

Scan results for **clients.helphopelive.org**

Accessible

Congratulations! Your webpage is accessible with a score above 85. We'd love to work with you to help close any remaining accessibility gaps.

Wed Jul 1, 2026



accessWidget is detected on the website

#	Element	Relevant	Successes	Failures	Score
1	If content remains visible on the screen but assigned aria-hidden="true", it will be excluded from the accessibility tree. As a result, screen reader users will not have access to the same information as sighted users.	Yes	7	0	100

Code snapshots of successful elements

```
1 <div class="load"> <div class="load__icon-wrap"> <svg class="load__icon" role="presentation"> <path fill="#4ce1b6" d="M12,4V2A10,10 0 0,0 2,12H4A8,8 0 0,1 12,4Z"></path> </svg> </div> </div>
```

```
2 <div class="load__icon-wrap"> <svg class="load__icon" role="presentation"> <path fill="#4ce1b6" d="M12,4V2A10,10 0 0,0 2,12H4A8,8 0 0,1 12,4Z"></path> </svg> </div>
```

```
3 <button class="button-0-3-5 button-d1-0-3-19" type="button" style="bottom: 0px; right: 2rem; font-size: 0.875rem; height: 1.875rem; box-shadow: rgba(0, 0, 0, 0.1) -4px -12px 25px 0px; border-radius: 2px 2px 0px 0px; transform: translateY(0px);"><div ...
```

```
4 <div class="contentWrapper-0-3-10"><svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 19 19" fill="currentColor" class="icon-0-3-1 iconPlacement_left-0-3-2" role="presentation"><path fill="none" stroke="currentColor" stroke-linecap="round" stroke-l...
```

```
5 <span>Help & Feedback</span>
```

```
6 <svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 19 19" fill="currentColor" class="icon-0-3-1 iconPlacement_left-0-3-2" role="presentation"><path fill="none" stroke="currentColor" stroke-linecap="round" stroke-linejoin="round" stroke-width="1.5" ...
```

```
7 <svg class="load__icon" role="presentation"> <path fill="#4ce1b6" d="M12,4V2A10,10 0 0,0 2,12H4A8,8 0 0,1 12,4Z"></path> </svg>
```

#	Element	Relevant	Successes	Failures	Score
2	When elements are visually hidden but still exposed to assistive technology, screen reader users may encounter content that should not be available in the current interface. This can obscure the current state of the page and lead to confusion about what information or controls are available.	Yes	4	0	100

Code snapshots of successful elements

1 `<iframe role="presentation" srcdoc="<html lang="en"><head><title>apiSanitizer</title></head></body></html>" style="visibility: hidden; pointer-events: none; position: fixed;"></iframe>`

2 `<iframe name="us-entripoint-globalSetup" title="Usersnap Feedback" style="undefined;display: none; height: 0px; width: 0px; z-index: 2147483647; color-scheme: normal"></iframe>`

3 `<div class="acsb-trigger"></div>`

4 `<div class="loadingWave-0-3-12"></div>`

#	Element	Relevant	Successes	Failures	Score
3	Buttons that do not contain visible text should be assigned labels that inform screen reader users of their purpose.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <button class="button-0-3-5 button-d1-0-3-19" type="button" style="bottom: 0px; right: 2rem; font-size: 0.875rem; height: 1.875rem; box-shadow: rgba(0, 0, 0, 0.1) -4px -12px 25px 0px; border-radius: 2px 2px 0px 0px; transform: translateY(0px);"><div ...
```

#	Element	Relevant	Successes	Failures	Score
4	If interactive elements cannot be identified as buttons, screen reader users may not realize the element is actionable, which can stop them from submitting forms, opening dialogs, or performing other intended actions.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <button class="button-0-3-5 button-d1-0-3-19" type="button" style="bottom: 0px; right: 2rem; font-size: 0.875rem; height: 1.875rem; box-shadow: rgba(0, 0, 0, 0.1) -4px -12px 25px 0px; border-radius: 2px 2px 0px 0px; transform: translateY(0px);"><div ...
```

