Siteimprove guidance notes

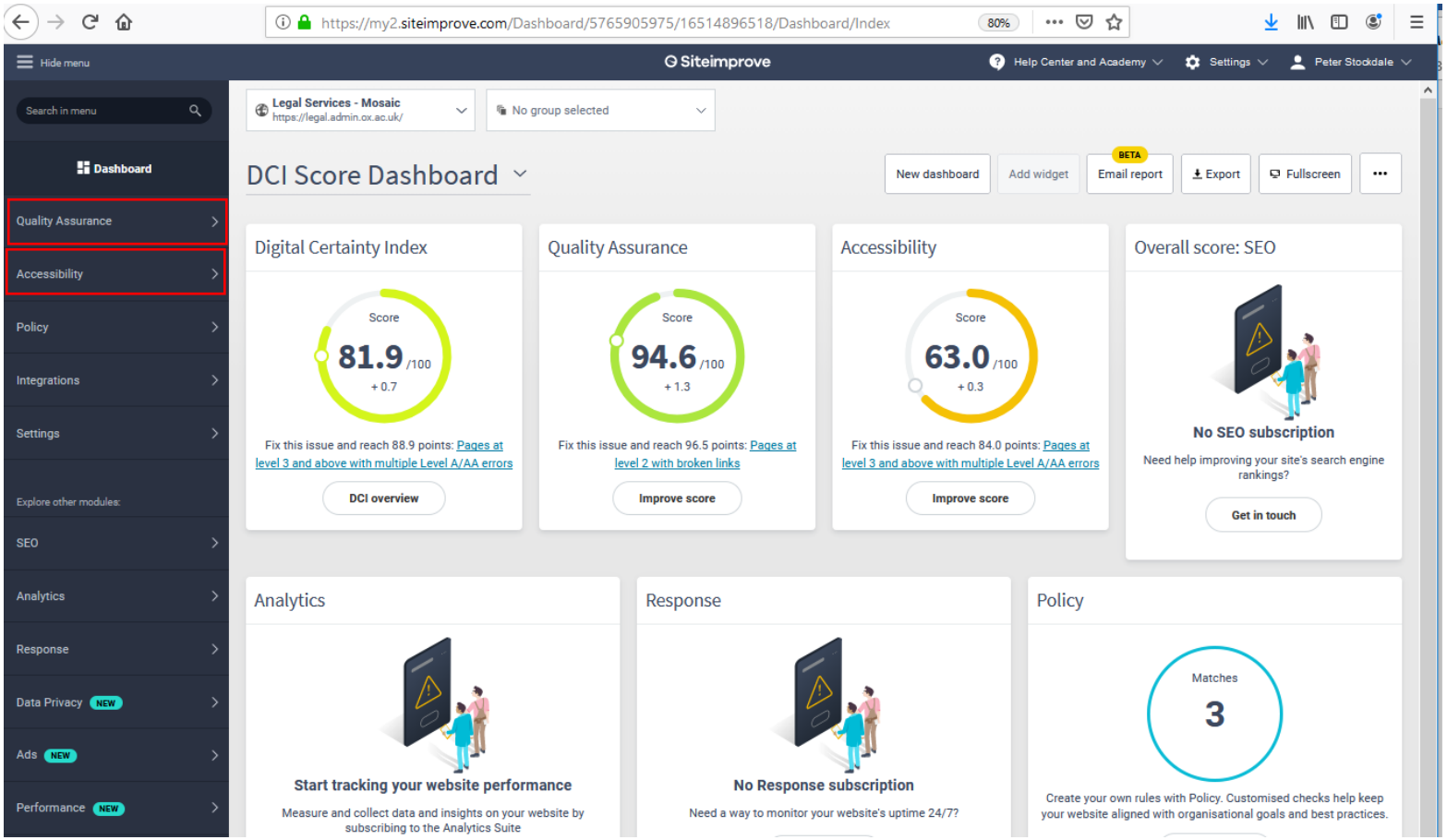
- Siteimprove scans your site every five days. It therefore may be slightly out of date.
- Whilst you can ask it to rescan your site, or individual pages, this takes a long time.
- Siteimprove cannot be used to edit your site. You have to make the edits on the site itself.
- Siteimprove does not check content which is behind SSO.
- It can only check pdfs which are on Mosaic - it cannot check documents which are held on Sharepoint, and other document types held on Mosaic.

Your landing page – called the Dashboard – is as below. Do not be too concerned with the numbers as they can be affected by factors outside your control, though anything you can do to improve the score is obviously beneficial.

The links to the relevant section are in the left-hand menu.

Spelling, links, and the inventory of your site is in Quality Assurance

Issues of accessibility are listed in Accessibility



Broken links on webpages

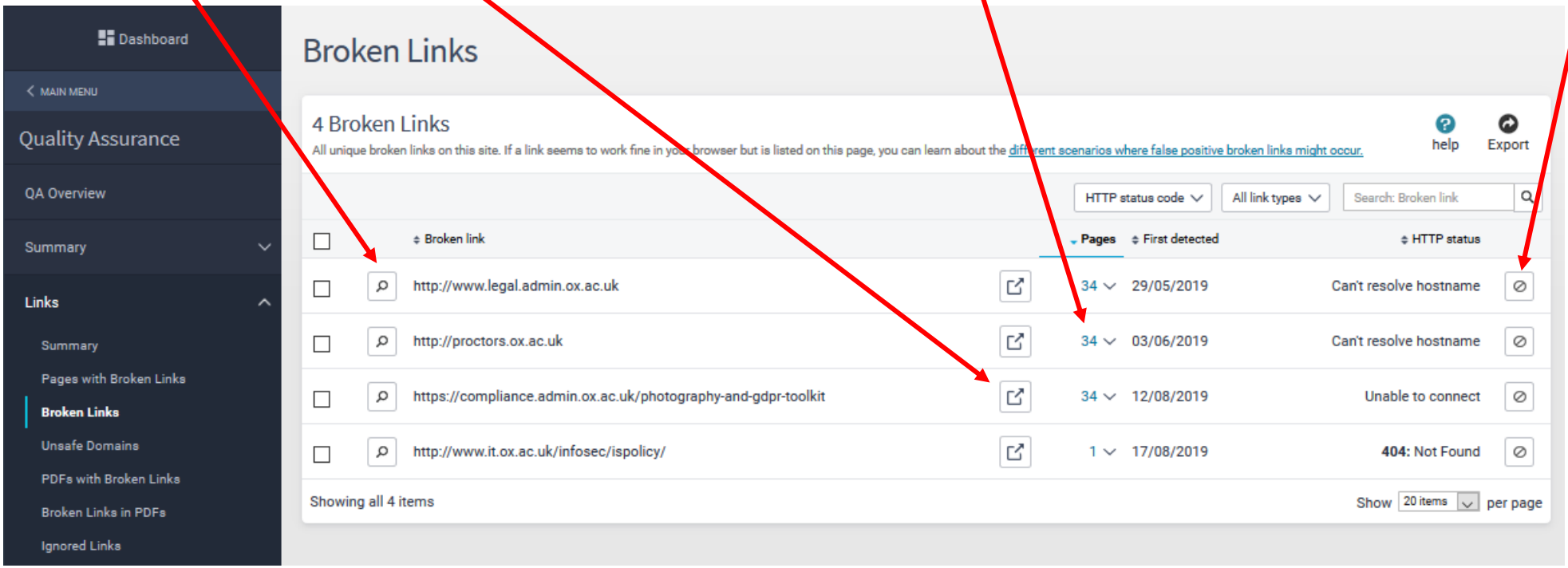
You can look at a list of broken links (the 'Broken Links' page) or a list of pages which include broken links ('Pages with Broken Links')

Click the magnifying glass to see a snapshot of the page, showing where the broken link is situated.

