

Tech Savvy Seniors

Accessibility Features Training Guide



General

How to use this guide


This training guide provides you with the information and materials needed to teach community members to enable and use accessibility features on their devices. Accessibility features can adjust how we interact with devices to ensure they meet our needs.

This guide is accompanied by an 'Accessibility Features Quick Reference Guide' that can be printed and given to the participants to take home as a reminder of what they have learned.

Training sessions will also be supported by [three] videos.

Note:

- There are a wide range of accessibility features for hearing, visual, mobility or dexterity, speech, and cognitive needs, and it will not be possible to cover all available features in one workshop. Which features will be most useful depends very much on the individual participants. This guide contains discussion of a range of the most-used features, but you will need to choose which ones to highlight based on interest/needs of the workshop group. The Training is currently timed as an hour long, but may go over this time if participants need significant help accessing features or need to go at a slower pace. Because every cohort is different the Trainer will need to assess which features to focus on as the workshop progresses to ensure the training is the appropriate length.
- Navigating to features may differ slightly even between devices on the same system (Apple iOS or Android). You should be prepared for slight variations. Android instructions are generally provided on the basis of a Samsung device, which account for around one third of all Android devices.
- Some newer features may depend on a more up-to-date operating system. These links may be useful for checking what system participants are using:
 - On an Apple iPhone or iPad, you can establish the operating system by clicking on Settings > General > About
Update at Settings > General > Software Update
 - On an Android device, establish the operating system at Settings > About phone > Android version
Update at Settings > System > System update

 The information symbol found throughout this guide indicates additional notes for the trainer about the delivery of the workshop.

Workshop Outline

TOPIC

Introduction to Accessibility Features

OVERVIEW

This is a short interactive workshop that can be conducted one-on-one or in small groups to familiarise participants with accessing and using accessibility features on their devices.

WHO IS THIS WORKSHOP FOR?

This workshop is for anyone with a device (mobile phone or tablet) who wants to understand how they can customise interaction with the device to ensure it meets their needs.

While members of the disability community may have particular needs to address (hearing or visual impairment, dexterity requirements etc), all device users may benefit from the accessibility features, especially in certain contexts and situations.

Ideally, participants with similar needs will be grouped together, but at the very least you will need to be aware of their different needs. Broadly speaking, the likely participants fall into these groupings:

- 1. Those with particular accessibility needs** – may want to predominantly focus on one element of accessibility relevant to a disability
- 2. Those with broader interest** – interested in more generally about the features available and when they might be useful

At registration, you need to ask which group the participant most identifies with and, if they have a particular accessibility requirement, to name it. You should also establish if Auslan interpretation is required during the session.

Participants should also indicate if they have an Apple or Android device. Because of the different features available for the two systems, and the different ways to navigate on Apple and Android devices, it will be simplest to run separate workshops for the two systems. However, recognising this will not always be possible, instructions for both systems are included in this guide, and colour-coded for ease of use. **Apple** instructions are in **blue**, while **Android** commentary is in **orange**.

WHAT PARTICIPANTS WILL LEARN

After doing the program participants will:

- Have an understanding of the types of features available and why these may be useful, regardless of any personal accessibility requirements
- Have an understanding of specific features that will assist with any personal disability to make using their device easier
- Be able to navigate to different accessibility features and enable/disable them.

WHAT PARTICIPANTS NEED

The prerequisites below are recommended in order to get the most out of the workshop. However, participants without a device can also take part in the theory and discussion. In some cases, it may be possible to use library or other borrowed devices.

- 1. Device:** An iPhone or Android mobile phone or tablet.
(Note that some features are only available on newer devices).
Where a device is not using the required operating system, the participant may be able to update this (eg. on iPhone: Settings > General > Software Update). However not all older models can run the newest version of the operating system.
 - 2. Personal accessibility devices (if relevant):** The course will cover how to pair accessibility devices such as hearing aids, so participants should have any such devices with them.
-

Trainer Preparation:

What you will need

In this workshop, you will be providing a general overview of accessibility features, their universal value as well as the specific benefits for particular accessibility requirements. You will demonstrate some key accessibility features and guide participants to enable and disable them on their own devices.

You will need a device to demonstrate navigation alongside participants, and will also have access to three videos to run at key points in the training.

To run this workshop, you will need the following items:

EQUIPMENT



- You will need an Apple or Android mobile device (phone or tablet) as above
- You will need a desktop or laptop computer with the videos on it and a linked projector, or another way of showing the videos.