#	Element	Relevant	Successes	Failures	Score
5	Screen reader users may find it difficult to distinguish between links when the purpose of each link cannot be determined from its text alone or together with its immediate context.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <a href="https://accessibe.com/blog/knowledgebase/screen-reader-guide" target="_blank" rel="noopener" tabindex="-1" class="acsb-sr-only" style="position: absolute; width: 200px; height: 1px; margin-top: -1px; z-index: -1; border: 0px; top: 0px; left:...
```

#	Element	Relevant	Successes	Failures	Score
6	Activating navigation links enables users to navigate to a different page within the site. Links that do not contain visible text or labeled images should be assigned labels that inform screen reader users of their destination.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <a href="https://accessibe.com/blog/knowledgebase/screen-reader-guide" target="_blank" rel="noopener" tabindex="-1" class="acsb-sr-only" style="position: absolute; width: 200px; height: 1px; margin-top: -1px; z-index: -1; border: 0px; top: 0px; left:...
```

#	Element	Relevant	Successes	Failures	Score
7	Smaller graphics used as decorative or complementary elements, such as icons, and that do not provide additional information will often add unnecessary clutter to a screen reader user's browsing experience.	Yes	2	0	100

Code snapshots of successful elements

```
1 <svg xmlns="http://www.w3.org/2000/svg" viewBox="0 0 19 19" fill="currentColor" class="icon-0-3-1 iconPlacement_left-0-3-2" role="presentation"><path fill="none" stroke="currentColor" stroke-linecap="round" stroke-linejoin="round" stroke-width="1.5" ...
```

```
2 <svg class="load__icon" role="presentation"> <path fill="#4ce1b6" d="M12,4V2A10,10 0 0,0 2,12H4A8,8 0 0,1 12,4Z"></path> </svg>
```

#	Element	Relevant	Successes	Failures	Score
8	Specifying a default page language ensures screen readers apply the correct pronunciation rules, voices, and braille output. Without it, screen readers may guess the language incorrectly, causing mispronunciations, confusion, and reduced comprehension for users.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <html lang="en" id="acsb-light-contrast" class="acsb-light-contrast" style="--acsb-keynav: 3px;"><head> <meta charset="utf-8"> <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no"> <meta name="theme-color" content="#0...
```

#	Element	Relevant	Successes	Failures	Score
9	The meta viewport should allow scalability, typically with width=device-width, initial-scale=1, so text can be resized up to 200% without loss of functionality. Using user-scalable=no or maximum-scale=1 prevents users from enlarging content, making it difficult for people with low vision to read or interact.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
```

#	Element	Relevant	Successes	Failures	Score
10	A missing page title makes it difficult for screen reader users and sighted users with multiple tabs open to identify the page, reducing orientation and usability.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <title>Client Dashboard - Help Hope Live</title>
```

#	Element	Relevant	Successes	Failures	Score
11	Screen readers rely heavily on page titles to announce the purpose of a page. If titles aren't descriptive, users with low or no vision may not understand the context until they start navigating the page.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <title>Client Dashboard - Help Hope Live</title>
```

#	Element	Relevant	Successes	Failures	Score
12	The alt attribute is used to provide a text alternative for images. It is not meant to be used on elements other than images and therefore will not be read using screen-readers.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
13	An iframe needs a label that describes its purpose to screen reader users.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
14	In most cases, using role=menu on navigation elements within a web page can negatively impact screen reader users, especially those using JAWS. The attribute should be used for menu types that function like those found in desktop applications.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
15	In most cases, using role=menubar on navigation elements within a web page can negatively impact screen reader users, especially those using JAWS. The attribute should be used for menu types that function like those found in desktop applications.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
16	In most cases, using ARIA menu roles within a web page can negatively impact screen reader users, especially those using JAWS. role="menuitem" should be used for menu items in menu types that function like those found in desktop applications.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
17	Make sure that no element has an autofocus attribute.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
18	Using role="application" is generally discouraged because it disables standard screen reader modes and forces users into an application mode. This removes familiar navigation shortcuts, such as heading or landmark navigation, and requires them to interact in ways they may not expect.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
19	A sticky footer remains anchored to the bottom of the screen while the rest of the page content can be scrolled. If it is not offset from interactive elements, it can overlap and obscure the item in focus.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
20	A sticky header remains anchored to the top of the screen while the rest of the page content can be scrolled. If it is not offset from interactive elements, it can overlap and obscure the item in focus.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
21	Ambiguous links like "Learn More", "Shop Now" and "Start Here" are often used as a call to action. However, screen-reader users, while using link navigation, do not interact with content above or below the link and therefore don't have the same context as to what they will learn more about.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
22	Activating anchor links enables users to navigate to a different section within the same page by scrolling and moving keyboard focus. Anchor links that do not contain visible text or labeled images should be assigned labels that inform screen reader users of their destination.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
23	Visual cues are often used by sighted users to indicate which link represents the current page within a set of links. This information should be made available to screen reader users by assigning <code>aria-current='page'</code> to the link.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
24	Interactive elements that trigger additional content should only have relationship and state ARIA attributes, such as <code>aria-expanded</code> and <code>aria-controls</code> , if they have interactive roles, such as button, tab, combobox and in rarer cases, link.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
25	Aria labels should describe elements that don't have proper text, like icons and field labels. It should not be used to override element texts. Screen reader users need to receive the exact text as visually on the screen, with more context if it is ambiguous. An exception applies to landmarks such as nav or other landmarks: here, ARIA labels can provide additional context or clarification.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
26	Functional images presented using CSS background or background-image properties should be marked up using role="img" so that they can be identified as images by screen reader users.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
27	Images require a text alternative when the image conveys meaningful content or serves a functional purpose. If the image is decorative, it must be hidden from assistive technology.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
28	Text alternatives must provide accurate descriptions of the image. Incorrect text alternatives, such as filenames or other placeholder values, may cause screen reader users to either miss essential information or hear unnecessary content that disrupts navigation.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
29	When non-graphical elements are marked up as images, screen reader users may misunderstand the intended purpose of the content.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
30	A <meta> element with http-equiv="refresh" is sometimes used to automatically redirect users after a time delay. These timed changes can interrupt and disorient users who rely on assistive technology	No	0	0	