Click the arrow to open the (broken) link.

Click the numbers to show a list of pages where the broken link is found

The 'ignore' option can be used to add the link to a list of those which will not be flagged again. This can be used, for example, when the link takes you to content behind SSO – i.e. the link is correct but Siteimprove cannot access it.



HTTP status gives reasons why the link may be broken:

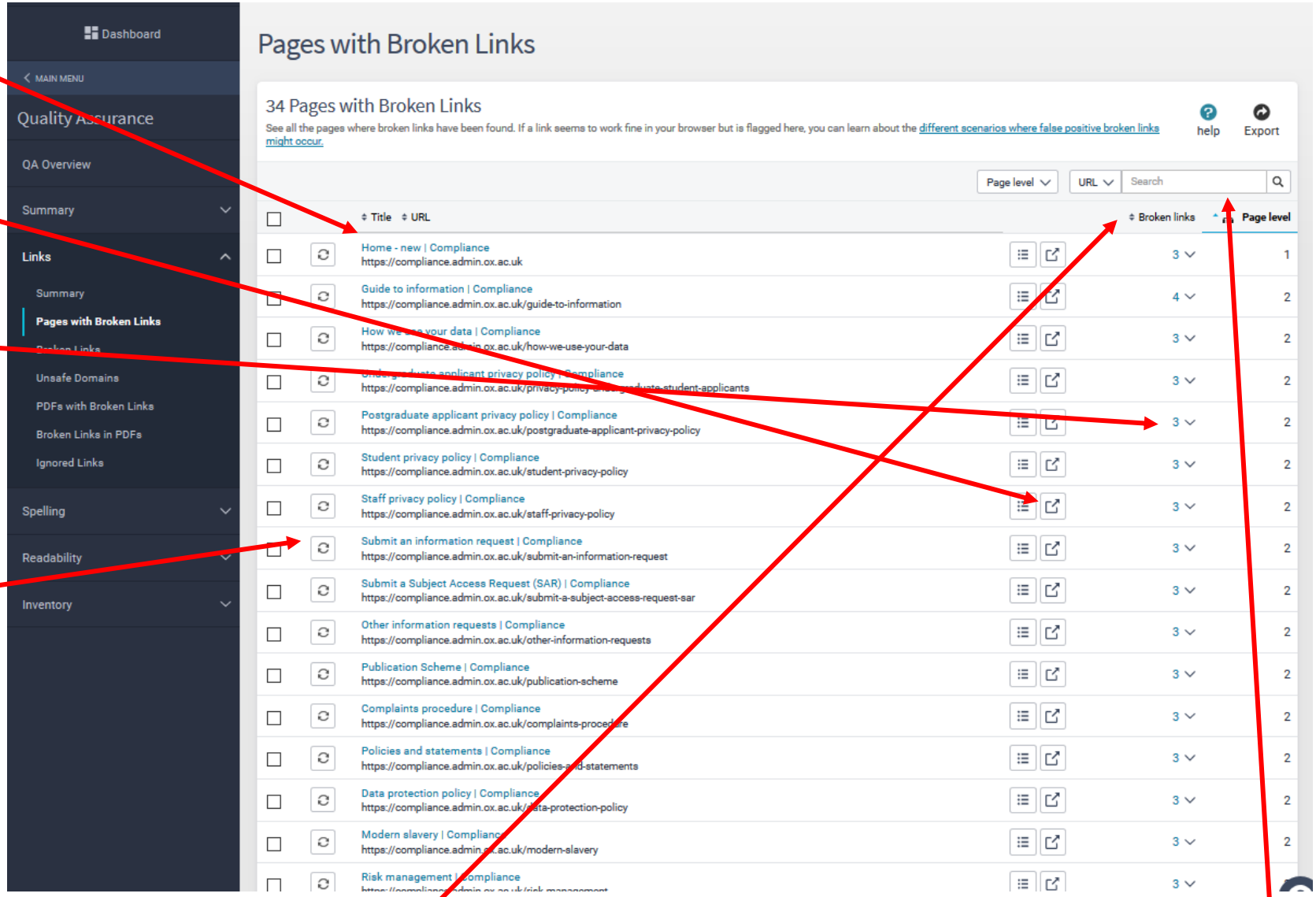
- Unable to connect or 403 error – probably behind SSO or similar system on an external site
- 404 – the link is likely to be wrong
- 410 – the link likely *was* correct, but the page is now known to have moved
- Can't resolve hostname – a problem with the domain (e.g. missing www) or formatting of the link (e.g. a web address in an email link)
- Timed out – A possible error with the crawler or host site, so check the accuracy of the link as it may be OK

Click the page title to open a snapshot of the page, showing where the broken link is situated.

Click the arrow icon to open the page

Click the number of broken links to show what is broken on each page. This list responds like the broken link list on the previous page

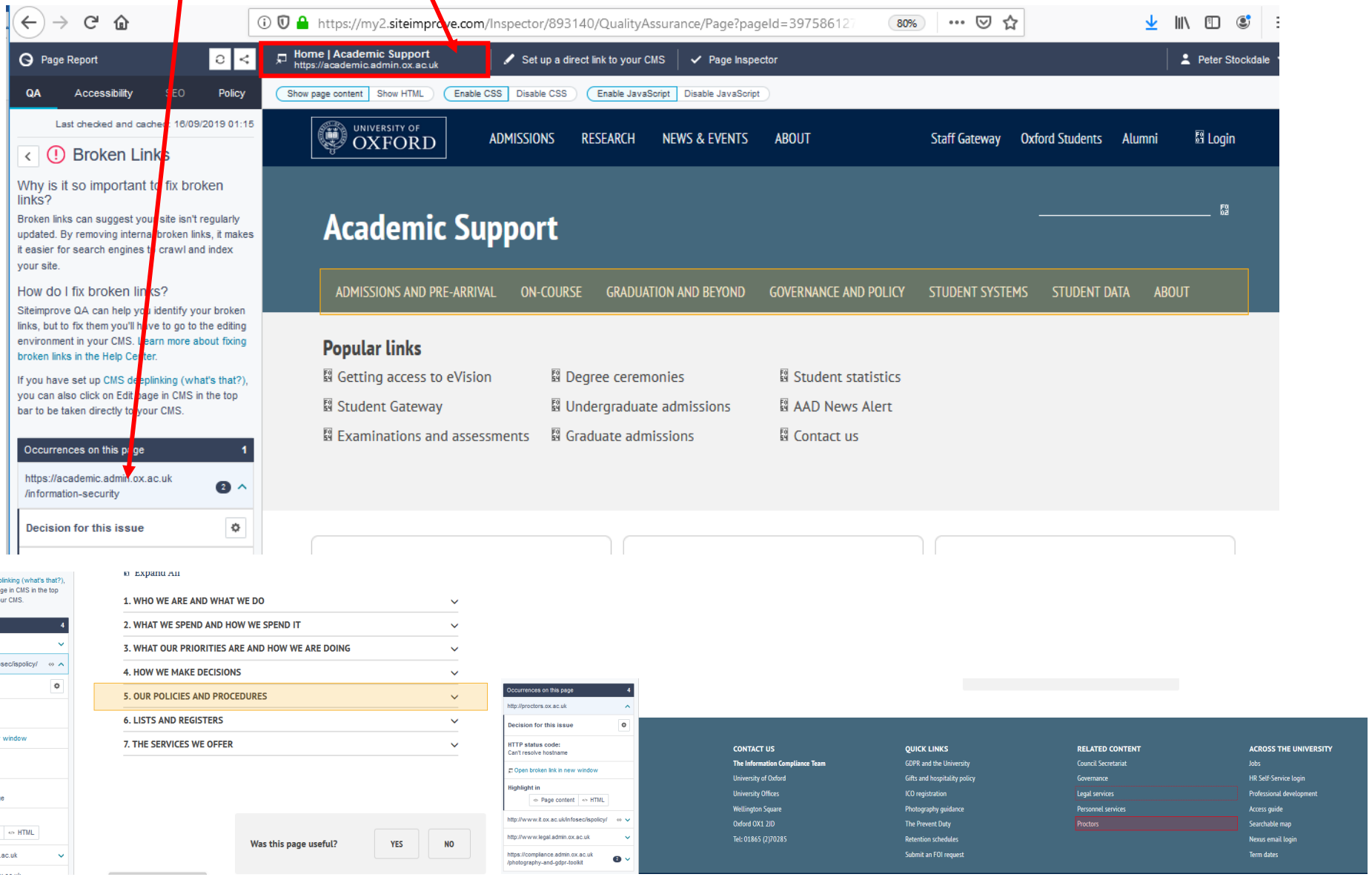
The recheck icon can be used to ask Siteimprove to rescan that page