MATERIALS



- You will need the videos referred to in this manual saved on to the computer you intend to use or on a USB drive. Ideally you will be able to project the videos onto a larger screen.
- In addition you should have sufficient printed copies of the 'Accessibility Features Quick Reference Guide' to give to the participants to take home.

A note on accessibility: some participants may have accessibility needs in order to participate fully in the workshop. You should consider ahead of time any additional supports to accommodate this – eg accessibility of venue, need for Auslan interpreter or braille guide.

Today's Schedule

Timetable	Session		Duration
 <p>TOTAL TIME Approx. 60 minutes</p> <p>The workshop consists of an introduction and 4-5 sessions with a short break in the middle.</p>	<p>INTRODUCTION</p>	<p>Discussion:</p> <ul style="list-style-type: none"> • Introductions • What challenges do people have with using their device? • What do people know about accessibility features? • Which have they used before? • What are the advantages? 	10 mins
	<p>SESSION 1: Using Voice Assistants (Siri or Google)</p>	<ul style="list-style-type: none"> • Introduction to Voice assistants • How to activate and use 	5-10 mins
	<p>SESSION 2: Navigating to accessibility features</p>	<ul style="list-style-type: none"> • Overview of different types of accessibility features and when we might use them • Where do we find accessibility features? 	10 mins
	<p>BREAK</p>		5 mins
	<p>SESSION 3: Accessibility - Vision</p>	<ul style="list-style-type: none"> • VIDEO – VISION • Overview of types of features • Navigating to, and enabling features • Participant practice 	10 mins
	<p>SESSION 4: Accessibility - Hearing</p>	<ul style="list-style-type: none"> • VIDEO – HEARING • Overview of types of features • Navigating to, and enabling features • Participant practice • 	10 mins
	<p>SESSION 5 [if time permits]: Accessibility – Dexterity and Mobility; Cognitive</p>	<ul style="list-style-type: none"> • VIDEO – DEXTERITY AND MOBILITY • Overview of types of features • Navigating to, and enabling features • Participant practice 	0-5 mins

CONCLUSION	Quick recap Any final questions Provide handout, remind participants about the importance of practicing.	5 mins
-------------------	--	--------

Getting Started

Introduction

SUBJECT	Introduction	
TIME 🕒	10 minutes	
<p>OVERVIEW</p> <p>i This information will help you tailor the workshop according to the needs of the group.</p>	<p><i>[Begin by introducing yourself and encourage others to introduce themselves].</i></p> <p>This is a short interactive workshop to familiarise you with accessing and using accessibility features on your device.</p> <p>The aim is to ensure you understand the ways your device can be customised to make it as easy as possible for you to use – as well as to give you the confidence to enable these features as desired.</p> <p>Accessibility features are options built into devices to make them easier for people to use.</p> <p>We want you to have the confidence to test out the various features and decide which ones you want to use on a day-to-day basis, and which ones you may activate in certain situations.</p> <p>As a starting point, let's check:</p> <ul style="list-style-type: none"> • What challenges do people have with using their device? • What do people know about accessibility features? • Which have they used before? • What are the advantages? • What do you hope to get out of this session? 	5 min
<p>WHAT ARE ACCESSIBILITY FEATURES</p>	<p>Mobile devices have come a long way in the last two decades. Manufacturers have added a range of features so that users can customise the device to their needs.</p> <p>These features range from enlarging text size to make it easier to read, controlling a device using keyboard or switch instead of touching the screen, connecting devices directly to hearing aids, and more.</p> <p>Generally, accessibility features are designed around the categories:</p> <ul style="list-style-type: none"> • Hearing • Visual • Mobility or dexterity • Speech, and • Cognitive. <p>Sometimes a feature offers benefits in more than one category.</p> <p>An example of an accessibility feature is changing the size or appearance of text on your phone to make it easier to read.</p> <p>Can anyone suggest another feature? Does it fall into visual/hearing/dexterity & mobility/other?</p> <ul style="list-style-type: none"> • Write up suggestions on whiteboard/butcher's paper • Some examples could be: pairing hearing aids (hearing); magnifying text (visual); customized alerts with light/vibration (hearing); spoken content (vision, dexterity); captions (hearing); automatic answer 	5 min

(dexterity)


We will look at some of these in more detail today.

It is important to understand that accessibility features offer something for everyone, whether a person has a disability or not. Every day you see people on trains watching videos with the volume off and reading captions so as not to disturb others around them. Or people speaking their thoughts aloud and using a device to transcribe the content into written notes.

In short, accessibility features let you customise your device so that it works well for YOU.

