
Ergonomija medsebojnega vpliva človek-sistem - 171. del: Smernice za dostopnost programske opreme (ISO 9241-171:2026)

Ergonomics of human-system interaction - Part 171: Guidance on software accessibility (ISO 9241-171:2026)

Ergonomie der Mensch-System-Interaktion - Teil 171: Leitlinien für die Barrierefreiheit von Software (ISO 9241-171:2026)

Ergonomie de l'interaction homme-système - Partie 171: Lignes directrices relatives à l'accessibilité aux logiciels (ISO 9241-171:2026)

Ta slovenski standard je istoveten z: **EN ISO 9241-171:2025**

ICS:

13.180	Ergonomija	Ergonomics
35.080	Programska oprema	Software
35.180	Terminalska in druga periferna oprema IT	IT Terminal and other peripheral equipment

SIST EN ISO 9241-171:2026**en,fr,de**

Sample Document

get full document from standards.iteh.ai

EUROPEAN STANDARD

EN ISO 9241-171

NORME EUROPÉENNE

EUROPÄISCHE NORM

December 2025

ICS 13.180; 35.080

Supersedes EN ISO 9241-171:2008

English Version

Ergonomics of human-system interaction - Part 171: Software accessibility (ISO 9241-171:2025)

Ergonomie de l'interaction homme-système - Partie
171: L'accessibilité aux logiciels (ISO 9241-171:2025)

Ergonomie der Mensch-System-Interaktion - Teil 171:
Leitlinien für die Barrierefreiheit von Software (ISO
9241-171:2025)

This European Standard was approved by CEN on 13 December 2025.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

© 2025 CEN All rights of exploitation in any form and by any means reserved
worldwide for CEN national Members.

Ref. No. EN ISO 9241-171:2025 E

Contents	Page
European foreword.....	3

Sample Document

get full document from standards.iteh.ai

European foreword

This document (EN ISO 9241-171:2025) has been prepared by Technical Committee ISO/TC 159 "Ergonomics" in collaboration with Technical Committee CEN/TC 122 "Ergonomics" the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by June 2026, and conflicting national standards shall be withdrawn at the latest by June 2026.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN ISO 9241-171:2008.

Any feedback and questions on this document should be directed to the users' national standards body/national committee. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

Endorsement notice

The text of ISO 9241-171:2025 has been approved by CEN as EN ISO 9241-171:2025 without any modification.

Sample Document

get full document from standards.iteh.ai



**International
Standard**

ISO 9241-171

**Ergonomics of human-system
interaction —**

**Part 171:
Software accessibility**

Ergonomie de l'interaction homme-système —

Partie 171: L'accessibilité aux logiciels

**Second edition
2025-12**

Sample Document

get full document from standards.iteh.ai

ISO 9241-171:2025(en)

Sample Document

get full document from standards.iteh.ai

**COPYRIGHT PROTECTED DOCUMENT**

© ISO 2025

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

© ISO 2025 – All rights reserved

ISO 9241-171:2025(en)