On all pages the columns can be sorted by clicking the column header, and you can search within the page title or URL by using the search feature at the top of the list.

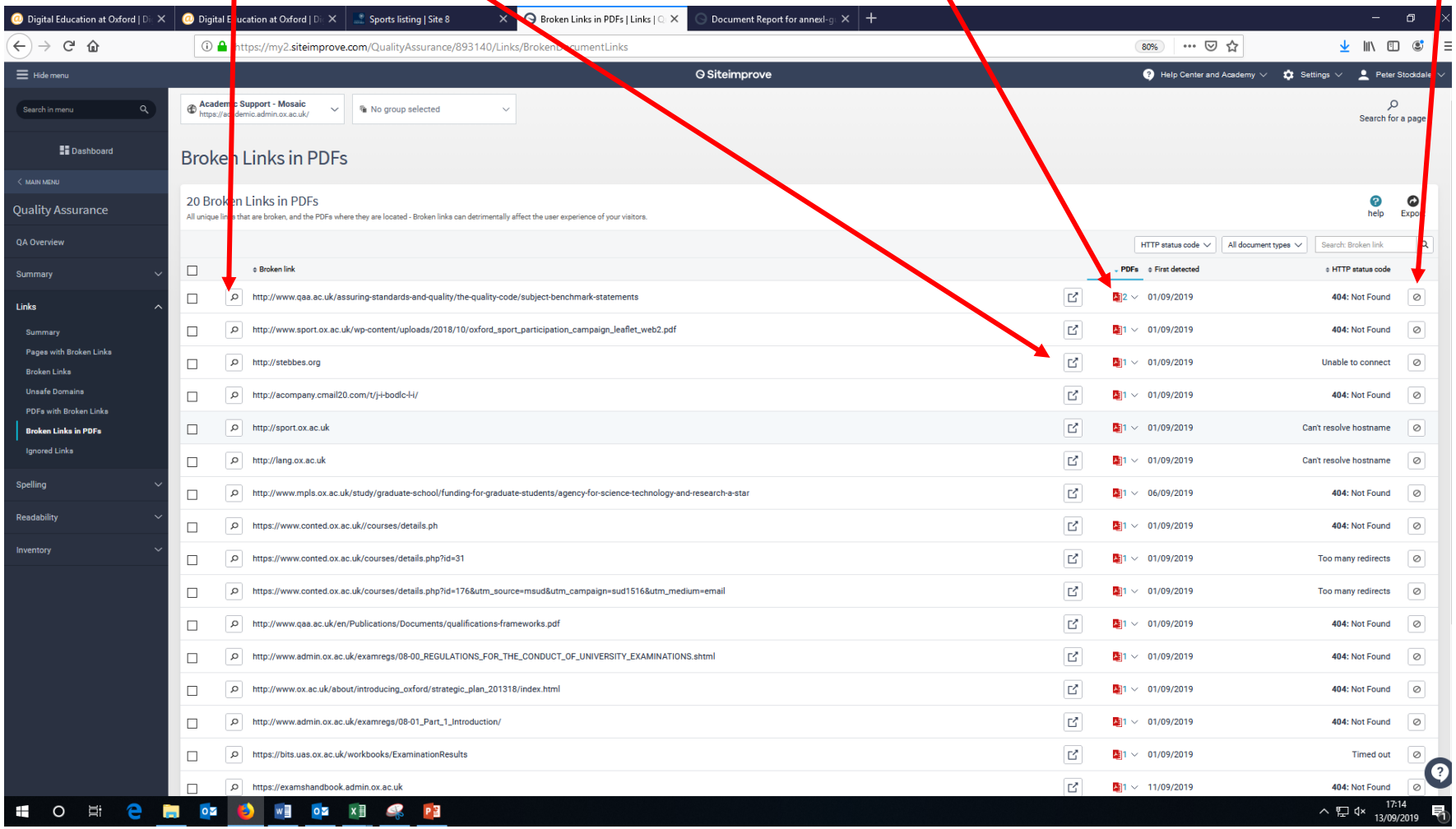
When a snapshot of a page is opened the relevant link/area in which the link is found, is highlighted if possible. If there are multiple on the page you may need to select each link from the left-hand menu. It may not be highlighted exactly – it may be within the highlighted navigation area, accordion section, etc. as Siteimprove cannot open these in the snapshot

A link to open to the webpage is at the top of the screen:



Broken links in pdfs

- Click the magnifying glass to see a snapshot of the pdf, showing where the broken link is situated.
- Click the arrow to open the (broken) link.
- Click the numbers to show a list of pdfs where the broken link is found
- The ‘ignore’ option can be used to add the link to a list of those which will not be flagged again. Can be used, for example, when the link takes you to content behind SSO – i.e. the link is correct but Siteimprove cannot access it