Session 1

Using Siri or Google Assistant

SUBJECT	How to activate Siri or Google Assistant so you can issue instructions to your phone orally	
TIME 🕒	5-10 minutes	
OVERVIEW	In this session we will cover how to activate and use Siri and Google Assistant	
<p>WHAT ARE SIRI AND GOOGLE ASSISTANT AND HOW DO WE USE THEM?</p> <p>Note: if Siri and Google Assistant have not been used before, participants may need to complete a voice recognition process. Whether there is time to include this will depend on the priorities of the session.</p>	<p>Before we look more closely at the various Accessibility settings, we will spend a bit of time talking about Voice Assistants. You may have heard of Apple’s “Siri”, while Google also has a version of this for Android devices called Google Assistant. Most tablets and phones now have these in-built personal assistants. We are going to look at them now as they provide a useful shortcut to activating some Accessibility features.</p> <p>Siri and Google Assistant are widely used and not technically regarded as accessibility features themselves. However, they can be particularly useful for people with visual or motor impairments that make reading or typing challenging. These assistants allow you to leverage the technology of your phone orally.</p> <p>You can ask Siri or Google to set a timer, provide a weather forecast, write reminders, and search the internet, all without typing into or needing to read your phone. This can be useful if you haven’t learnt how to perform these tasks yourself, you want to do something handsfree, or you have an impairment where you prefer to use your voice to do things.</p> <p>You can employ these Assistants to open apps and turn accessibility features on or off.</p> <p>First check that these assistants are activated on your phone:</p> <p>For Apple devices, head to Settings > Siri & Search and turn on the top three options: Listen for “Hey Siri”, “Press Side Button for Siri” and “Allow Siri When Locked”.</p> <p>You can check Siri settings at Settings > Accessibility > Siri</p> <p>If Google Assistant is not activated on your Android device, you will get a message when you say “Hey Google”. Follow the instructions to activate.</p> <p>Alternatively, open the Google Assistant app on your Android device . If Google Assistant is off, you’ll get the option to turn it on at the bottom. Tap Turn on.</p> <p>That’s the hard part done. You can now call on Siri and Google Assistant as needed, simply by holding down the home button [<i>check if it is home or on/off for Android</i>]. Alternatively, on newer models, you can say “Hey Siri” or “Hey Google”.</p> <p>Take a minute now to try Siri and Google Assistant. Hold down the home button and then issue some instructions or questions. Some things you might ask:</p> <ul style="list-style-type: none"> ○ What is the weather today? ○ Read my last text message. 	5-10 mins



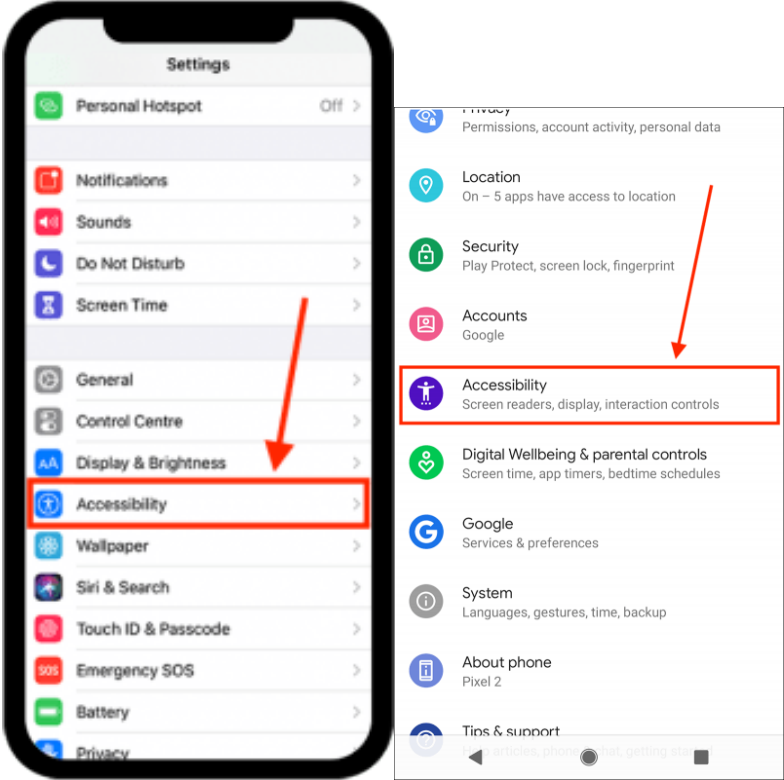


- Play the radio
- Where is the closest library?

[Allow participants time to experiment].

Now that you are familiar with [Siri](#) and [Google Assistant](#) you will be more confident using this as a way to activate other phone features.

