Digital Accessibility:
How to make your Kiosk or Bank ATM Accessible

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1. **Physical location of the Kiosk / ATM must be accessible by everyone including elderly and people with disabilities**

   - Ensure people with disabilities can physically get to the Kiosk machine from anywhere in the building
   - Reception staff must be available and be prepared to support and explain the location of the Kiosk machine
   - Clear signage with good lighting, high color contrast, large Arial or Verdana fonts should be used for people with low vision
   - Place kiosk in a location free of loud noise and glare on the kiosk screen from various light sources

2. **Kiosk / ATM interface hardware and software must be bilingual, Arabic and English Languages.** The screen reader must also be available in both Languages

3. **Person must be able to access Kiosk / ATM control panel from a seated position; Wheelchair**

   - The Kiosk operating panel must be within 48-inch reach for persons seated in a wheelchair, forward and side reach
   - Ensure controls located around display screen are also within reach; 48-inch reach
   - Provide overhang style control panel so wheelchairs users may be able to wheel under it with knees and thigh for optimal reach of all controls

4. **Kiosk / ATM must be equipped with tactile and Audio Jack**

   - Audio jack must be placed in a consistent location on the control panel with tactile earphone plug and volume button control
   - Kiosk control buttons and functions must have Tactile and Braille

5. The Kiosk / ATM Application must have options for built in assistive technologies for blind and low vision users

- Screen reader must function when earphone jack is plugged in
- Kiosk Application must be fully accessible by screen reading technology
- Screen reader users should be able to adjust the volume of the speech
- Optionally: Screen Magnifier application can be built into the kiosk application interface and the button to open it should be easily located

6. Use mobile SMS notification of bank transactions along with paper receipt from Kiosk machines

- Banks notify all transactions to customers through mobile SMS
- Mobile SMS is fully accessible to screen reader users

7. Accessible text in Kiosk / ATM Application

- Use accessible Text, Sans-serif fonts; examples; Verdana, Arial, Tahoma
- Minimum text size should be between 18 and 24 points for Arabic and English Languages
- Avoid using stylized text such as drop shadow, italics, strike through
- When emphasizing words or phrases, use Bold text with italic
- Avoid using Flashing, Blinking, Animated or Moving text

8. Foreground (Text) Color should be used with High Color contrast and not used alone to convey a meaning, prompt an action or response

- Avoid using color alone to convey a meaning, Example; Avoid using Red color alone to convey a error message
- Minimum color contrast between text and background should be 4.5:1
- Minimum color contrast between graphic elements and background should be 3:1

9. When Audio and Videos are used, provide text equivalents

- When using audio; provide text transcript
- When using videos; ensure there are subtitles and or audio description / narration when there is no spoken dialogue

10. Kiosks / ATMs used for financial Transactions

- Ensure universally accessible numeric keypads are used with the raised dot tactile on the 5 key and tactile "O" for Okay and "X" for cancel
- Use accessible credit and bank card slots seen on ADA compliant ATM machines

References:

Follow and use the **ADA** and **WCAG 2.2 guidelines** to ensure your Kiosk / ATM machine is accessible to people with disabilities.

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By Michael Park, August 26, 2024.