



Introduction to the National Service Criminal History Check Requirements Online Introductory Course

Instructions for Navigating Through the Program Using a Screen Reader

We recommend using the Internet Explorer browser. If you are using the JAWS screen reader, once the first screen has loaded, refresh the page by selecting **F5** so JAWS can read the text properly.

Launching the Program – Entering Your Contact Information

The first time you launch the Program from the CNCS Criminal History Check training resources page, you will be presented with a form asking you to provide your e-mail address, first and last name, and the name of your organization. This information is used to track viewers of the course. Please enter this information and select the CONTINUE button to proceed.

Layout of the Screen

The E-learning Program runs as a Flash application inside your web browser. The text and graphic content of the Program is contained within a user interface. Along the top of the interface is a Menu button as well as Transcript, Glossary and Exit buttons.

The Menu displays a hierarchical list of the sections and topics of the course. Note that the Menu is “restricted” in that the section and topic links can only be used to navigate back to content that has been previously viewed, and cannot be used to skip ahead past content that has not yet been viewed. The Transcript button displays the text of the internal narration of the Program. The Glossary button displays a list of terms used throughout the course. The Exit button closes the browser window to return to the CNCS Criminal History Check training resources page.

Below the Menu, Transcript, Glossary and Exit buttons is the central content area, which contains all the text and graphics in the program, as well as buttons and other interactive elements.

Below the content area are navigational elements: a **VOLUME** slider control, a **PLAY** button, a seekbar, a **REPLAY** button, and the program’s **PREV** and **NEXT** buttons.

Starting the Program

When navigating through the Program using the **Tab** key, the content of the screen receives focus before the navigational elements. You may hear the screen reader state “Skip navigation - press **Enter** to return to the slide - button” which indicates you have reached the end of the content area just before the navigational elements at the bottom of the screen. At that point you may choose to press **Enter** or continue to press **Tab** to reach the **NEXT** button to move forward or to access the other navigational elements.

Transcripts and captions are accessible but are included primarily for the hearing impaired. We recommend that screen reader users listen to the narration audio and then tab through the slide content.

Keyboard Shortcuts

We recommend navigating through the Program content by pressing the **Tab** key. You will need to press the **Tab** key on new screens to begin reading the content of the screen.

Most buttons in the Program can be selected by pressing **Enter**. In many cases, the **Spacebar** will also work to select buttons in the Program.

The **Tab** key will cycle through all the content and navigational elements on the screen.

As mentioned above, the interface includes buttons to move forward (“**NEXT**”) and backward (“**PREV**”) through the Program.

The **PLAY** button and **REPLAY** button can be easily controlled via the keyboard by selecting **Enter**. Between the **PLAY** button and **REPLAY** button is also a seekbar slider which can be controlled using **LEFT** or **RIGHT ARROW** keys.

Controlling Volume

When using a screen reader, you may wish to turn off or lower the volume of the internal narration so that it does not conflict with the screen reader narration. When the volume slider/button is in focus, the screen reader should read instructions on how to adjust volume using the arrow keys on the keyboard. **LEFT** or **RIGHT ARROW** keys can be used to control the volume, and if **ENTER** is selected then the **UP** or **DOWN ARROW** keys can be used to reduce or increase the volume.