#	Element	Relevant	Successes	Failures	Score
31	Screen readers rely on properly coded and associated labels to announce the purpose of a form field. A checkbox control without an identifiable label may prevent screen reader users from completing the form.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
32	Interacting with form controls shouldn't automatically submit a form or cause any other change in context without notifying the user in advance. Form controls that cause a context change on input can disorient a user, since the behavior is not expected.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
33	Adding type="submit" to a control that submits a form ensures that screen readers users expect a change of context when they activate the control.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
34	A slider should be operable with a single pointer	No	0	0	

#	Element	Relevant	Successes	Failures	Score
35	Screen readers rely on properly coded and associated labels to announce the purpose of a form field. A radio control without an identifiable label may prevent screen reader users from completing the form.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
36	If a field is marked as required only through visual cues, but lacks the required attribute or <code>aria-required="true"</code> , screen readers will not announce it as mandatory. As a result, users may experience unnecessary delays or confusion when trying to submit the form.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
37	Using an <code><article></code> tag on content that is not self-contained and that cannot stand on its own outside the context of the page, such as a blog post, news story, or forum entry, causes screen readers to announce misleading information about the purpose the content in relation to the main subject of the page.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
38	Main navigation elements should have role navigation to ensure that screen readers can identify them as navigation regions.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
39	A navigation landmark should identify a section that contains primary links for moving through the site or page. Using navigation landmarks for minor or secondary link groups makes it harder for screen reader users to locate the page's key navigation areas.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
40	The main landmark represents the primary content of a page. It should include only content unique to that page and must remain separate from repeated elements, such as navigation, header, or footer.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
41	Incorrectly tagging the main landmark may cause screen reader users to misunderstand where the primary content begins or ends, leading to confusion and inefficient navigation.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
42	A page typically presents one central subject, so a single main landmark establishes the boundaries of the primary content for screen reader users. Multiple main landmarks create uncertainty about the scope, leading to confusion and difficulty navigating the page.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
43	Screen reader users rely on landmarks to quickly access important regions of a page. Defining a form as a search landmark ensures that users can quickly recognize and navigate to the search form.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
44	A breadcrumb region presents a trail of links showing the user's current page in relation to higher-level pages on a site. Without a label, it may be announced by screen readers simply as "navigation", making it hard to distinguish from other navigation regions on the page.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
45	Breadcrumb navigation regions are essential for user orientation. If not appropriately tagged, screen reader users will not know that such an option exists on the page and will face more difficulties browsing around.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
46	Elements with emphasis importance should have the emphasis role. If not, screen reader users may not understand the emphasis of the text.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
47	Discounted prices often appear next to the original and distinguished with visual cues like strikethroughs or color changes. Both prices must also be conveyed by screen readers in a way that enables users to differentiate between the values, ensuring they can understand when a discount is applied.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
48	Elements with strong importance should have the strong role. If not, screen reader users may not understand the importance of the text.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
49	An empty list will still be announced by screen readers, which may confuse users, leaving them unsure if the list is empty or an issue prevents the screen reader from announcing the list items.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
50	A tablist without role="tablist" is not announced as a group of related tabs, which prevents screen reader users from recognizing the structure and purpose of the component. This makes it harder to navigate between tabs and understand that the controls belong to a single set.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
51	Applying role="tablist" to an element without tabs misleads screen reader users by suggesting a group of tabs that does not exist.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
52	Custom tabs must be explicitly defined for screen readers since there are no native HTML tab elements. Without assigning role="tab" to the interactive elements, assistive technology will not identify them as tabs, preventing users from understanding their function or navigating them as part of a tab interface.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
53	Applying role="tab" to an element that is not part of a functioning tab interface misleads screen reader users by presenting it as a tab without a corresponding panel.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
54	The role="tabpanel" identifies an element as the content region of a tab interface. Without this role, panels are exposed only by their native role (such as a generic div or a named section) and screen reader users may not perceive them as part of the tab structure.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
55	Applying role="tabpanel" to an element without a corresponding tab misleads screen reader users by announcing it as tab content, even though no controlling tab exists.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
56	If a column header is not marked up with the correct role or scope, screen reader users cannot determine which header applies to each cell.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
57	If a table header cell is empty, screen reader users may only hear a generic label such as "column 3" or nothing at all. This makes it harder to understand what each column or row represents.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
58	When a layout table is marked up with HTML elements like <table> or <tr>, or assigned table ARIA roles, screen readers announce a data table structure with rows, columns, and headers, even though the table is only used for page layout.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
59	Nested tables are often misinterpreted by screen readers, making it hard for users to follow the intended structure and meaning of the data.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
60	If a table row header is not marked up with the correct role or scope, screen reader users cannot determine which header applies to each cell.	No	0	0	

