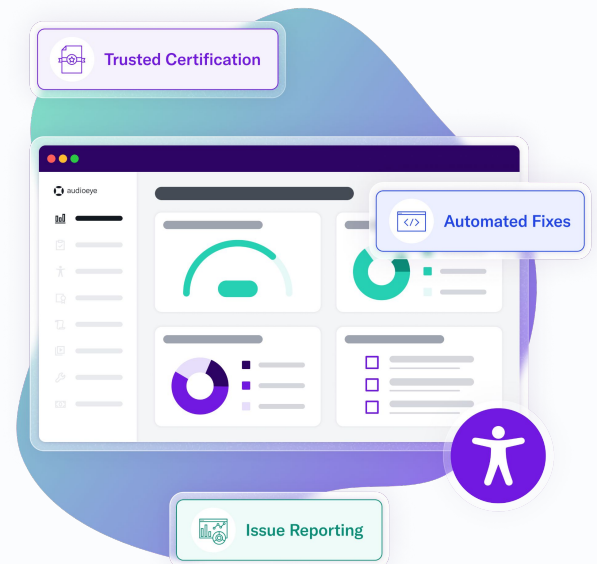# Digital accessibility that actually works

CIVICPLUS

Platform and services **built for and by members of the disability community**, for today's municipalities.

- AI-based automation technology backed by certified experts

- U.S.-based accessibility experts audit your content and build custom fixes to make your site more accessible

- We find issues and fix them in real time for every user

Trusted Certification

Automated Fixes

Issue Reporting

Why Web Accessibility Matters

An accessible website drives discoverability and engagement while reducing compliance risk and poor user experience.

COMPLIANCE

Stay compliant with laws such as Title II of the Americans with Disabilities Act (ADA).

SATISFACTION

Accessible content **improves engagement**, making it more user-friendly for people with and without disabilities.

REPUTATION

Reduce your risk and **improve reputation** by supporting diversity, equity, and inclusion initiatives.
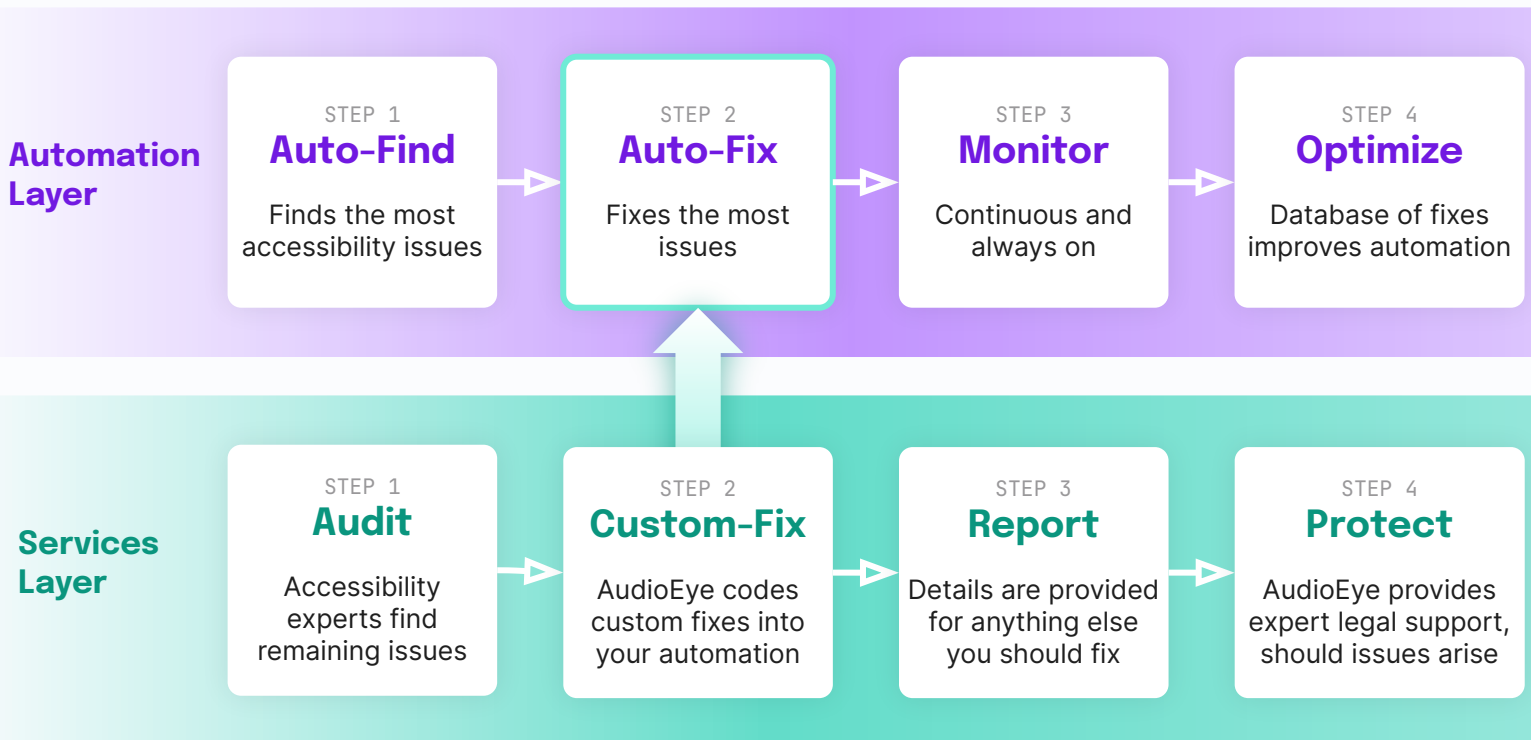
DISCOVERABILITY