Contents

	Page
Foreword	viii
Introduction	ix
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
3.1 Major accessibility related concepts.....	1
3.2 Concepts relating to interaction.....	3
3.3 Concepts relating to the user interface.....	3
3.4 Concepts relating to individualization.....	6
3.5 Concepts relating to accessibility features.....	6
3.5.1 Major concepts relating to accessibility features.....	6
3.5.2 Concepts relating to visual accessibility features.....	7
3.5.3 Concepts relating to audio accessibility features.....	8
3.5.4 Concepts relating to audiovisual accessibility features.....	9
3.5.5 Concepts relating to input features.....	9
3.5.6 Concepts relating to keyboard-based input features.....	10
4 Conventions	12
5 Conformance	13
6 Structure and application of this document	13
6.1 External principles and guidance.....	13
6.1.1 Accessibility principles of the W3C Web Content Accessibility Guidelines (WCAG) 2.2.....	13
6.1.2 Accessibility principles of the W3C User Agent Accessibility Guidelines (UAAG) 2.0.....	14
6.2 Accessibility goals of ISO/IEC Guide 71.....	14
6.3 Organization of guidance in this document.....	15
6.4 Achieving accessibility.....	16
7 Goal 1: Achieving suitability for the widest range of users' needs	16
7.1 To recognize that users are included as system users within diverse contexts.....	16
7.2 To have accessible support for using the system.....	16
7.2.1 Describe accessibility features.....	16
7.2.2 Provide accessible support services.....	16
7.2.3 Provide accessible training material.....	17
7.2.4 Provide user documentation in accessible electronic form.....	17
7.2.5 Provide accessible feedback mechanisms.....	17
7.3 To have the system accessible to an individual with combinations of needs.....	17
8 Goal 2: Achieving conformity with user expectations needs	18
8.1 To not be surprised by the results of interactions with the system.....	18
8.1.1 Maintain naming consistency.....	18
8.1.2 Maintain location and ordering consistency.....	18
8.1.3 Present user notification using consistent techniques.....	18
8.1.4 Update equivalent alternatives for media when the media changes.....	18
8.1.5 Use familiar tactile patterns.....	19
8.1.6 Manage consistent focus.....	19
8.1.7 Restore state when regaining focus.....	19
8.1.8 Follow platform keyboard conventions.....	19
8.1.9 Managing changes of context.....	19
8.2 To apply personal knowledge and experience to interact successfully with the system.....	20
8.3 To provide user assistance for knowledge needed to interact with the system.....	20
8.4 To provide immediate and easily accessible help or further instructions, where such help can be provided by the system.....	20

ISO 9241-171:2025(en)

9	Goal 3: Achieving support for individualization needs	20
9.1	To be provided with the way of interacting with a system that best works for them	20
9.2	To choose between the available input and output modalities and their configuration without requiring restart of the system	21
9.2.1	Enable switching of input and output alternatives	21
9.2.2	Enable revising or reassigning controls	21
9.3	To have simultaneous use of alternate interaction modalities	21
9.3.1	Choosing modalities to be simultaneously available	21
9.3.2	Switching between simultaneously available modalities	21
9.3.3	Allow user to select media streams to be presented	21
9.4	To be provided with information on available options for interacting with a system on which to base a choice of interaction methods	21
9.5	To be provided with an accessible means to choose individualization features	22
9.5.1	Enable individualization of user-preference settings	22
9.5.2	Enable adjustment of attributes of common user-interface elements	24
9.5.3	Enable individualization of the user interface	24
9.6	To have individualization features maintained for future uses of the system, until changed by the user	24
9.6.1	Utilize user-preference profiles	24
9.6.2	Provide a means of restoring system defaults	25
9.6.3	Minimize the need to restart for changes	25
9.7	To provide pre-defined preference profiles	25
9.8	To take or give up control of functions that can be performed by either the user or the system	25
9.9	To have the option to use the system with a minimum of setup or configuration	25
9.10	To customize important functionality: a new user accessibility need (UAN)	25
9.10.1	Manage key input functionalities	25
9.10.2	Manage pointer functionalities	27
9.10.3	Manage visual attributes	28
9.10.4	Manage auditory attributes	30
9.10.5	Manage language selection	30
9.10.6	Manage windowing functionalities	31
9.10.7	Manage functionalities providing content alternatives	32
9.10.8	Manage animation functionalities	32
9.10.9	Adjust the scale and layout of user-interface elements as font-size changes	32
10	Goal 4: Achieving approachability needs	33
10.1	To have the system free from any physical barriers	33
10.2	To have the system free from any psychological barriers	33
10.3	To have the system maintain the user's attention	33
10.3.1	Engage the user's attention	33
10.3.2	Enable user rest breaks	33
10.4	To have interaction options clearly presented	33
10.5	To have appropriate levels of privacy and security	34
10.6	To avoid patterns that cause psychological or physical discomfort or disturbance	34
10.6.1	Avoid seizure-inducing flash rates	34
10.7	To use the system remotely as well as directly	34
10.8	To have the system free from environmental barriers	34
11	Goal 5: Achieving perceivability needs	34
11.1	To use a specific sensory modality (or a set of specific modalities) to perceive information	34
11.1.1	To have information presented visually	34
11.1.2	To have visual information available in other modalities	35
11.1.3	To have information presented in auditory form	35
11.1.4	To have audio information available in other modalities	35
11.1.5	To have information in tactile form	36
11.1.6	To have tactile information also available in other modalities	36
11.1.7	To experience information via multiple simultaneous modalities	36
11.2	To have presentation attributes of a modality that match an individual's needs	36