Session 2

Navigating to accessibility features



SUBJECT	How to navigate to accessibility features on your device	
TIME ⌚	10 minutes	
OVERVIEW	In this session we will cover how to locate accessibility features on your device and enable and disable them as desired	
LOCATING SETTINGS [Given we are not having a PowerPoint, consider if laminated printout of setting and accessibility symbols]	<p>Your mobile phone or device has a dedicated area called “settings” that holds the key to customizing the settings on your phone.</p> <p> This is the Settings symbol on Apple devices (iPhones and iPads)</p> <p> For other devices (those which use the “Android” platform, like a Samsung phone or tablet), the Settings symbol looks like this on your device.</p> <p>Tap on the Settings symbol, and then scroll down to “Accessibility”</p> <div data-bbox="491 954 1278 1731"><p>The image shows two side-by-side screenshots of mobile settings. The left screenshot is from an iPhone, showing the 'Settings' app with 'Accessibility' highlighted by a red box and a red arrow. The right screenshot is from an Android phone, showing the 'Settings' app with 'Accessibility' highlighted by a red box and a red arrow.</p></div> <p> On Apple devices look for this symbol</p> <p> On Android devices look for this symbol</p> <p>When you tap on the Accessibility row you will open up a list of options. Scroll up and down to see the different headings. There will be some</p>	5 mins

features there that you may recognise, and others that are new. Technology has come a long way in working to increase accessibility and ease of use.

We are going to look at some key features shortly in the main categories of vision, hearing and mobility/dexterity. But just spend a few minutes now exploring this section.

Session 3

Accessibility features - Hearing

SUBJECT	Accessibility features - hearing	
TIME 🕒	10 minutes	
OVERVIEW	<p>During this session we will look at:</p> <ul style="list-style-type: none"> • The fact there are features that assist people with a hearing impairment • That these features are also useful to those with unimpaired hearing • What the features are and how to enable them 	
VIDEO	<p>First we are going to watch a short video.</p> <p>[Play first video, which includes general comments about Accessibility Features and then highlights useful Hearing features]</p>	2 mins
ACTIVITY: EXPLORE HEARING ACCESSIBILITY FEATURES	<p>Now we are going to explore these features ourselves.</p> <p> [Trainer to select which of the following will be useful for the participant group]</p> <p>Customise alerts If you don't always hear the phone ring, or rely on other senses such as touch or sight to get to the phone on time, you can customise alerts to facilitate this.</p> <p>This might be useful if you have a hearing impairment, or are often in a busy or noisy environment.</p> <p>Cutsomised alert options include vibrations, lights, or sound options depending on your needs.</p> <p>To add a flashing light alert when people call or SMS:</p> <p>Go to Settings > Accessibility > Audio/Visual (Apple) or Advanced settings > Flash notification (Android)</p> <p>Then turn on LED Flash for Alerts (Apple) or Flash notification (Android).</p> <p>You can also add a vibration alert:</p> <p>Go to Settings > Accessibility > Touch > Vibration or Settings Sounds and Vibration.</p> <p>Pair Hearing Aid</p> <p> [Ask if any participants use hearing aids. If not, this section can be skipped].</p> <p>Plenty of assistive technologies are designed to connect to devices to make them easier to use. An example is hearing aids – pairing these with your device means you will hear all sounds directly through your hearing aids, enhancing the audio experience.</p> <p>To Pair a hearing aid, Bluetooth must be on so your device is able to communicate with the hearing aid:</p> <p>Apple: Make sure Bluetooth is turned on:</p>	

Settings > Bluetooth

Find your hearing aid through your device:
Settings > Accessibility > Hearing Devices

When their names appear below MFi Hearing Devices (this could take a minute), tap the names and respond to the pairing requests.

Pairing can take as long as 60 seconds. When pairing is finished, you hear a series of beeps and a tone, and a checkmark appears next to the hearing devices in the Devices list.

Android:

Settings > Accessibility > Hearing Enhancements
Bluetooth Hearing AidContinue > Pair New Device

Choose your hearing aid from the list of available devices. Make sure hearing aids are in pairing mode. If you have more than one hearing aid, wait for the first hearing aid to connect, then tap the other hearing aid in the list of available devices. After both are paired, the status displays a message like "Active, left and right."

Now try making a call with the participant next to you.

[Allow time]

What happens? Is this easier for you? If it is not easier, you can unpair the hearing aids again.

Subtitles and Captions

Subtitles and captions can help you follow along with audio and video content. You can turn these on as needed, or have on as the default setting.

To turn on captions or subtitles on Apple:

Settings > Accessibility > Subtitles & Captioning. Tap Closed Captions + SDH to turn on (toggle to green).