Accessible websites are easier for search engines and voice experiences to index, **boosting discoverability and SEO**.

Learn more about optimized and compliant websites at **www.civicplus.com/web-accessibility-software**

How AudioEye Works

CIVICPLUS

Automation finds and fixes a majority of common issues, leaving much less work for accessibility experts. Combined with expert support, AudioEye's platform can help provide accessibility for users while reducing compliance risk.

Automation Layer

STEP 1
Auto-Find
Finds the most accessibility issues

→

STEP 2
Auto-Fix
Fixes the most issues

→

STEP 3
Monitor
Continuous and always on

→

STEP 4
Optimize
Database of fixes improves automation

Services Layer

STEP 1
Audit
Accessibility experts find remaining issues

→

STEP 2
Custom-Fix
AudioEye codes custom fixes into your automation

→

STEP 3
Report
Details are provided for anything else you should fix

→

STEP 4
Protect
AudioEye provides expert legal support, should issues arise

What You Get with AudioEye

A comprehensive solution that adds our top-tier services to further enhance protection and expert accessibility support.

- ✓ Industry-Leading Automation Technology
- ✓ Visual Toolkit with 24/7 Help Desk
- ✓ Compliance plan for ADA, Section 508, AODA, & other WCAG-based standards

- ✓ Expert Testing & Custom Fixes
- ✓ Advanced Legal Support
- ✓ Access to IAAP-Certified Accessibility Experts

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AudioEye Services

Template Audit by Accessibility Experts

Audit of page templates and a report (detailed guidance to fix at source) on issues found by accessibility experts.

Site Audits by Accessibility Experts
While our technology finds and resolves most issues, some critical issues can only be found by experts.

Detailed Guidance to Fix at Source
After the audit, we provide issue details with fix-at-source guidance to help your team resolve any remaining issues.

Compliance Plan for ADA

A full **WCAG-based** compliance plan provides necessary compliance documentation, such as the Sustainable Testing and Remediation Plan (STAR), Accessibility Statement, and Trusted Certification

Automated Tests & Fixes

Software-enabled tests and fixes automatically run on a website when a user visits and loads a webpage.

Access to Certified Accessibility Experts

Access to IAAP-certified accessibility experts to conduct additional website audit with assistive technology and order custom fixes that are not resolved through automation.

Visual Toolkit with 24/7 Help Desk

Personalization toolkit available on customer websites by toggling the floating accessibility icon. Users can submit feedback through a Help Desk if they encounter access barriers on a website.

Learn more about optimized and compliant websites at **www.civicplus.com/web-accessibility-software**

Visual Toolkit

CIVICPLUS

Putting the power of instant personalization in the hands of website visitors, providing them with a way to submit feedback, including grievances. While the Visual Toolkit alone doesn't solve accessibility in general, it does help many visitors improve their experience instantly.