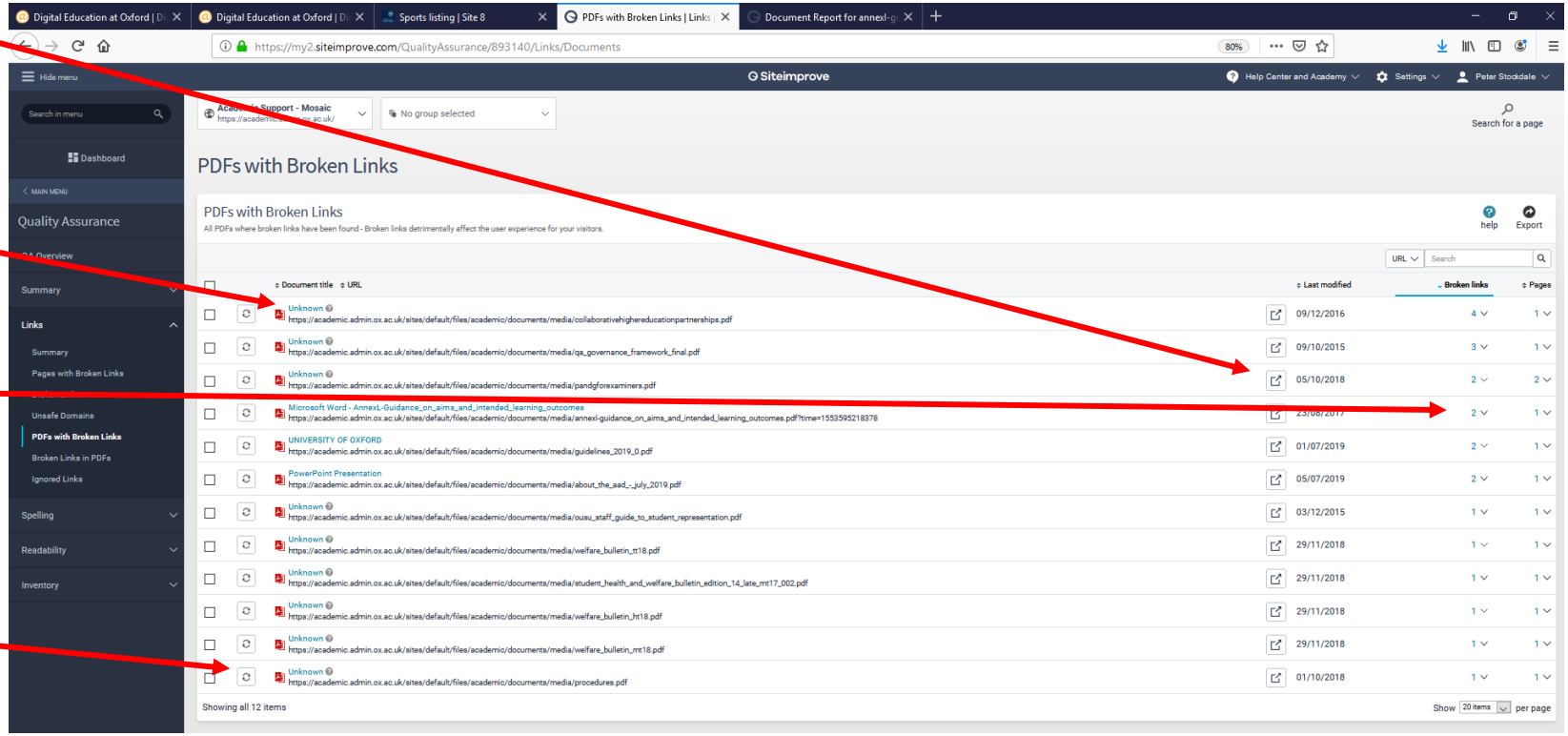


Click the arrow icon to open the pdf

Click the pdf title to open a picture of the page, showing where the broken link is situated.

Click the number of broken links to show what is broken on each pdf. This list responds like the broken link list on the previous page

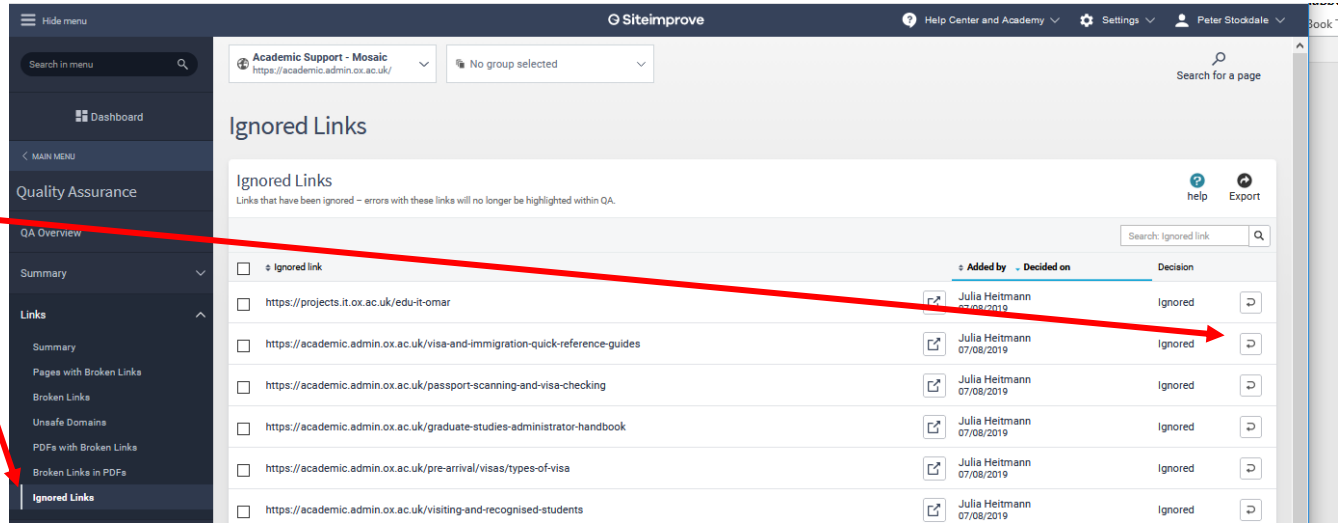
The recheck icon can be used to ask Siteimprove to rescan the pdf



Ignored links

Ignored links are accessed via a link in the left menu.

To stop the link from being ignored in future, click the ‘undo decision’ button.



Spelling errors

At the top of the misspellings page are three tabs through which you can move to change the list of words below.

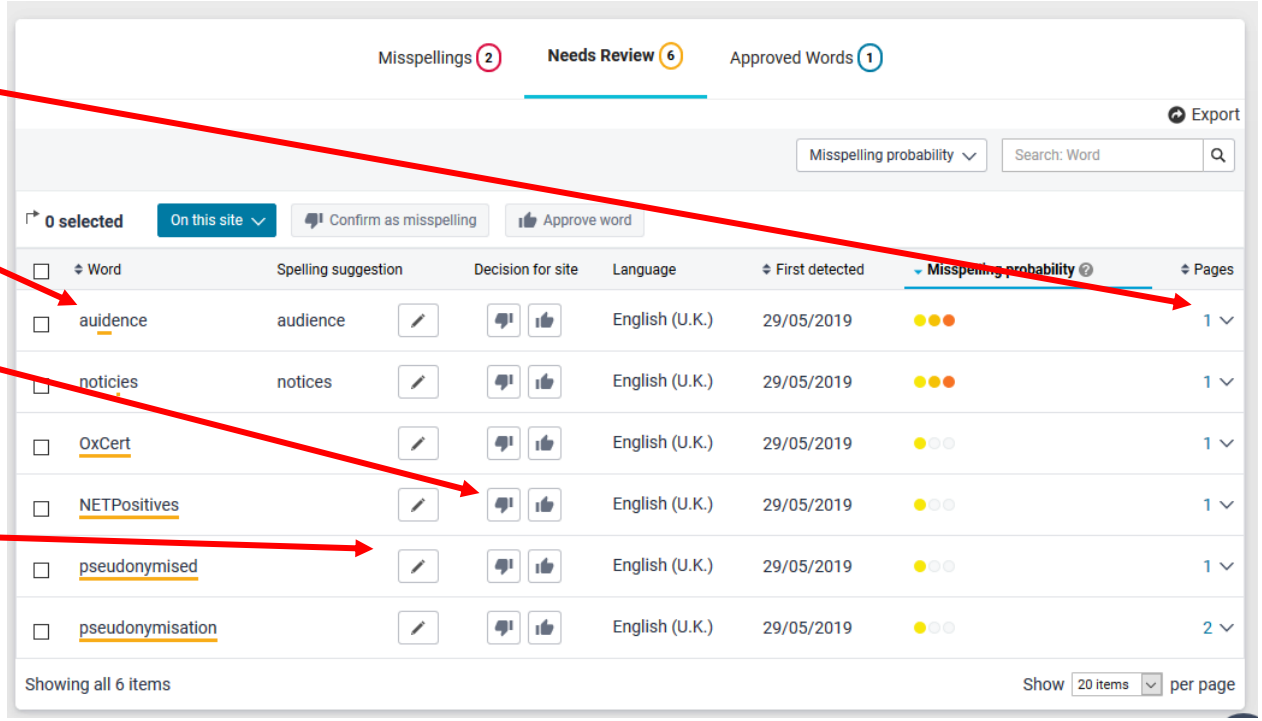
- Misspellings – all instances where a word which is known to be misspelled has been used. This can be because Siteimprove recognises it as a misspelled word, or because you have marked it as such (see Needs Review)
- Needs Review – words which Siteimprove is querying as it believes it may be a misspelling. You can either correct these words, or indicate that they are correct or misspelled, and they will be moved to the Misspelling or Approved Words sections.
- Approved Words – all instances where approved words have been used. Approved words can be set on a site-by-site basis, but can also be assigned on a system-wide basis, where administrators have identified commonly used words which Siteimprove doesn't recognise but which are known to be correct. Some words and phrases used within the University have already been added.