You can select the display style - tap Style, then choose an existing caption style – as you tap each option you will see above how this appears. Choose your preferred style or create a new style with selected font, background and text style.

To turn on captions and subtitles on Android devices:

Settings > Accessibility > Hearing enhancements > Subtitle settings > Show captions (toggle)

With the advent of computer recognition capability, devices can now provide captions in real time. This means that if you're having a conversation in a noisy environment, or if you're talking on the phone without your headphones, you can follow along visually instead by having sound converted to live text.

Live Captions is available on iPhone 11 and later. Go to Settings > Accessibility > Live Captions (Beta).

To turn Live Caption on or off on Android devices: Settings > Accessibility > Hearing enhancements > Live Caption (toggle on/off)

Optimise sound for best experience

You can amplify soft sounds, reduce background noise, and adjust certain frequencies to suit your hearing. This is known as Audio Balance (Apple) or Sound Amplifier (Android).

On Apple:

Settings > Accessibility > Audio/Visual.

Adjust any of the following:

- *Mono Audio*: Turn on to combine the left and right channels to play the same content.
- *Balance*: Drag the Left Right Stereo Balance slider.
- *Phone Noise Cancellation*: Uses air pressure to reduce ambient background noise to help you hear better when you're holding the receiver to your ear on phone calls in certain noisy environments. Phone noise cancellation is available and on by default on iPhone 12 and later, and can be turned off for your comfort.

On Android:

Accessibility > Hearing Enhancements


Here you can adjust the sound balance using the slider bar or switch to mono audio so the same sound comes out of both speakers.

You can also select Amplify Ambient Sound: Tap Phone mic to adjust the settings:

- *Reduce unwanted sounds*: To reduce noise in the background, drag on the "Noise reduction" slider.
- *Boost quiet sounds*: To boost quiet sounds such as low speech sounds, drag the "Boost quiet sounds" slider to the right.
- *Boost low frequency, high frequency*: To boost high frequency sounds like bird sounds, drag the slider to the right. To boost low frequency sounds like deep voices, drag the slider to the left.
- *Adjust ears separately*: To apply sound and frequency settings to the left and right ears independently, tap Adjust ears separately.

Session 4

Accessibility features - Vision

SUBJECT	Accessibility features - vision	
TIME 🕒	10 minutes	
OVERVIEW	<p>During this session we will look at:</p> <ul style="list-style-type: none"> • The fact there are features that assist people with a vision impairment • The features are also useful to those with unimpaired vision • What the features are and how to enable them 	
VIDEO	<p>First we are going to watch a short video about these features.</p> <p>[Play video]</p>	2 mins
ACTIVITY: EXPLORE VISION ACCESSIBILITY FEATURES	<p>Now we are going to explore these features ourselves.</p> <p><i>Optimising Screen Appearance for your needs (Screen Magnification, Contrast, Font etc)</i></p> <p>Smartphones are small enough to be carried in your pocket, which can sometimes mean the text on a screen is hard to read. If you have a vision impairment, bigger devices like tablets may have the same issue.</p> <p>You can edit your device's screen display settings to make your screen easier to view using larger fonts, contrast, magnification, and other options to customise to your needs.</p> <p>People with colour blindness may also find some of these settings useful.</p> <p>You can customise the text screen display settings.</p> <p> <i>[choose which options to mention – must likely bold, larger, contrast, color filter and mention there are other options].</i></p> <p>On Apple devices:</p> <p>Go to Settings > Accessibility > (Vision) Display & Text Size.</p> <p>Adjust any of the following:</p> <ul style="list-style-type: none"> ○ <i>Bold Text:</i> Display the text in boldface characters. ○ <i>Larger Text:</i> Turn on Larger Accessibility Sizes, then adjust the text size using the slider. ○ <i>Button Shapes:</i> This setting underlines text you can tap. ○ <i>On/Off Labels:</i> This setting indicates switches turned on with “1” and switches turned off with “0”. ○ <i>Reduce Transparency:</i> This setting reduces the transparency and blurs on some backgrounds. ○ <i>Increase Contrast:</i> This setting improves the contrast and legibility by altering color and text styling. ○ <i>Differentiate Without Color:</i> This setting replaces user interface 	

items that rely on color to convey information with alternatives.

- *Smart Invert or Classic Invert:* Smart Invert Colors reverses the colors of the display, except for images, media, and some apps that use dark color styles.
- *Color Filters:* Tap a filter to apply it. To adjust the intensity or hue, drag the sliders.
- *Reduce White Point:* This setting reduces the intensity of bright colors.
- *Auto-Brightness:* This setting automatically adjusts the screen brightness for current light conditions using the built-in ambient light sensor.

