

# Web Accessibility and Compliance Services From CivicPlus<sup>®</sup>

Enhance your residents' digital experiences

To help local governments understand and comply with the Americans with Disabilities Act (ADA) and Web Content Accessibility Guidelines (WCAG), CivicPlus offers a variety of accessibility remediation services and solutions.

Click to learn more about the following services:

[Accessibility Governance](#)



[Local Government Website Audit](#)



[Live and Recorded Video Closed Caption](#)



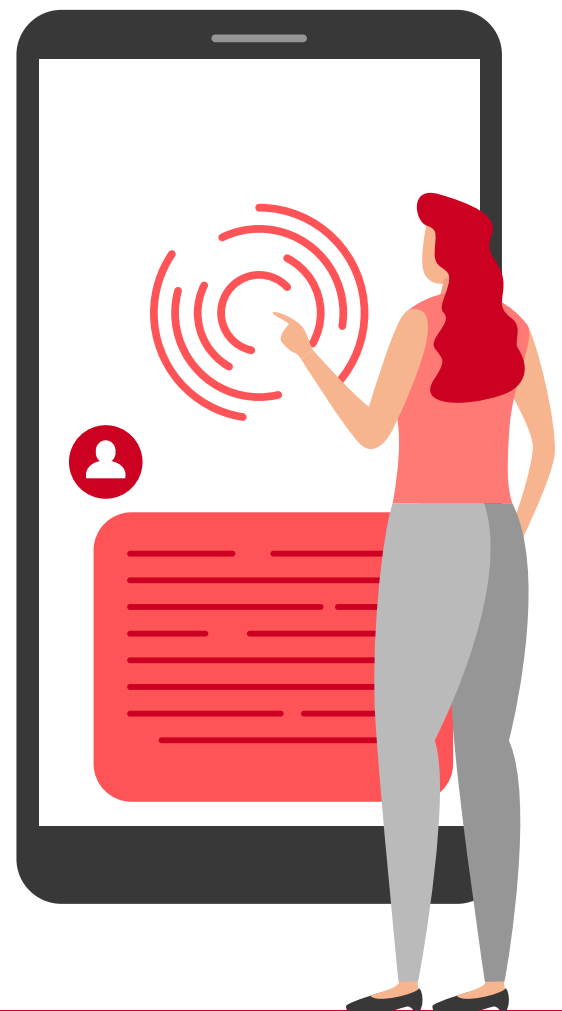
[Automated Website Remediation](#)



[Monsido Solution](#)



[AudioEye Solution](#)





# Accessibility Governance

A more inclusive, accessible, and regulatory-compliant website

The Monsido all-in-one web governance platform includes all the tools governments need to keep their website compliant with all web accessibility regulations.

## Accessibility

Monsido's Accessibility Module gives you an immediate overview of your website's compliance levels, saving you time and effort by removing the guesswork and letting you know where to focus your efforts to meet with current WCAG 2.1 and ADA Section 508 standards.

Select the compliance level (WCAG A, AA, and AAA) that applies to your administration and see your website improve with every issue you fix. Work your way up to higher levels of compliance to build a website that delivers a positive civic experience while serving as a role model for other communities.

## Training

We offer many training options, including in-person classes, featuring hands-on instruction, virtual training, and private workshops. Monsido provides free access to monthly accessibility training and a quarterly product update webinar.

## Customer Support

Superior customer service that is all-inclusive in the price:

- One-on-one product training
- Accessibility webinars
- A built-in help center
- Email support
- Phone support
- In-app chat support