Click the number to show the pages where the word is misspelled

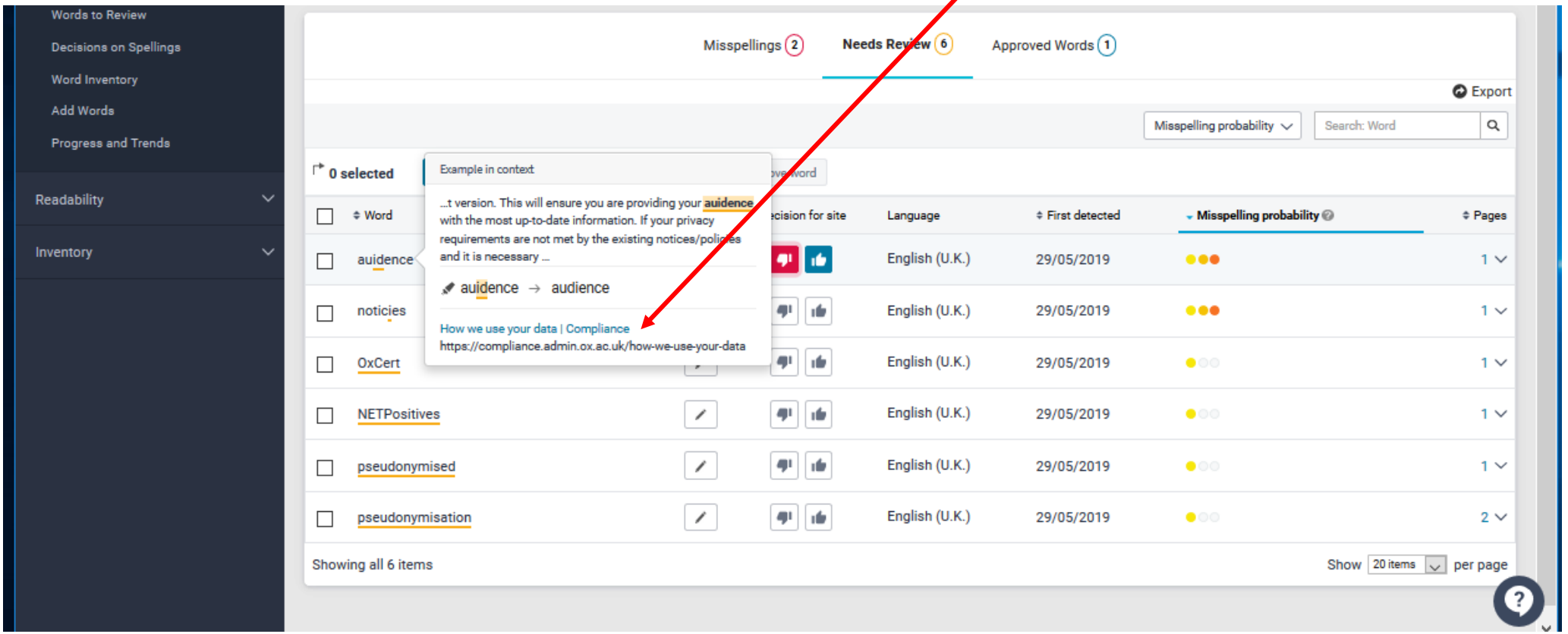
Hover over the word to show the snippet of text where it has been misspelled

To confirm it as a misspelling click the thumbs down, to add it to the list of approved words for your site, click the thumbs up

The pencil icon allows you to edit the spelling suggestion – you are not editing the spelling on your site. This may be useful to show other users how words should be spelled – this may be useful for acronyms, software names, etc.



When you hover over a word to see where it was misspelled, you can follow a link to the page in question:



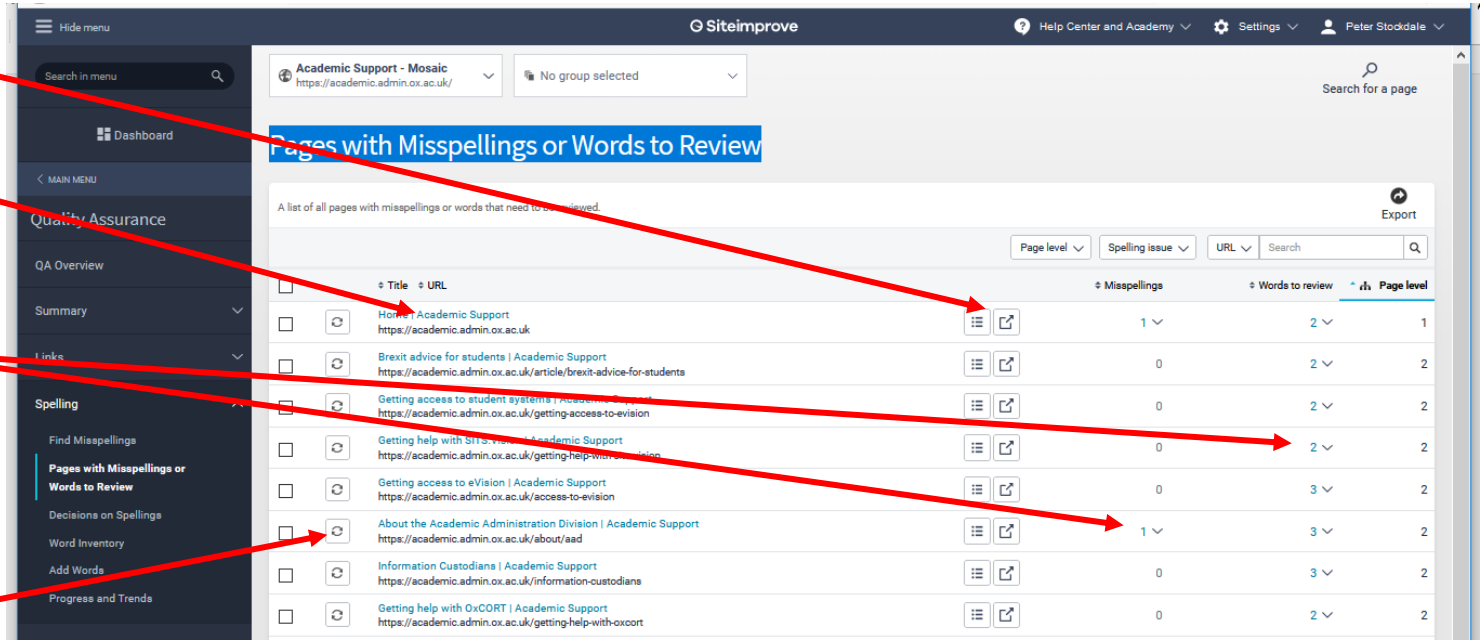
Pages with Misspellings or Words to Review

Click the arrow icon to open the page

Click the page title to open a snapshot of the page, showing where the misspelled word is situated.