Take some time to explore this section of your settings now.

Extra Information

To carry these settings across to individual Apps you may need to “opt in” for relevant Apps.

Go to Settings > Accessibility > Per-App Settings, and Tap the App you want to include. Follow the prompts.

On Android devices:

To make your font size smaller or larger:

Settings > Accessibility > Visibility Enhancements > Font size and style, then move the slider left or right for larger/smaller font.

You can also use this route to:

- turn bold on and off
- increase contrast
- Highlight buttons
- Add a colour filter

For colourblindness, you can compensate with Color correction and grayscale settings:

Accessibility > Visual Enhancements > Colour Adjustment, then toggle on/off and choose a correction mode.

You can also make the mouse pointer larger. I.e:

Accessibility > Visual Enhancements > Large Mouse pointer.

Take some time to explore this Visual Enhancements section of your settings now.

Extra Information

You can also edit your screen display settings at Settings > Display and choose things like:

- Dark mode
- Brightness
- Motion smoothness
- Eye comfort shield
- Screen mode (vivid or natural)

This is also another route to changing font size and style

Voice Control

You can use voice commands to tap, swipe, type and more, instead of physically performing these gestures yourself.



Some of these steps work only on Android 13 and up.



Other options can be discussed if there is interest, such as *Vocabulary*: Teach Voice Control new words; *Show Confirmation*: When Voice Control recognizes a command, a visual confirmation appears at the top of the screen; *Play Sound*: When Voice Control recognizes a command, an audible sound is played; *Show Hints*: See command suggestions and hints; *Overlay*: Display numbers, names, or a grid over screen elements.




The setup of your device depends on the device manufacturer, Android version, and TalkBack version. These instructions apply to most devices, but you might experience some differences.

Google Assistant will need to be turned on.

You will need to be connected to Wifi the first time you set this up.

Go to Settings > Accessibility > Voice Control.

Tap Set Up Voice Control, then tap Continue to start the file download.

When the download is complete,  appears in the status bar to indicate Voice Control is turned on.

Set options such as the following:

- *Language*: Set the language and download languages for offline use.
- *Customize Commands*: View the available commands and create new commands.
- *Attention Aware*: On an iPhone with Face ID, Voice Control wakes up when you look at your iPhone and goes to sleep when you look away.

For Android devices:




Check that your device is Android version 5.0 or later (Settings – About) and use the same language for Voice Access as the device and Google Assistant.

Download Google app from Google Play. Also download Voice Access.

Open Settings > Accessibility > Voice Access.

Tap **Use Voice Access**.

Start Voice Access in one of these ways:

- If "Hey Google" detection is on, you can say "Hey Google, Voice Access."
- Open your notification shade and tap **Touch to start**.
- On your Home screen, tap the Voice Access app .
- Tap the Voice Access activation button . (You can set up the activation button in Settings  > Accessibility > Voice Access > Settings > Activation button.)
- Say a command, such as "Open Gmail."

Enable Zoom

A moment ago we discussed a way to enlarge the text on the your screen, but what if you want to enlarge aspects of specific items on your screen, such as an image, or zoom in on content?

On Apple devices, this is done by Settings > Accessibility > Zoom and then toggle the zoom on and off.

As soon as you activate Zoom it will magnify the entire screen so some parts will be pushed out of site. Drag three fingers to move around the screen. Double tap three fingers to change the zoom.

On Android devices, this is done by Settings > Accessibility > Visibility Enhancements > Magnification and add Magnification as a shortcut.

Once you use the shortcut you can swipe with 2 or more fingers to scroll, and pinch to adjust the zoom level.

Android devices also have a Magnifier Window option which works like an on-screen magnifying glass, highlighting particular areas of the screen as needed. Access this by Settings > Accessibility > Visibility Enhancements > Magnifier Window, and add as a shortcut. Once in use, use 2 fingers to move the Magnifier window around the screen and use a pinching gesture to change the level of magnification.

Magnifier Tool

Technically the magnifier tool falls outside the scope of this workshop as it doesn't relate to accessing the device itself. However this is a useful tool to be aware of, enabling you to use your device like a magnifying glass.

First add the tool to your shortcuts. Settings > Accessibility > Accessibility Shortcuts and then tick Magnifier. Now you can access the Magnifier simply by triple-clicking your home button. (Alternatively you can find the Magnifier icon on your home screen). Swipe up to close the Magnifier.