ISO 9241-171:2025(en)

11.2.1	To have presentation attributes specific to the visual modality that match an individual's needs.....	36
11.2.2	To have material printed.....	38
11.2.3	To have sign language perceivable.....	38
11.2.4	To have 3-dimensional visual information presented using only two dimensions.....	38
11.2.5	To have presentation attributes specific to the auditory modality that match an individual's needs.....	38
11.2.6	To select or deselect different audio streams.....	39
11.2.7	To have presentation attributes specific to the tactile modality that match an individual's needs.....	39
11.2.8	To have visual or tactile feedback occur at the same location as the control.....	39
11.3	To distinguish among the different components of information that are being presented.....	39
11.3.1	To distinguish between different components without them interfering with one another.....	39
11.3.2	To prevent actions which would unintentionally decrease information perceivability.....	39
11.3.3	To locate and identify all actionable components without activating them.....	39
11.3.4	To have actionable components look, sound or feel distinctive from non-actionable components.....	40
11.3.5	To have sufficient landmarks and cues to navigate to the necessary locations, functionalities or controls to carry out a task.....	40
11.3.6	To have distinct recognizable signals for different alerts or other messages that use signals.....	40
11.4	To perceive information regardless of environmental or other conditions that might interfere.....	40
11.4.1	To perceive foreground information in the presence of background information.....	40
11.4.2	To avoid distractions that prevent focusing on a task.....	41
11.4.3	To have accessibility features not interfere with perception of standard information.....	41
11.4.4	To have only the content necessary for the current task presented.....	41
11.4.5	To have haptic input and output from devices not interfere with the perception of information.....	41
11.5	To not have one's senses overloaded.....	41
11.6	To have attention drawn to critically important information in the appropriate modality, form, and language.....	42
12	Goal 6: Achieving understandability needs.....	42
12.1	To obtain information on the system and its components and functionalities.....	42
12.1.1	To get an overview and to orient the users to the system and its functions and components.....	42
12.1.2	To obtain and use unique names for every user interface component.....	43
12.1.3	To receive training that supports an individual's cognitive needs.....	46
12.1.4	To receive help that supports an individual's cognitive needs.....	46
12.1.5	To receive recommendations that aid a user's understanding.....	47
12.2	To understand information presented by the system.....	47
12.2.1	To have presented information as easy to understand as possible.....	47
12.2.2	To have individual linguistic requirements supported by the system.....	48
12.2.3	To have individual cultural requirements supported by the system.....	48
12.2.4	To have text alternatives be provided for all non-textual information.....	48
12.2.5	To have information provided pictorially as well as via text.....	50
12.2.6	To customize abstract symbols with alternative representations.....	50
12.2.7	To have language presented in a particular modality and format.....	50
12.3	To have information that supports an individual's cognitive needs.....	51
12.3.1	To have information presented in a manner that supports an individual's styles of reasoning.....	51
12.3.2	To avoid unnecessary high cognitive demands.....	51
12.3.3	To have navigation that supports an individual's thinking style.....	51
12.3.4	To have assistance with remembering and recalling information.....	53

ISO 9241-171:2025(en)

