

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

# How to make your Kiosk / Bank ATM Accessible

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**

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

1. **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**

1. **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**

1. **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**

1. **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**

1. **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**

1. **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**

1. **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.**



Mada Center on Social Media; Instagram, Facebook, Linked In, X, You Tube. Visit website; www.mada.org.qa