Android devices use a combination of Magnification and the phone's Camera. To turn on the magnifying glass, go to Settings > Accessibility > Vision > Magnification and turn it on. When you need to use the magnifying glass for external items, go to the camera app and tap the screen three times. To turn off the magnifying glass, tap the screen three times again.

Screen Reader/Spoken Content

If you prefer to listen to content read aloud so that you do not need to look at it, devices can read the screen aloud and complete operations using spoken commands.

Most modern devices now have this screen reader function.

Apple calls this function VoiceOver. VoiceOver gives audible descriptions of what's on your screen—from battery level, to who's calling, to which app your finger is on. You can also adjust the speaking rate and pitch to suit your needs.

When you touch the screen or drag your finger over it, VoiceOver speaks the name of the item your finger is on, including icons and text. To interact with the item, such as a button or link, or to navigate to another item, use VoiceOver gestures.

There are a few ways to turn on VoiceOver

Go to Settings > Accessibility > VoiceOver, then turn the setting on or off.

OR

Activate Siri and say "Turn on VoiceOver" or "Turn off VoiceOver."

You can also add the feature to Accessibility Shortcut and access that way.

On Android devices, this feature is called TalkBack. There are a few ways to turn on TalkBack

Go to Settings > Accessibility > TalkBack, then turn the setting on or off.

OR

Say "Hey Google" then say "Turn on TalkBack" or "Turn off TalkBack".

OR

Press both volume keys simultaneously for three seconds – this is a shortcut to TalkBack. To confirm that you want to turn TalkBack on or off, press both volume keys again for 3 seconds.

Now when you drag a finger across the screen the TalkBack screen reader will announce icons, buttons, text and other items it encounters. Pause and TalkBack will suggest applicable actions, such as opening a link or replying to a message.

Note: When TalkBack is enabled, actions that are normally use with one finger such as scrolling and tapping are now performed with two fingers.

Session 5

Accessibility features – Mobility and Dexterity; Speech; Cognitive

SUBJECT	Accessibility features – mobility and dexterity; speech; cognitive	
TIME 🕒	5 minutes [if time permits]	
OVERVIEW	<p>During this session we will look at:</p> <ul style="list-style-type: none"> • The fact there are features that assist people with mobility and dexterity, speech and cognitive challenges • The features are also useful to the broader cohort of users • What the features are and how to enable them 	
VIDEO	<p>First we are going to watch a short video about these features.</p> <p>[Play video]</p> <p>Now we are going to explore these three groups in turn: mobility/dexterity; speech and cognitive features.</p>	2 mins
ACTIVITY: EXPLORE MOBILITY/DEXTERITY ACCESSIBILITY FEATURES	<p>Connect an alternative means of operating</p> <p>(a) Assistive Touch</p> <p>If some movements and gestures are difficult for you, but a simple tap is possible, you may find Assistive Touch useful. When Assistive Touch is enabled you can explore a menu of options just by tapping.</p> <p>To turn on AssistiveTouch:</p> <p>Go to Settings > Accessibility > Touch > AssistiveTouch and toggle on/off.</p> <p>Alternatively you can activate Siri and say “Turn on AssistiveTouch” or “Turn off AssistiveTouch.”</p> <p>Once AssistiveTouch is turned on you will see a circular icon on your screen which can be moved around. Tapping this takes you through to the menu of options, which includes things like:</p> <ul style="list-style-type: none"> <input type="checkbox"/> <ul style="list-style-type: none"> • Activate the Accessibility Shortcut • Lock the screen • Adjust the volume • Capture a screenshot • Restart the device <p>Tap anywhere outside the AssistiveTouch menu to close it.</p> <p>(b) Switches</p> <p>If navigating a screen using your fingers isn't right for you, you can connect assistive technology with your device to help you navigate in other ways. You can operate the device using a pointer device (such as a trackpad, joystick, or mouse).</p>	8 mins

First you need to pair the device:

Turn on the switch.

Go to Settings > Bluetooth, turn on Bluetooth, tap the name of the switch, then follow the onscreen instructions.

Next you need to add the switch and assign an action. You can use multiple switches to accommodate different actions. Each switch performs an assigned action, such as selecting an item or moving the cursor to the next item.

Go to Settings > Accessibility > Switch Control > Switches. Tap Add New Switch, then choose External, Screen, Camera, Back Tap, or Sound.

Android also offers Switch Access. As with Apple's Switch Control, Switch Access lets you interact with your Android device using one or more switches instead of the touchscreen. Switch Access can be helpful if you can't interact directly with your device.

Switch Access scans the items on your screen, highlighting each item in turn, until you make a selection.

To use Switch Access, you'll first need one or more switches. This could be an external switch, keyboard or buttons on your Android device.

