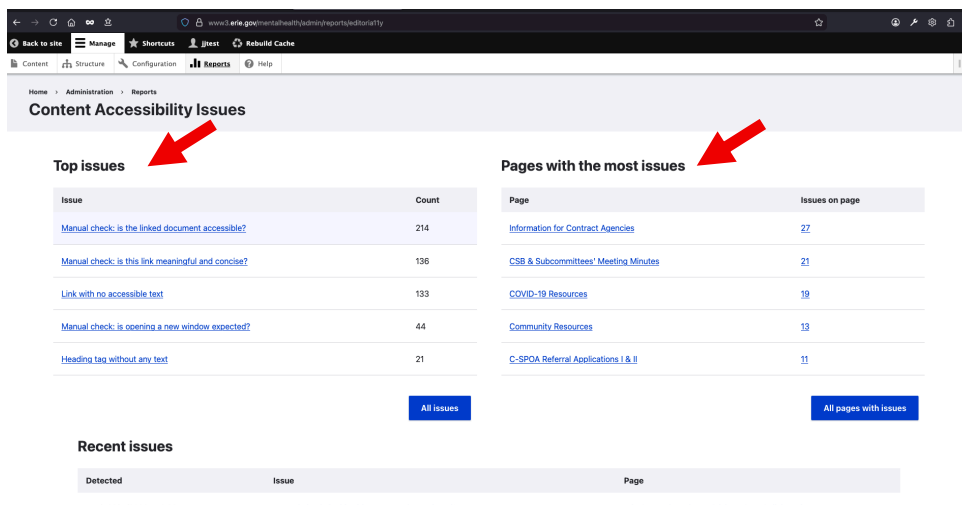


Using the Accessibility Report to Remediate Web Page Content

Go to **Reports** | **Content Accessibility**

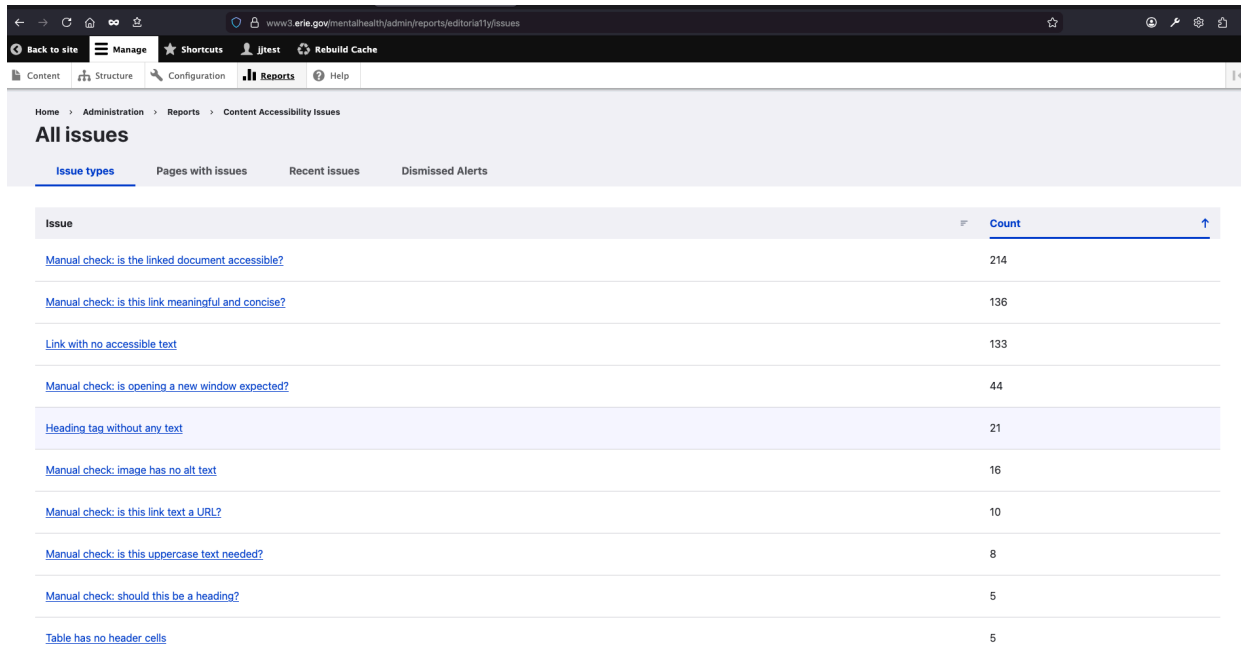


The most relevant parts of this report are at the top: **Top Issues**, **Pages with the most issues**, **Recent Issues**.