WCAG Best Practices (Not included in score)

#	Element	Relevant	Successes	Failures	Score
1	Assigning a valid ISO language value to the <html> lang attribute ensures that screen readers use the correct pronunciation rules, browsers apply proper spell-checking and translation, and search engines index the content in the appropriate language.	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <html lang="en" id="acsb-light-contrast" class="acsb-light-contrast" style
  = "--acsb-keynav: 3px;"><head> <meta charset="utf-8"> <meta name="viewport" c
  ontent="width=device-width, initial-scale=1, shrink-to-fit=no"> <meta name
  ="theme-color" content="#0...
```

#	Element	Relevant	Successes	Failures	Score
2	Providing a meta viewport to control layout and scaling on mobile devices	Yes	Pass	-	100

Code snapshots of successful elements

```
1 <meta name="viewport" content="width=device-width, initial-scale=1, shrink-t
  o-fit=no">
```

#	Element	Relevant	Successes	Failures	Score
3	If an element's aria-describedby attribute points to an id that does not exist or is not valid, assistive technologies will not convey the intended description, causing users to miss important context.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
4	Since aria-labelledby relies on valid id references, screen readers can only announce the label if the target exists. If the id is missing or invalid, the label will not be conveyed, causing users to miss important context.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
5	The element's aria-controls points to an id that does not exist, or is not valid, breaking the link between the controlling element and the content it manages.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
6	It's good practice to warn users about the expected behavior when activating a link triggers an image to appear.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
7	It's good practice to warn users about the expected behavior when activating a link triggers a mail application.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
8	It's good practice to warn users about the expected behavior when activating a link triggers a PDF reader.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
9	The title attribute is announced inconsistently across screen readers and browsers, making it unreliable for labeling interactive controls. Because many users may never hear the content, reliance on the attribute risks loss of information. Instead, it should be used to provide extra help text in addition to a valid label.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
10	Figure elements are often incorrectly used to display images on the screen. Incorrectly using the figure tag, without providing a proper figcaption, adds unnecessary clutter to the screen reader user's experience.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
11	The contentinfo region, typically represented by the <footer> element, is found at the end of each page and provides screen reader users with information about the website, such as copyright, contact details, legal information, and navigation links.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
12	When a region without global site information is tagged as a contentinfo landmark, screen reader users may be misled about its purpose and expect website-level details, such as copyright or contact information.	No	0	0	

#	Element	Relevant	Successes	Failures	Score
13	Each page should normally include only one contentinfo landmark (usually the site footer) to keep landmark navigation simple and predictable. Additional contentinfo landmarks are permitted when clearly justified, but they must each have a unique accessible label.	No	0	0	

This audit is subject to the [Terms of Service](#)