Click the number of misspellings or words needed to be reviewed to show what is on each page. These lists responds like the misspelled words list on the previous page

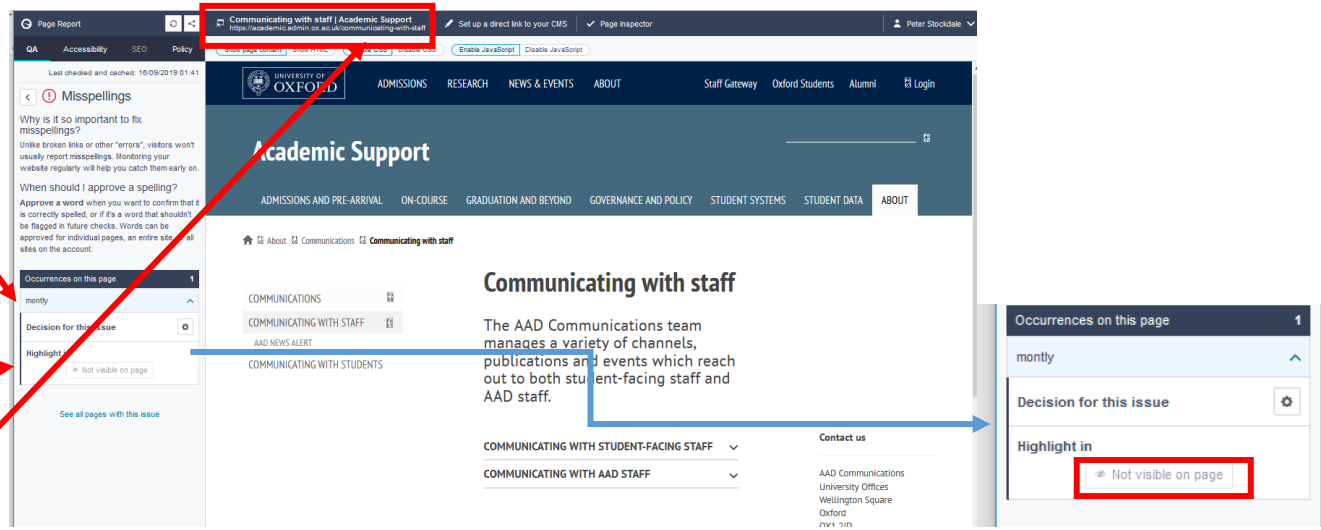
The recheck icon can be used to ask Siteimprove to rescan the page



When a snapshot of a page is opened the relevant misspelled word is highlighted if possible. If there are multiple on the page you may need to select each link from the left-hand menu.

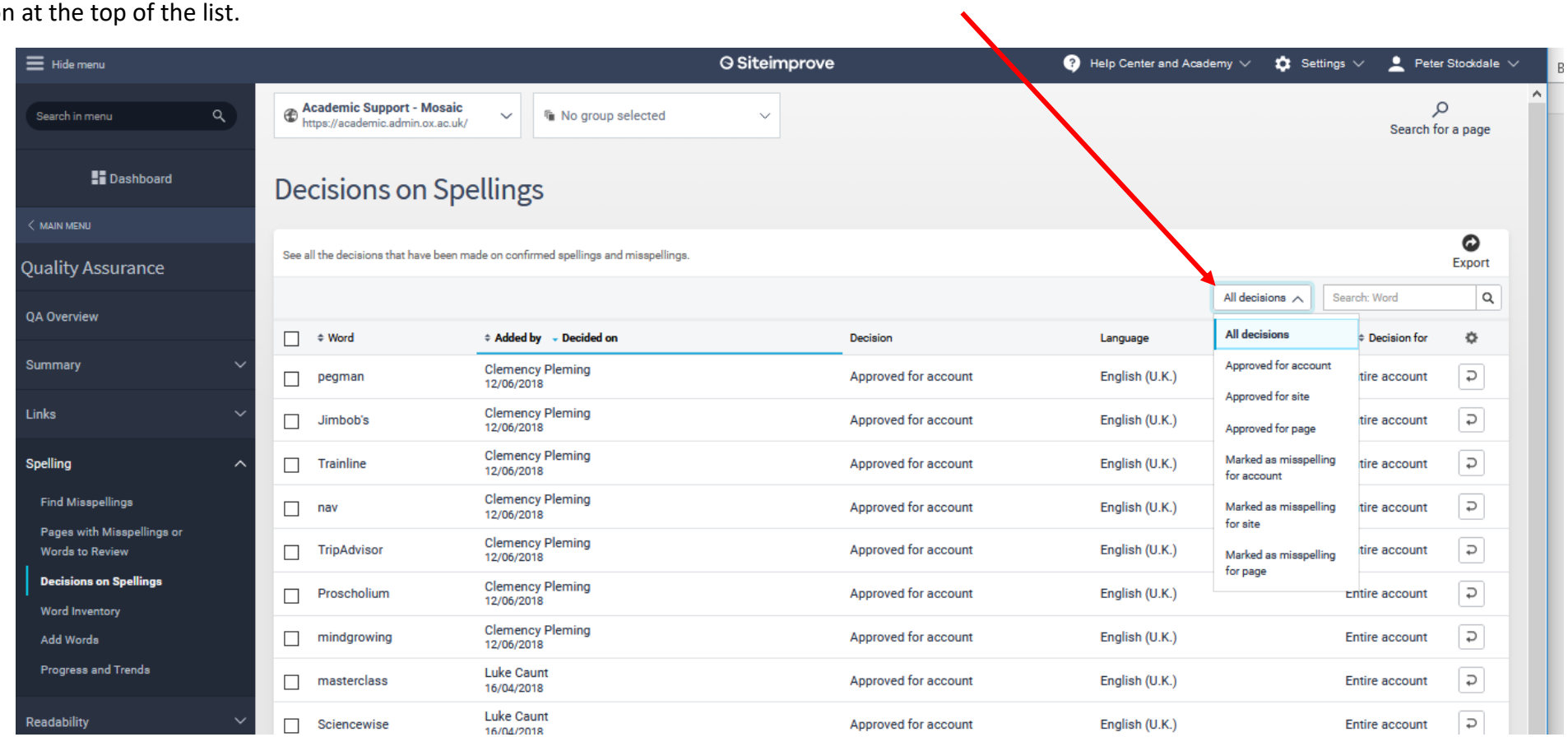
As Siteimprove cannot open menus, accordion sections, etc. in these snapshots, the location of the misspelling may not be highlighted and this will be noted in the left menu. To see the location, use the hover feature on the 'Find Misspellings' page (see previous page).

