

Accessibility statement for Click4Assistance

This accessibility statement applies to the multi-tenanted Click4Assistance software-as-a-solution which provides clients a “plug-In” for their website offering various visitor facing elements including but not limited to Live Chat.

These visitor facing elements include:

- Dynamic Chat Button
- Reactive windows and their associated forms
- Proactive invitations and their associated forms

Technical information about the solutions accessibility

Click4Assistance is committed to making its solution accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Click4Assistance provides each client a default script allowing them to easily “plug-in” the tools to their website. This script provides a standard implementation, however clients can adjust the way the tool is implemented, for example instigating chat facility using an existing button, image or link within their website.

When a client initially creates a Click4Assistance account, a number of chat button images, template forms and associated images are copied into the account. These template forms are tested for compliance with the accessibility guidelines at the point of account creation. Each form released to the account is fully customisable by the client at which time it cannot be changed or automatically updated by Click4Assistance without the client’s instruction; therefore all visitor facing aspects become the responsibility of the client while using the solution.

Compliance status

Visitor facing templates are fully compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

What we’re doing to improve accessibility

Our accessibility roadmap is designed to release new templates when major changes to accessibility guidelines or UK legalisation occurs.

Preparation of this accessibility statement

This statement was prepared on 20th May 2020. It was last reviewed on 12th November 2021 when the latest templates were released against new accounts.

Templates were last tested on 12th October 2021. The tests were carried out by a member of the Click4Assistance support and Q&A team, using the following resources.

<https://www.w3.org/>

<https://wave.webaim.org/>

<https://www.accessibilitychecker.org/>

<https://www.webaccessibility.com/>