



# 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

## **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 equivalent**

- 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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