To open the page, click the link at the top



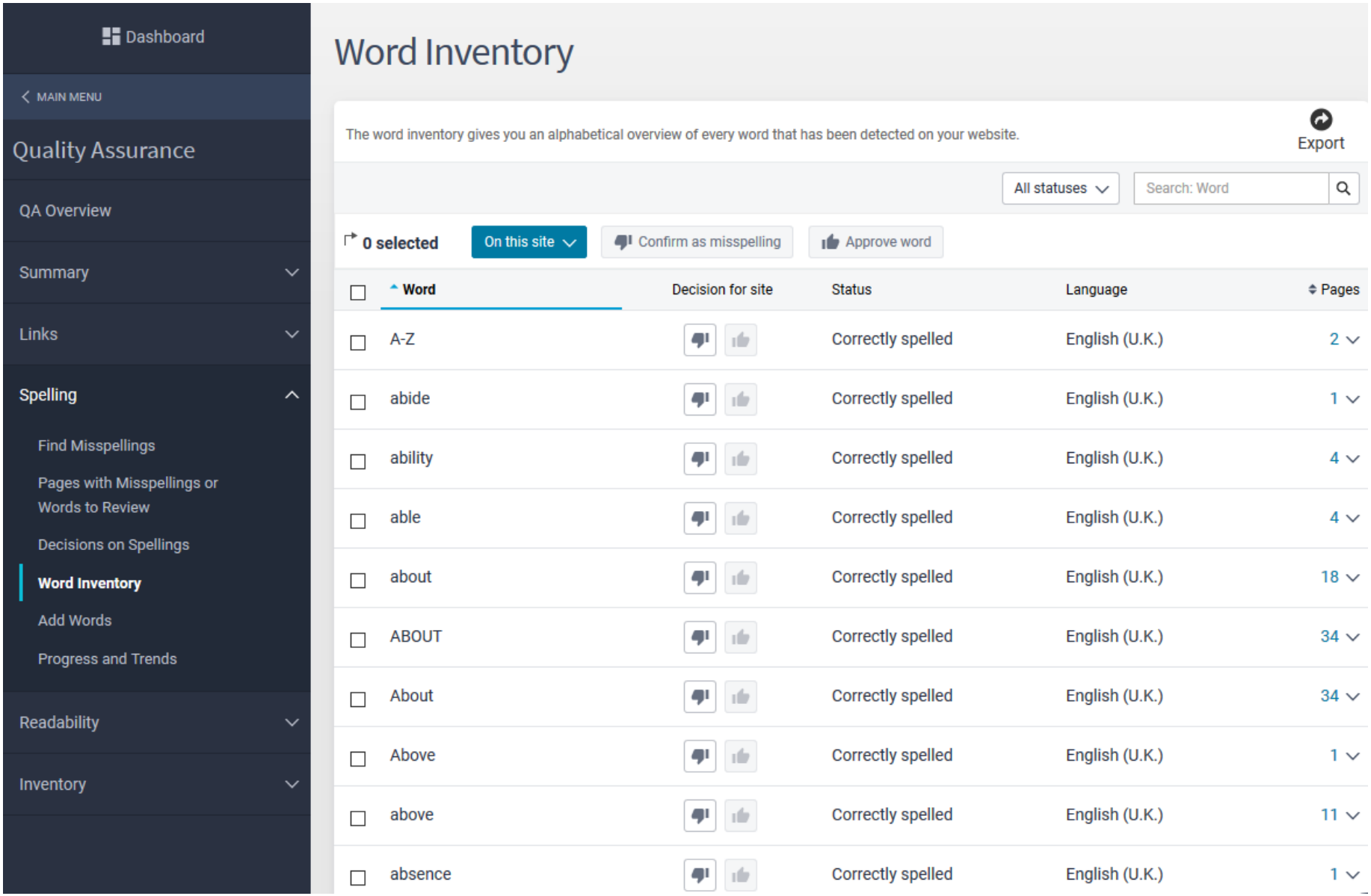
Decisions on Spellings

The page lists all spelling decisions for the account. It can be filtered for those for your site, and to show only misspellings or approved words, using the menu option at the top of the list.



Word Inventory

This lists every word used on your site, and how often and where it is used – though remember that it doesn't search content which is behind SSO.

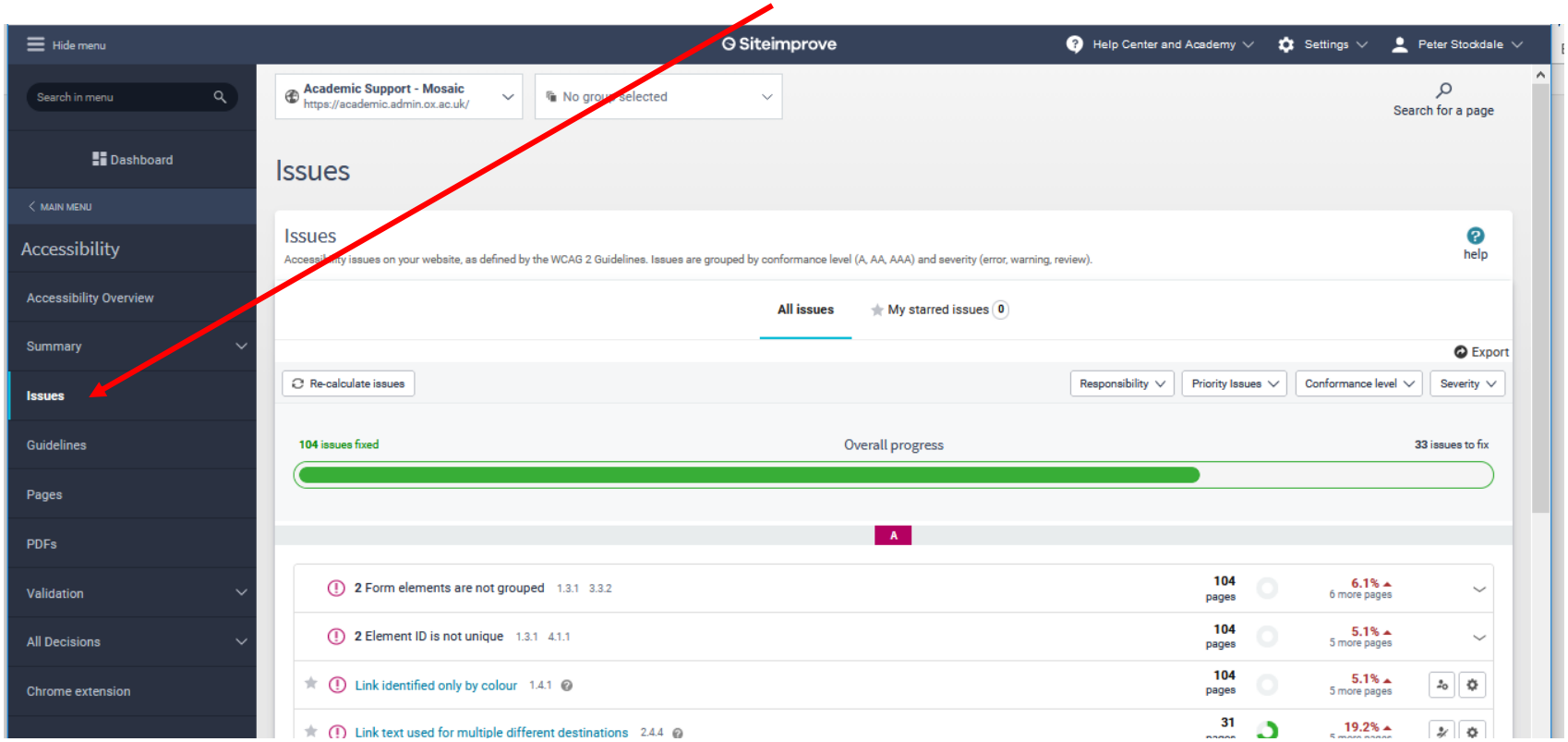


Accessibility

Accessibility issues are divided in three ways – by who Siteimprove believes is responsible for resolving them, by the Level of Conformance, and by the Severity.