First you need to pair the device:

Turn on the switch.

Go to Settings > Bluetooth, turn on Bluetooth, tap the name of the switch, then follow the onscreen instructions.

Then choose your scanning settings. The basic option is autoscanning using a single switch. First activate AutoScan:

Settings > Accessibility > Switch Access > Settings, then tap Auto-scan

Then assign the switch:

Tap Assign switches for scanning, Tap Auto-scan. When the dialog opens, press your switch. Tap Save.

--	--	--

ACTIVITY: EXPLORE COGNITIVE ACCESSIBILITY FEATURES

You can simplify the screen display to only show the things you need or provide shortcuts to the important tasks.

Apple's Guided Access helps you stay focused on a task by temporarily restricting iPhone to a single app, and allowing you to control which app features are available. You can do any of the following:

- Disable areas of the screen that aren't relevant to a task, or areas where an accidental gesture might cause a distraction
- Disable the iPhone hardware buttons
- Limit how long someone can use the app

Settings > Accessibility > Guided Access, then turn on Guided Access.


Adjust any of the following:

- *Passcode Settings:* Tap Set Guided Access Passcode, then enter a passcode.
You can also turn on Face ID (on an iPhone with Face ID) or Touch ID (on an iPhone with a Home button) as a way to end a Guided Access session.
- *Time Limits:* Play a sound or speak the time remaining before a Guided Access session ends.
- *Accessibility Shortcut:* Turn the shortcut on or off during Guided Access sessions.
- *Display Auto-Lock:* Set how long it takes iPhone to automatically lock during a Guided Access session.

To start a Guided Access session, open the app you want to use. Then Turn on Guided Access using Accessibility Shortcut.


On Android devices, Action Blocks assists people who have a cognitive disability. With Action Blocks, you add common actions to your Home screen with a name or image. Then you can activate the Action Block—for example, a photo—to trigger the corresponding action, like calling a loved one. To use:

Download Action Blocks on Google Play. Then, to set up an Action Block:

1. Open the Action Blocks app .
2. Select Create Action Block.
3. Choose one of the common actions from the list, such as Make phone call.
4. If you want the device to speak the command aloud when the Action Block is pressed, select Speak action out loud. If the action includes sensitive information, consider deselecting the checkbox.
5. If you want the device to vibrate when the Action Block is pressed, select Vibrate.
6. To try the Action Block, select Test action, then select Next.
7. Add an image, name, or both:
 - Image: To choose an image from your Photo Library, Camera, or Symbol library (including Picture

Requirements:

- Android version 5.0 or later.
- Google Assistant activated.
- Google app version 10.73 or later.

Communication Symbols), tap Select . If you choose an image from your Photo Library or Camera, you can crop it, or select Always show whole image to make sure that the entire image always appears on the Home screen. To create a text-only Action Block, select No image.

- Action Block name: Enter a name for the Action Block. To create an image-only Action Block, leave the name empty.
8. Select Save Action Block.
 9. Follow the prompts on your screen to add the Action Block to your Home screen.

Conclusion

Recap and Further Information

SUBJECT	Recap and Further Information	
TIME 🕒	5 minutes	
OVERVIEW	A brief recap of what the workshop has covered and where to get more information.	
RECAP	<p>Today we have looked at a variety of accessibility features available on mobile devices to help you use them more easily.</p> <p>These features can particularly help those with visual and hearing impairments as well as mobility issues. They can also help make simple and commonly used tasks more straightforward.</p> <p>Many of the features are found through Settings > Accessibility.</p> <p>Activating Siri or Google Assistant will also allow you to find the features simply by speaking to your phone.</p> <p>If you find Accessibility Features that are particularly helpful, you can create shortcuts to using these.</p> <p>Each participant will be provided with a Take Home Guide that will help you remember what has been discussed.</p>	2 min
EXTRA HELP/FURTHER INFORMATION	<p>Telstra is committed to assisting all Australians to improve their digital skills. Telstra has a dedicated team of experts who conduct phone-based support to help you or a family member learn new skills. You don't have to be a Telstra customer to access this support.</p> <p>You can access skills support by completing the form on Telstra's website: Request a skill building session with our team - Telstra (https://www.telstra.com.au/forms/request-a-skill-building-session)</p> <p>Information is also available at Learning Digital - Telstra (https://www.telstra.com.au/learning-digital)</p>	2 min
FINAL QUESTIONS AND WRAP UP	<ul style="list-style-type: none">• Ask if there are any final questions• Thank participants for coming and for their interest.• Encourage them to take the handout and practice at home.	1 min