Focus
Draws a colorful box around buttons and links, making them easier to find and select for visual keyboard users

Cursor
Enlarges the mouse's cursor display for ease of tracking and improves the usability for low-vision users

Highlight
Gives a bright colored highlight over either headings, links, or the entire text for visual keyboard users

Contrast
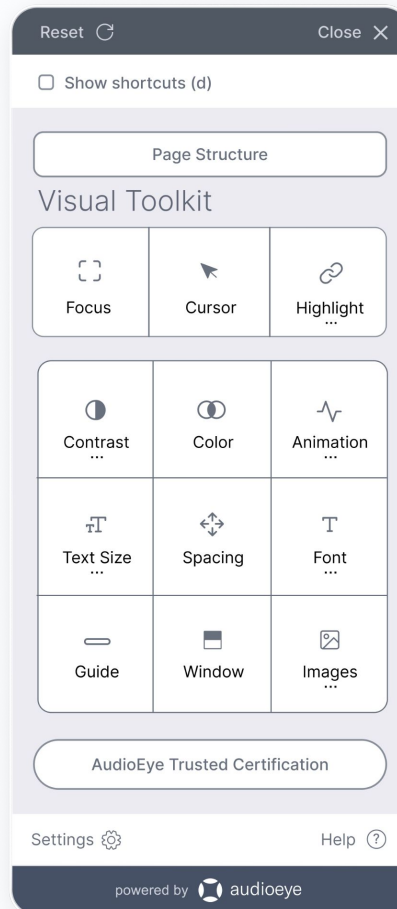Provides options to sharpen the image, desaturate to remove color, and invert color elements into sharper contrast

Animation
Eliminates potential hazards, like moving or flashing animations that may trigger epileptic seizures

Color Shift
Provides options to sharpen the image, desaturate to remove color, and invert color elements into sharper contrast

Spacing
Changes the distance between words and lines of text for improved readability and usability for users

Text Size
Enlarges all website body and headline copy for improved readability and usability for low-vision users

Font
Changes the typeface on pages and includes a font intended to assist individuals with dyslexia

Reset | Close

☐ Show shortcuts (d)

Page Structure

Visual Toolkit

Focus	Cursor	Highlight ...
Contrast ...	Color	Animation ...
Text Size ...	Spacing	Font ...
Guide	Window	Images ...

AudioEye Trusted Certification

Settings | Help

powered by audioeye

Guide
Enhances focus and improves reading comprehension by creating a horizontal line controlled by the cursor

Window
Enhances focus and improves reading comprehension by blurring most of the page view as controlled by the cursor

Images
Shows the alternative text that describes the images on the website when hovered over with the cursor

Learn more about optimized and compliant websites at www.civicplus.com/web-accessibility-software

FAQ about AudioEye

What is AudioEye

AudioEye's industry-defining digital accessibility hybrid offering helps deliver website remediations efficiently and affordably for organizations of all sizes. Our platform leverages a decade of investment in advanced technology supported and informed by our team of dedicated IAAP-certified professionals to help deliver improved access to the web.

What is the ADA?

The Americans with Disabilities Act (ADA) is a landmark civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life. It gives millions of individuals with disabilities equal access to all public and private places, from employment to government, telecommunications, and businesses. **Title II** of the ADA addresses local governments specifically. It prohibits discrimination against people with disabilities by public entities – state or local government and any of their departments, agencies, or other instrumentalities.

Why would a client need AudioEye?

First, to comply with the Americans with Disabilities Act (www.ada.gov), a national law that prohibits discrimination against individuals with disabilities in all areas of public life, including digital websites. Second, to expand your audience to users with disabilities: every fourth adult in the U.S. has a disability that can prevent them from using your website and purchasing your services. You can expand your digital presence by making your website accessible with AudioEye.

What does AudioEye do?

AudioEye is an industry-leading web accessibility platform delivering trusted ADA and WCAG accessibility compliance. Our software finds and fixes accessibility issues on websites and provides all necessary ADA compliance must-haves for local governments.

The software is delivered with real-time reporting mechanisms and self-serve accessibility resources, including the Visual Toolkit with 24/7 Help Desk, Training Library, automatically generated Sustainable Testing and Remediation (STAR) plan and accessibility statement. The software enables the delivery of custom fixes built by our Implementation Team. As of today, this software runs via JavaScript or integrated plugins, which provide a codeless installation experience.

Who needs to be compliant?

Under Title II of ADA, local governments both in the physical world and online are required to provide equal access to people with disabilities. AudioEye takes the guesswork out of ADA Compliance so you can deliver an accessible experience for every client. All site owners are responsible for reviewing and complying with local legislation applicable to site visitors.

Learn more about optimized and compliant websites at **www.civicplus.com/web-accessibility-software**