- It is likely that you should focus on those which it identifies as being for the Editor and Webmaster, and some of those may be things which you cannot correct and need to be addressed by Mosaic or the UAS Project. Some issues which are known to be beyond the scope of website editors are listed on the final page of this guidance.
- We are only required to conform to AA standards. Whilst achieving AAA standards is ideal and you should resolve these issue where you can, it is not possible in some areas, and your priority should be to resolve problems identified as being of A and AA standard.
- Siteimprove lists some things as 'Error', others as 'Warning', and others as 'Review'. Items for 'Review' are things which Siteimprove cannot fully check as they require visual inspection – some of these may be errors which require correction. Some listed as 'Warning' only relate to 'best practice' within the guidelines, however we should aim to fix all of these as we are aiming to adhere to best practice at all times.

The easiest way to approach addressing issues of accessibility is to use the 'Issues' page from the left menu:



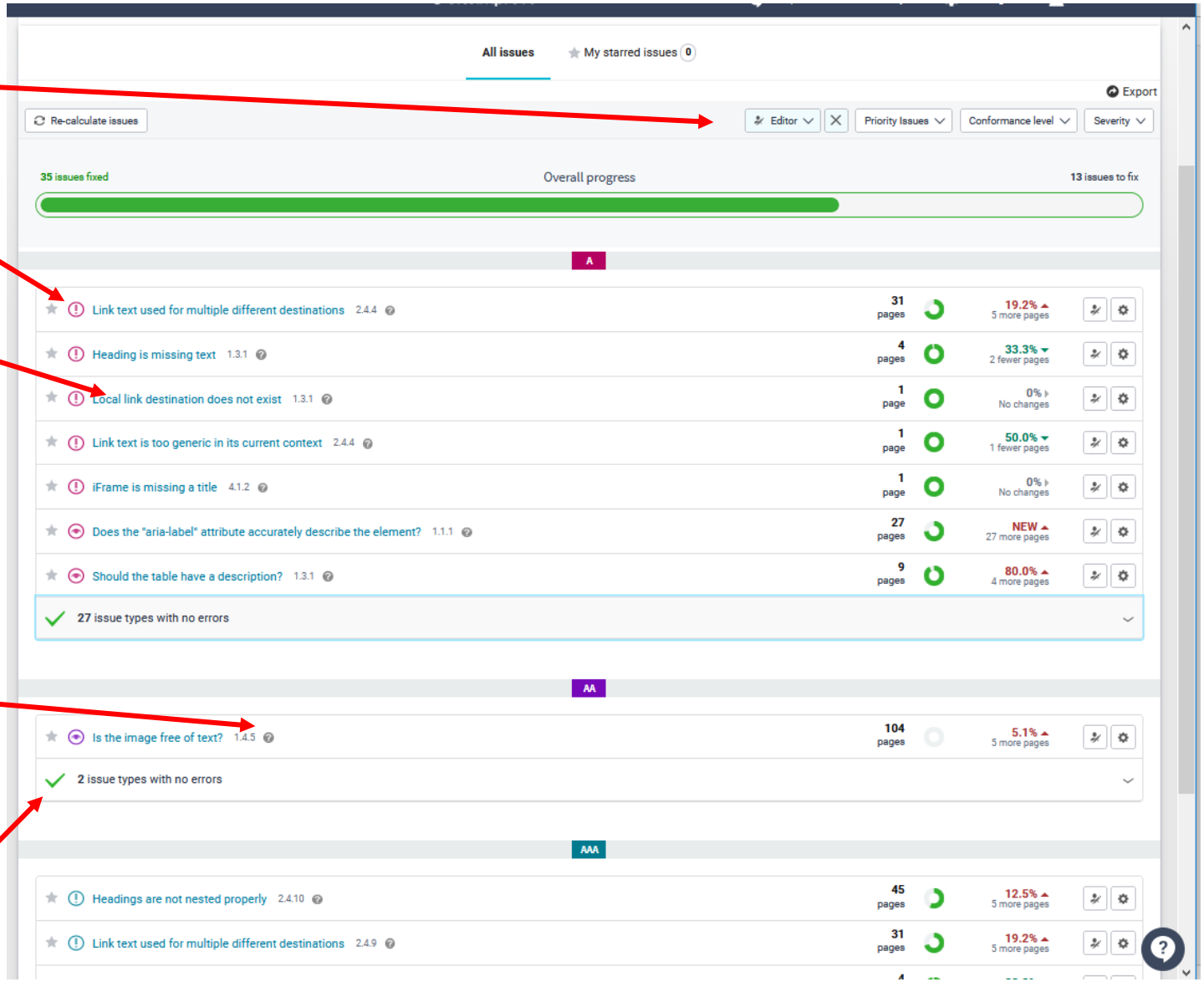
Use the options at the top of the list to filter by role, conformance level, and severity

The symbol next to the issue gives its ‘severity’ rating

Click on the issue to open a page which lists the pages of your site on which this error occurs. You can then link to a snapshot of each page and the error will be highlighted (if possible). You can link out from this to each live page

Hovering over the question mark gives more information about the error and how to resolve it. This is also given at the top of the page for each issue. The number next to the error title refers to the relevant part of the Web Content Accessibility Guidelines.

Clicking on the grey ‘no errors’ box shows possible sources of error which do not occur on your site.



Accessibility issues which editors cannot resolve

A	Element ID is not unique	For Mosaic - mobile nav problem
A	Link identified only by colour	This is a problem with our designs – for UAS to consider
A	HTML is used to format content	For Mosaic - this applies to tables and accordions
A	Label is not connected to a form control	For Mosaic - problem with grid filter labels (taxonomy names)
A	Form elements are not grouped	For Mosaic – believed to be related to the Feedback form
A	Language of page has not been set	For Mosaic - Sitelist does not have a language set
A	No option to skip repeated content	For Mosaic - we believe we do have a skip to content control, but it's not visible, so we may not be failing on this
A	Non-distinguishable landmarks	For Mosaic – this refers to the information card buttons
A	Content not included in landmarks	For Mosaic
A	Redundant WAI-ARIA attribute	For Mosaic
A	"i" tag used to format text	Ignore – this is how we implement icons
A	No top-level heading on the page	For Mosaic - homepages don't have a visible <h1>
A	Provide enough time	Ignore
A	Is the "small" tag correctly used?	For Mosaic – refers to cookie notice
A	Are landmarks appropriately applied?	For Mosaic
A	Can options logically be grouped together?	Ignore – refers to drop downs having lots of options
A	Is the tabbing sequence logical?	Ignore for now
A	Does the "aria-label" attribute accurately describe the element?	For Mosaic – refers to information card buttons
A	Does the "aria-label" attribute accurately describe the interface control?	For Mosaic - this is about taxonomy filters in grids
AA	Element not highlighted on focus	For Mosaic
AA	Is the image free of text?	Ignore as this seems to pick up the University logo in the header, though be aware of this requirement for your other images
AAA	Colour contrast is insufficient	Ignore – we are meeting AA standards
AAA	Headings are not nested properly	Ignore - this refers to card titles, which are level 3. The grid heading would be level 2, but we mostly don't need those. As long as it's only AAA, we should ignore this.