# Sample Letter

Here is the sample letter, as started in the section above, on writing your issue. Use this as a guide when formulating your own issue letters.

Hello,

My name is Karl Belanger. I use a screen reader to access the computer, which is software that allows me as a blind user to access computers by reading out the content of websites and applications as I navigate them. I’m writing to you because I’m encountering some issues accessing your site. I’m using a Windows 10 computer with Chrome version 106 and the JAWS screen reader version 2022. While attempting to submit the checkout form on your site, at https://www.myshop.com/cart/checkout.html, nothing appears to happen after pressing the Submit button. After I explored the page, I noticed a message at the top of the form reading ‘Please correct the fields in red below.’ My screen reader cannot announce colors, plus as far as I can tell, everything seems to be filled in correctly, which means it is impossible for me to complete the form.

Several steps can be taken to make this form more usable. First, when the form is submitted with errors, the focus should be moved to the error message. Next, the error message should list which fields have errors, and possibly provide a link to the fields. Finally, any fields which have a required format, such as MM/DD/YYYY for a date field, should have this format provided to help users avoid errors in the first place.

There are many resources available for you to help make your site more accessible and usable to everyone. I would recommend starting with the Web Content Accessibility Guidelines 2.0. These guidelines are the commonly accepted standards for web accessibility and have been incorporated into Section 508 of the Rehabilitation Act for federal websites. They provide a technology independent way of measuring and testing the accessibility of your site. A great site for articles and guides on web accessibility is WebAIM, which stands for Web Accessibility in Mind. They have checklists for the accessibility guidelines, articles on handling forms, graphics, tables, and more, as well as a tool to scan a page of your site and have it report some, though probably not all, accessibility issues.

Please let me know if you have any questions, or if there is any more information I can provide. I look forward to hearing from you soon and working with you to get this issue resolved promptly.

Karl Belanger