The **Top Issues report** tells which errors are on your site most frequently; the Count tells you how many times each error exists. Clicking on the **All issues** button in this section will take you to a page that lists each individual page that has the issue on it.

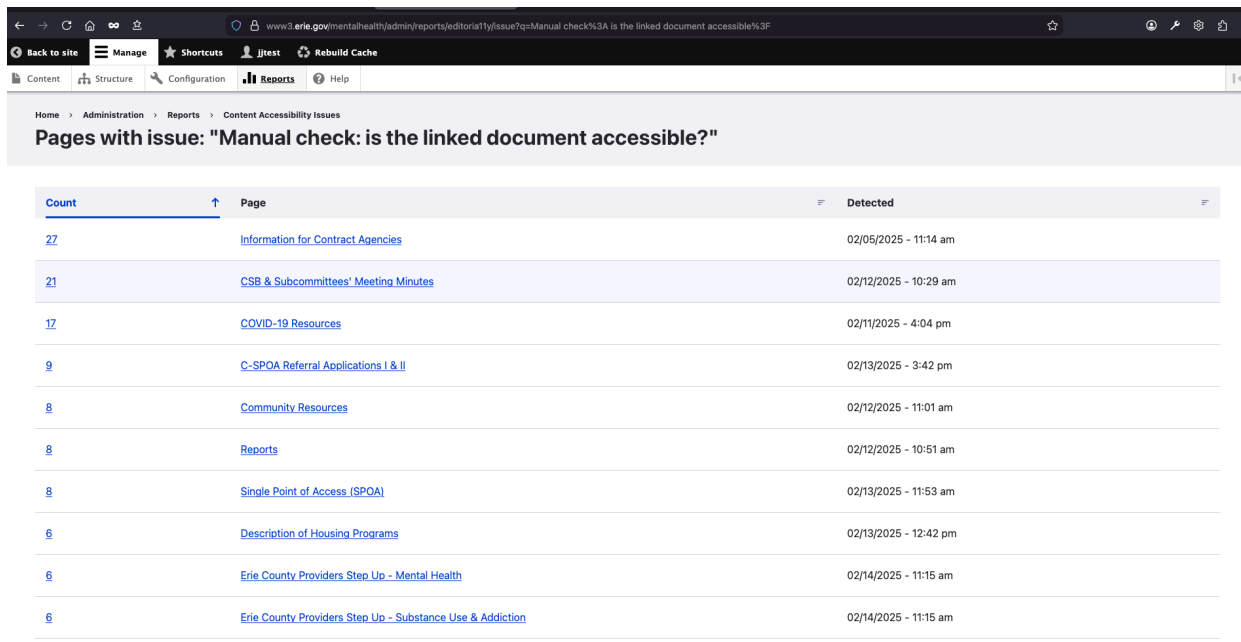
Each issue in the Issue column is a clickable to a page listing all the pages the error appears on.



The screenshot shows a web browser window with the URL www3.erie.gov/mentalhealth/admin/reports/ed/toria11y/issues. The page title is "All issues" and it is part of a "Content Accessibility Issues" report. The table below lists various issues and their counts.

Issue	Count
Manual check: is the linked document accessible?	214
Manual check: is this link meaningful and concise?	136
Link with no accessible text	133
Manual check: is opening a new window expected?	44
Heading tag without any text	21
Manual check: image has no alt text	16
Manual check: is this link text a URL?	10
Manual check: is this uppercase text needed?	8
Manual check: should this be a heading?	5
Table has no header cells	5

For each issue, each page name is a clickable link so you can easily navigate there to fix the issues.