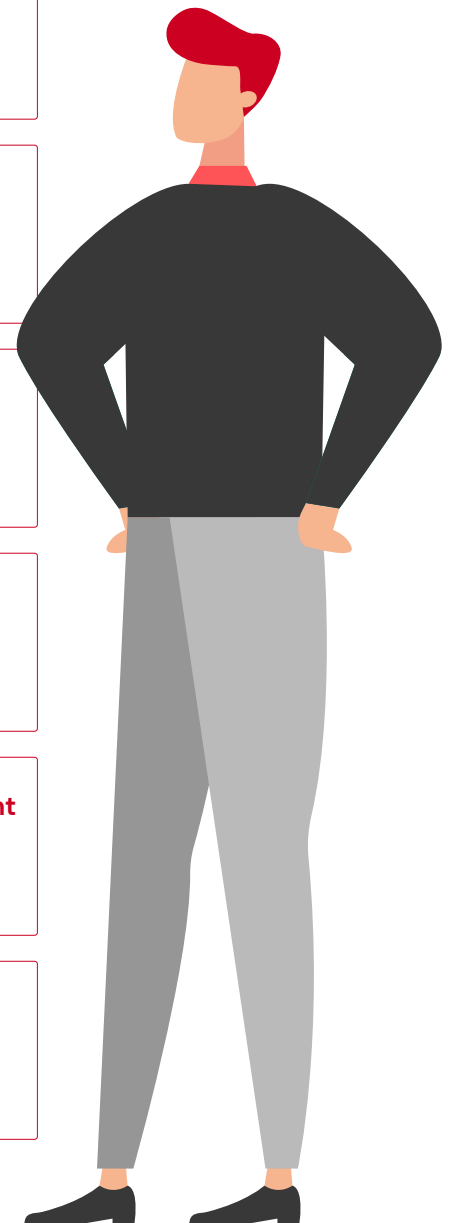


# Automated Website Remediation

CivicPlus has partnered with AudioEye, a leader in automated web accessibility and remediation, to help our local government customers ensure their websites continue to meet the latest compliance standards.

## AudioEye Solution Options

- Advanced Automated and Manual Testing**  
The test suite automatically detects WCAG 2.1 Level AA Success Criteria and Section 508 (legacy, 2018 ICT refresh) violations.
- Engineering and Technology-Generated Auditing and Remediation**  
AudioEye's engineers author necessary remediations to be applied through our dynamic remediation technology.
- Comprehensive Conformance Reporting**  
Receive a summary of conformance evaluations and a Source Feedback Report, with instructions for implementing source-code fixes.
- Ongoing Maintenance and Monitoring**  
Regular automated conformance evaluation scanning and continuous WCAG 2.1 Level AA testing.
- AudioEye-Trusted Certification, Help Desk, and Accessibility Statement**  
Let visitors to your website see your community is committed to accessibility. Help Desk provides end-user support.
- AudioEye Toolbar**  
Free assistive tools embedded in AudioEye Ally Managed websites help those without access to assistive technology to fully consume content.





# Monsido, Now Part of the CivicPlus Civic Experience Platform

## Key Features:

### Accessibility



Get an overview of your website's accessibility compliance levels, and track your progress over time. Get a total count of issues and on which pages they occur.

### Accessibility Fast Track®



A time-saving tool that instantly locates elements such as links, images, and text and addresses accessibility issues in bulk at the touch of a button. Prioritize where to focus your efforts to have the most significant and immediate impact on your website.

### PDF Accessibility



Scans PDFs for accessibility errors and provides remediation services powered by CommonLook®, the best PDF remediation software on the market.

### Mobile Accessibility



Our Monsido software scans for mobile accessibility and enables you to deliver a superior and inclusive mobile experience to your website's visitors. The Mobile Accessibility feature includes two new mobile-specific checks as part of its accessibility scan when enabled.

### Built-In Help Center



Get detailed information about compliance issues, instructions for remediation, and examples of code that will pass or fail. Get support from our Accessibility Help Center, webinars, and one-on-one support.



# ADA Website Accessibility Introductory Audit

You might have questions about whether what you're doing is enough. Maybe you've even seen similar communities struggle through compliance-related lawsuits and wonder if your website is compliant. If this rings true, it's probably time for an accessibility audit. And if you know you've got a backlog of documents to correct, we can help.

## Audit Report Includes:

- AudioEye Scan and Summary
- Spot Check Review of documents
  - 5 Documents from Document Center
  - 5 Documents from Agenda Center
  - 5 Documents from Archive Center
- Spot Check Review of photos
  - 5 Photos
- Recommendations for your next steps

