

Accessibility statement for mybills.glos.ac.uk

This accessibility statement applies to the MyBills online payment system at <https://mybills.glos.ac.uk>.

This website is run by the University of Gloucestershire and uses the Income Manager Module of the Unit4 ERP system. We want as many people as possible to be able to use this website. For example, that means you should be able to:

- Use web browser plugins or settings to change colours, contrast levels and fonts
- Zoom in up to 300% without the text spilling off the screen on most pages
- Navigate most of the website using just a keyboard
- Listen to most of the website using a screen reader (including the most recent versions of NVDA)

We've also made the website text as simple as possible to understand. [AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- Some text will spill off the screen when the zoom is above 175%
- Some components do not have sufficient contrast

What to do if you cannot access parts of this website

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email ithelpdesk@glos.ac.uk
- call (+44) 01242 714044

We'll consider your request and get back to you in 5 working days.

Alternatively, you can contact the Income Team to discuss payment options:

- email incometeam@glos.ac.uk
- call (+44) 01242 714222

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact the ithelpdesk@glos.ac.uk

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the Equality Advisory and Support Service ([EASS](#)).

Technical information about this website's accessibility

The University of Gloucestershire is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, due to the non-compliances listed below.

Non-compliance with the accessibility regulations

The content listed below is non-accessible for the following reasons:

- The document language is missing. This falls under WCAG 2.1 (AA) success criterion 3.1.1 (language of page)
- The page is set to refresh or change location. This falls under WCAG 2.1 (AA) success criterion 2.2.1 (timing adjustable level A) and 2.2.2 (pause, stop and hide level A)
- No page regions or ARIA landmarks were found. This falls under WCAG 2.1.(AA) success criterion 1.3.1 (info and relationships level A) and 2.4.1 (bypass blocks level A)
- There is a linked image with alternative text. This falls under WCAG 2.1 (AA) success criterion 1.1.1 (non-text content level A) and 2.4.4 (link purpose in context level A)
- Layout tables are present. This falls under WCAG 2.1 (AA) success criterion 1.3.1 (info and relationships level A) and 1.3.2 (meaningful sequence level A)
- There is low contrast in places. This falls under WCAG 2.1 (AA) success criterion 1.4.3 (contrast)
- There are unlabelled form controls with titles. This falls under WCAG 2.1 (AA) success criterion 1.1.1 (non-text content level A), 1.3.1 (info and relationships level A), 2.4.6 (headings and labels level AA), 3.3.2 (labels or instructions level A)
- Unordered lists are present. This falls under WCAG 2.1 (AA) success criterion 1.3.1 info and relationships level A)
- Justified text and links to PDFs have been flagged by WAVE as an alert only but will be looked into.

Disproportionate burden

N/A.

Content not within the scope of the accessibility regulations

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 if they're not essential to providing our services. Any new PDFs or Word documents we publish will meet accessibility standards.

We do not plan to add captions to live video streams because live video is exempt from meeting the accessibility regulations.

Preparation of this accessibility statement

This statement was prepared on 16 September 2020. It was last reviewed on 16 September 2020.

This website was last tested on 16 September 2020. The test was carried out by the University of Gloucestershire, using the WAVE plugin for Chrome.