The screenshot shows a web browser window with the URL www3.erie.gov/mentalhealth/admin/reports/ed/toria11y/issue?q=Manual%20check%3A%20is%20the%20linked%20document%20accessible%3F. The page title is "Pages with issue: 'Manual check: is the linked document accessible?'" and it is part of a "Content Accessibility Issues" report. The table below lists pages affected by this issue and when they were detected.

Count	Page	Detected
27	Information for Contract Agencies	02/05/2025 - 11:14 am
21	CSB & Subcommittees' Meeting Minutes	02/12/2025 - 10:29 am
17	COVID-19 Resources	02/11/2025 - 4:04 pm
9	C-SPOA Referral Applications I & II	02/13/2025 - 3:42 pm
8	Community Resources	02/12/2025 - 11:01 am
8	Reports	02/12/2025 - 10:51 am
8	Single Point of Access (SPOA)	02/13/2025 - 11:53 am
6	Description of Housing Programs	02/13/2025 - 12:42 pm
6	Erie County Providers Step Up - Mental Health	02/14/2025 - 11:15 am
6	Erie County Providers Step Up - Substance Use & Addiction	02/14/2025 - 11:15 am

Use the icon on the lower right to step through each issue, which identifies what the issue is and offers an explanation (this icon exists on every page of your site and you can access it at any time without going to the actual report page).

The screenshot shows a web browser window with the URL www3.erie.gov/mentalhealth/information-contract-agencies?ed1ref=/information-contract-agencies. The page has a dark navigation bar with 'Edit', 'Manage', 'Shortcuts', 'Jtest', and 'Rebuild Cache'. Below this is a secondary menu with 'Content', 'Structure', 'Configuration', 'Reports', and 'Help'. The main content area has a 'Home' link and a title 'Information for Contract Agencies'. A tooltip is open over a question mark icon, titled 'Manual check: is the linked document accessible?'. The tooltip text explains that many mobile and assistive device users struggle to read content in PDFs and provides instructions on how to make content more accessible. At the bottom right of the page, there is a 'Go to next alert' button and a set of navigation icons. A red arrow points to the 'Go to next alert' button.

The **Pages with the most issues report** is just that. Clicking on the All pages with issues button in this section will take you to a page that lists each individual page that has issues on it, with a count of how many issues each page has. Each page name is a clickable link so you can easily navigate there to fix the issues.

The screenshot shows a web browser window with the URL www3.erie.gov/mentalhealth/admin/reports/editorial1y/pages. The page has a dark navigation bar with 'Back to site', 'Manage', 'Shortcuts', 'Jtest', and 'Rebuild Cache'. Below this is a secondary menu with 'Content', 'Structure', 'Configuration', 'Reports', and 'Help'. The main content area has a breadcrumb trail 'Home > Administration > Reports > Content Accessibility Issues' and a title 'Pages with accessibility issues'. There are four tabs: 'Issue types', 'Pages with issues', 'Recent issues', and 'Dismissed Alerts'. Below the tabs is a search filter section with 'Page title contains', 'Url contains', and 'Page type' dropdown menus, and an 'Apply' button. Below the filter is a table with the following data:

Issues found	Page	Path	Type	Language
27	Information for Contract Agencies	/information-contract-agencies	Basic page	English
21	CSB & Subcommittees' Meeting Minutes	/csb-subcommittees-meeting-minutes	Basic page	English
19	COVID-19 Resources	/covid-19-resources	Basic page	English
13	Community Resources	/community-resources	Basic page	English
11	C-SPOA Referral Applications I & II	/c-spoa-referral-applications-i-ii	Basic page	English
10	NAMI Suicide Prevention Month - September 2025	/press/nami-suicide-prevention-month-september-2025	Press	English

Common issues

Manual check: is the linked document accessible?