## Additional Services:

### PDF Remediation

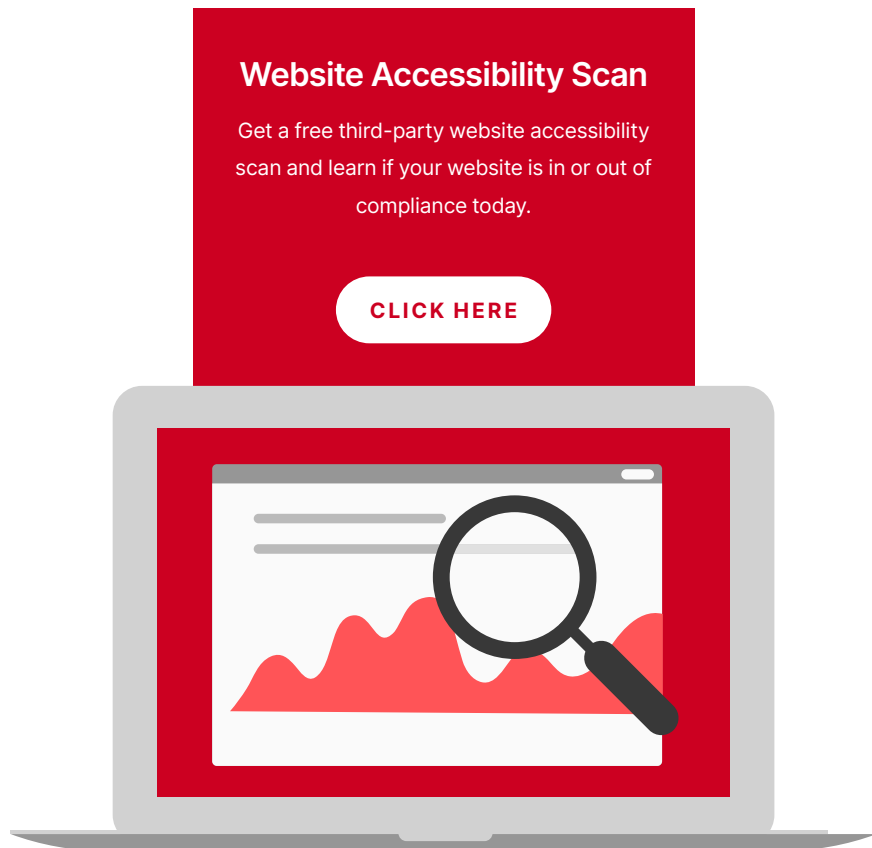
Mitigate your risk of fines and legal fees and ensure your vital public records are accessible.

CivicPlus will convert your PDF files to screen-reader-compliant PDF/A or HTML content.

### Website Accessibility Scan

Get a free third-party website accessibility scan and learn if your website is in or out of compliance today.

[CLICK HERE](#)





# Live and Recorded Video Closed Captioning

Ensure all your live and recorded public meeting video content is ADA-compliant with our Agenda and Meeting Management software and CivicPlus Media.

## Multiple-Solutions to Incorporate Closed Captioning



CivicPlus Media offers live, and on-demand closed captioning services, or you can upload closed captioning files, including .SRT and WebVTT formats that you created in-house or with a third-party service.

## Smart, Machine-Based, On-Demand Closed Captioning Services



CivicPlus Media creates captions for your recorded audio and video using machine-based transcriptions. Completed files are available immediately via your CivicPlus Agenda and Meeting Management solution.

## On-Demand Closed Captioning Services With Transcriptionist Review



For 99 percent accuracy, CivicPlus Media creates captions for your recorded audio and video files using a machine-based transcription process. A transcriptionist then reviews for accuracy and final editing.

## Live Streaming Closed Captioning Services



The live stream of your meeting is machine processed in real-time and closed captions are instantly available to public viewers.

## Closed Captioning Service

### Service Fees



On-demand closed captioning services with transcriptionist review

\$2.35 per minute



On-demand closed captioning services with machine transcription only

\$0.45 per minute



Live streaming closed captioning services with machine transcription

\$0.75 per minute



## Key Features:

### Accessibility Filter by Role

- ✓ Effectively manage and fix all accessibility checks assigned for any role in your digital team.

### Monsido Browser Extension

- ✓ Our browser extension makes web governance easier by highlighting accessibility issues directly on the page without a need to log into your website's content management system (CMS).

### PDF Remediation by CommonLook®

- ✓ Scans PDFs for accessibility errors and provides remediation services powered by CommonLook, the best PDF remediation software on the market. CommonLook is the only PDF scanning tool that The World Wide Web Consortium has recognized, aside from Adobe.

### Page Assist®

- ✓ PageAssist is a toolbar that you can add to your website to give visitors with disabilities control over the way they experience your site. PageAssist is an add-on feature that complements your web accessibility efforts by offering more options for visitors to access content and functions across your website more completely.

### PageCorrect®

- ✓ PageCorrect lets you address issues promptly without logging in to your CMS. These changes will then be updated on your website. Use it to address web accessibility issues, such as missing alt attributes and improperly used HTML header elements, repair quality assurance errors like broken links, broken images, and misspellings, and update specific text used across your website in bulk.

### Weekly Web Health Scan Email

- ✓ Monsido provides an all-in-one solution for web optimization and compliance that supports your website's entire digital resident journey. Make your website content easy to find with search engine optimization. Detect any content and compliance violations on your website with the Policy module. Gain vital insights on your web analytics with the Statistics module. Make your content error-free and easy to read with the Quality Assurance module.