



TOP TEN WAYS TO MAKE ATMS ACCESSIBLE

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- 1 The physical location of the ATM must be accessible to everyone**
 - Wheelchair users must be able to get to the ATM from anywhere in the venue.
 - Staff working in the area must be prepared to assist or explain the location of the ATM.
 - Provide tactile map location of the ATM to blind users.
 - Clear signage; with good lighting, high contrast, large and clear fonts.
- 2 ATM interface hardware and software must be Bilingual; Arabic and English Languages**
- 3 People must be able to access the ATM control panel from a seated position**
 - The ATM operating panel must be within 48-54 inches of reach for people seated in wheel chair; for both forward and side reach.
 - Ensure controls located around the display screen are also within reach; 48-54 inches.
 - Provide an overhang style control panel so wheelchair users may be able to wheel under it with their knees and thighs for optimal reach of all controls, the card entrance, the receipt of money, and the paper receipt.
- 4 ATMs must be equipped with earphone input and Braille Buttons for blind users**
 - Earphone inputs must be placed in a consistent location on control panels according to international standards with Braille and tactile.
 - ATM control buttons must have Braille on them.
- 5 The ATM Application must have screen reading assistive technology built in for blind users**
 - Application must be fully accessible by screen reading technology for all functions related to ATM operations.
- 6 ATM Application must have a screen magnifier built into the system for people with low vision**
 - Screen Magnifier button should be easily found on the application interface
 - Magnification should be as high as 20 to 30 X
- 7 Use SMS notification of bank transactions in addition to normal paper receipt from the ATM machine**
 - People with disabilities use their mobile device more than computers, which makes SMSs easily accessible to them and is more commonly used.
- 8 Use simple accessible text in ATM Application**
 - Text type should be Sans-serif fonts; examples; Verdana, Arial, Tahoma
 - Minimum text size should be between, English; 12 and 14 points. Arabic; 14 to 16 points
 - Avoid using stylized text such as drop shadow, italics, strike through, etc.
 - When emphasizing words or phrases, use Bold text with italic as an option
 - Avoid using Blinking or Animated text
- 9 Color should be used appropriately with good visual contrast and not used alone to convey a meaning, prompt an action, or response.**
 - Using color to convey meaning, Example: Avoid using Red alone to convey an error message.
 - Minimum color contrast between foreground and background content should be 4.5:1
 - a. To enhance contrast, it is good to have an option to reverse color scheme; e.g. White text on black background.
- 10 When Audio and Videos are used, they must have text equivalent**
 - When using audio; ensure there is text equivalent; text transcript or text instructions.
 - When using videos; make sure there are subtitles and audio description/narration when there is no spoken dialogue or only visuals.