This issue tracks all files that are linked to in your content, asking you to manually verify that the linked documents are in fact accessible. This accessibility tracker on the site cannot "read" linked documents, so it can't determine that for you. To check and remediate a document, open it in its source program (Adobe Acrobat Pro, Word, etc.) and run an accessibility check.

Manual check: is this link meaningful and concise?

This issue is asking you to evaluate your link text. Accessible link text must be meaningful and concise, acting independently of surrounding text.

Key Principles for Accessible Links:

- **Descriptive Text:** Clearly convey the purpose or destination of the link without requiring context.
- **Avoid "Click Here":** Never use "click here," "read more," "info," or "link".
- **Conciseness:** Keep text to a few words, ideally under 100 characters, to avoid burdening screen reader users.
- **Avoid Raw URLs:** Do not use full web addresses (e.g., <https://example.com/page>) as link text.
- **Avoid Link Redundancy:** Avoid repeating the same link text for different destinations.
- **No "Link to":** Do not include "link to" in the text, as screen readers already announce links.
- **Unique Text:** Ensure link text is unique, particularly if links go to different places.
- **Avoid All Caps:** Do not use all capital letters for links.

Link with no accessible text

This link is usually either a typo (a linked space character), or a linked image with no text alternative. To fix:

- If this a typo, delete it. Note that typo links can be hard to see if they are next to a "real" link: one will be on the text, one on a space.
- If it is a real link, add text to describe where it goes.

Manual check: is this link text a URL?

This error means you've used a URL ([https:// ...](https://...)) as link text. To fix, change the text on the screen to meaningful text.

Manual check: link contains both text and an image

Screen readers will include the image's alt text when describing this link. Check that the combined text is concise and meaningful. Keep alts that add relevant meaning, edit unhelpful or irrelevant alts, remove unnecessary alts.

Manual check: was a heading level skipped?

This identifies that heading tags were used out of order (e.g., `<h2>` to `<h4>`). Correct this by visualizing your page as a hierarchy and assign the heading tags correctly, in order (your page title is `<h1>`, so all of your topics are `<h2>`, a subtitle of a topic is `<h3>`, etc. Remember to go back to `<h2>` when you start a new topic).

Manual check: should this be a heading?

Pages should be structured with Headings, creating a logical outline (`<h1>` through `<h6>`). Using proper, nested heading levels and applying styles rather than just bolding text improves scannability for all users.

Headings should be brief and clear. Assistive devices use them as a navigable table of contents for the page, allowing screen reader users to skip, scan, and navigate sections efficiently. The numbers indicate indents in a nesting relationship:

Heading level 1

Heading level 2: a topic

Heading level 3: a subtopic

Heading level 2: a new topic

Manual check: long heading

Keep headings short and descriptive, rather than using full sentences. To fix: shorten this heading if possible, or remove the heading style if it was only applied to this text to provide visual emphasis.

Heading tag without any text

This is likely a blank line in your text that picked up a neighboring heading tag. Delete the blank line to fix. The style sheet behind the page handles spacing between headings and paragraphs, there's no need to insert blank lines.

Manual check: image has no alt text / Image has no alternative text attribute

Images lacking alternative (alt) text prevent screen readers from conveying visual information to users with visual impairments, causing them to hear only a file name or "link," often one letter at a time. Fix this by adding descriptive, concise text to the alt attribute for meaningful images, or using an empty alt="" tag for decorative images to signal that screen readers should skip them. If you mark an item as empty/decorative to be ignored and it's an image of text, the information in that text **must** exist elsewhere on the page.

A good alt describes the image's message, not simply what it contains

Key Strategies for Fixing Missing Alt Text

- Identify Purpose: Determine if the image adds meaningful content or is just for decoration.
- Add Descriptive Text: Describe the image's purpose concisely; avoid filler phrases like "image of...".
- Handle Decorative Images: If an image is purely decorative, use alt="" (empty/null) so screen readers skip it.
- Linked Images: If an image is a link, the alt text must describe the destination or function of the link.

Manual check: very long alternative text

Very long alternative text (over 100-150 characters) disrupts accessibility for screen reader users by being too verbose. It often signals that the description is too detailed or contains unnecessary information. Instead of a long alt attribute, place complex descriptions in the surrounding text, under a heading, or in a separate, linked document.

Key Guidelines for Managing Long Descriptions:

- Optimal Length: Keep alt text under 100-125 characters.
- Complex Images: For charts, graphs, or detailed maps, use the short alt tag to identify the image, and provide the detailed analysis in the main body text.
Alternative Methods:
 - Nearby Text: Place the description directly below the image in the text.
 - Linked Description: Link to a separate, dedicated page for a long description.
- Avoid Redundancy: Do not start with "Image of" or "Photo of".

Why Long Alt Text is a Problem:

- Screen Reader Overload: Long, rambling text can make it difficult for users to follow the content.
- No Context: It often includes information not available to sighted users.

For complex images, the best practice is to make the short alt text a summary, and provide a full, detailed description in the immediate context of the page

Linked Image has no alt text

When a link is wrapped around an image, the image's alt text provides the link's title for screen readers. To fix: set this image's alternative text to something that describes the link's destination, or add text next to the image, within the link.

Manual check: possibly redundant text in alt

This will appear if the alt text mentions that this image is an image. Screen readers announce they are describing an image when reading alt text, so phrases like "image of" and "photo of" are usually redundant in alt text; the screen reader user hears "image: image of something."

Manual check: very long alternative text in linked image

The alt text on a linked image is used to describe the link destination. Links should be brief, clear and concise, as screen reader users often listen to the list of links on the page to find content of interest. Long alternative text inside a link often indicates that the image's text alternative is describing the image instead rather than the link.

Linked image's text alternative is a URL

When a link is wrapped around an image and there is no other text, the image's alt text becomes the link text announced by screen readers. Links should clearly and concisely describe their destination; including a URL in the description, usually pronounced by the screen reader one letter at a time, does not clearly describe the destination.

Manual check: possibly redundant text in linked image

Links should clearly and concisely describe their destination. Since words like "image," "graphic," or "photo" are already redundant in text alternatives (screen readers already identify the image as an image), their presence in a linked image usually means the image's text alternative is describing the image instead of the link.

Alt text is meaningless

This image's alt text is "Image," which was flagged for being common placeholder text. To fix: set this image's alternative text to a concise description of what this image means in this context.

Manual check: is opening a new window expected?

This identifies when clicking a link automatically opens a new window. **** I've found this on pages with the "share to social media" icons, which is a contributed module that I must remediate in the code.*

Manual check: is this video accurately captioned?

Self explanatory. Any video embedded on your site, regardless of its source, must meet the accessibility guidelines.

Manual check: is this uppercase text needed?

Uppercase text reduces accessibility by hindering readability for users with dyslexia, visual impairments, or cognitive disabilities. All-caps text forms uniform, rectangular shapes that lack the distinct, familiar shapes of

lowercase, slowing reading speed by 13-20%. It also appears as shouting, causes faster reader fatigue, and can cause screen readers to mispronounce words.

If you use uppercase text, determine if, structurally, a heading is more appropriate, or apply a different formatting for emphasis.

Table has no header cells

- If a table contains data that is meaningfully organized by row and column, edit the table's properties and specify whether headers have been placed in the first row, column or both. This lets screen reader users hear the headers repeated while navigating the content.
- If a table does not contain rows and columns of data, but is instead being used for visual layout, **remove it**. Tables are for tabular data, not layout.

Manual check: should this have list formatting?

List formatting is structural:

- List formatting indents and reflows on overflow. Text aligns vertically with the line above it.
- Lists are machine-readable. Screen readers can orient their users, announcing this as "list item, 2 of 3."

Pasting items with a graphic bullet in front of them is not the same as formatting with a list.

Manual check: is this visualization accessible?

Visualization widgets are often difficult or impossible for assistive devices to operate, and can be difficult to understand for readers with low vision or colorblindness. Unless a widget has high visual contrast, can be operated by a keyboard and described by a screen reader, assume that an alternate format (text description, data table or downloadable spreadsheet) should also be provided.