12.4	To have the steps for completing tasks optimized to match an individual's needs and clearly explained.....	53
12.4.1	Optimize the number of steps required for any task.....	53
12.5	To have cues to support the individual in completing tasks.....	53
12.5.1	Provide notification about toggle-key status.....	53
12.5.2	Provide implicit or explicit designators.....	54
12.5.3	Provide notification of progress.....	54
12.6	To have feedback showing the results of actions.....	54
12.7	To have sufficient time to interact with the system.....	54
12.7.1	To have sufficient time to understand displayed or presented information.....	54
12.7.2	To have information necessary to plan actions available in advance.....	55
12.7.3	To plan a series of actions in advance.....	55
12.8	To access support when needed.....	55
13	Goal 7: Achieving controllability needs.....	55
13.1	To use a specific sensory modality (or a set of specific sensory modalities) for inputs to the system.....	55
13.1.1	To have alternate modalities of input to the system.....	55
13.1.2	To use the tactile modality as a source of inputs to the system.....	56
13.1.3	To use sound as a source of inputs.....	56
13.1.4	To use visual recognition as a source of inputs.....	57
13.2	To control attributes of an input or interaction modality to match an individual's needs.....	57
13.2.1	To have acceptable input or interaction attributes specific to the tactile modality.....	57
13.2.2	To have acceptable input or interaction attributes specific to the auditory modality.....	57
13.2.3	To have acceptable input or interaction attributes specific to the visual modality.....	57
13.2.4	To position system components and devices in suitable locations for their use.....	57
13.3	To use a specific interaction method to provide inputs to the system.....	57
13.3.1	Keyboard-based interactions.....	57
13.3.2	Pointer-based interactions.....	59
13.3.3	Speech-based interactions.....	59
13.3.4	Gesture-based interactions.....	60
13.4	To perform the task using specific types of action.....	60
13.4.1	To have a means of shifting the focus from one interface component to another interface component.....	60
13.4.2	To perform the task using various parts of the body.....	61
13.4.3	To have a method to fully operate the system that does not require simultaneous actions.....	61
13.4.4	To interact with the system at one's own pace.....	62
13.4.5	To have a method to fully operate the system that does not require direct body contact.....	64
13.4.6	To have specific interaction features: a new user accessibility need (UAN).....	64
13.5	To perform supporting and maintenance tasks related to the use of the system that other users are expected to undertake.....	67
13.6	To control the environment (to the extent possible) to prevent interference with performing the task.....	67
13.6.1	General.....	67
13.6.2	Avoid interference with accessibility features.....	67
13.7	To access the controls that allow them to turn on and adjust the built-in accessibility features.....	68
13.7.1	Make controls for accessibility features discoverable and operable.....	68
13.7.2	Inform user of accessibility feature "On" or "Off" status.....	68
13.7.3	Inform user of accessibility feature activation.....	68
13.7.4	Provide capability to use preference settings across locations.....	68
13.8	To have a suitable level of autonomy.....	69
14	Goal 8: Usability.....	69
14.1	To be provided a means to successfully accomplish tasks.....	69
14.2	To avoid making mistakes in completing tasks.....	69
14.3	To complete tasks in an efficient manner relative to one's own abilities.....	69

ISO 9241-171:2025(en)

14.4	To perform tasks with a minimum of physical exertion.....	69
14.5	To perform tasks with a minimum of cognitive exertion.....	69
14.6	To operate the system without becoming fatigued.....	70
14.7	To complete tasks within the available time.....	70
14.8	To be satisfied with the outcome of interacting with the system.....	70
14.9	To have comparable satisfaction that the system is worth using to that of other users.....	70
15	Goal 9: Error tolerance.....	70
15.1	To have confidence that using the system will be free from negative consequences or unacceptable risks.....	70
15.1.1	Avoiding negative consequences.....	70
15.1.2	Avoiding motion sickness.....	70
15.1.3	Avoiding unexpected major changes.....	70
15.2	To explore a system without unintentionally activating components or their functionalities.....	71
15.2.1	Support exploration without unintentionally activating functions.....	71
15.2.2	Safeguard against inadvertent activation or deactivation of accessibility features.....	71
15.3	To accomplish tasks in spite of the occurrence of errors.....	71
15.3.1	Allow warning or error information to persist.....	71
15.4	To detect when errors have been made.....	71
15.4.1	Notify the user when errors are detected.....	71
15.4.2	Provide information about the error that has occurred.....	71
15.5	To recover from errors made from interacting with the system.....	71
15.5.1	Facilitate navigation to the location of errors.....	71
15.5.2	Assist with error correction.....	71
15.6	To reset a system to an earlier or original condition as a means of responding to errors.....	72
15.7	To avoid errors by making negative consequences be obvious, easy to avoid, and difficult to trigger.....	72
16	Goal 10: Equitable use.....	72
16.1	To use a system in a manner that is as similar as possible to other users.....	72
16.2	To use a system in a manner that is equivalent to that of other users, even if the manner of use is different.....	72
16.3	To have available alternate ways of interacting with a system that match a user's needs.....	72
16.3.1	Provide alternative means of interaction that match users' needs.....	72
16.3.2	Provide alternatives when assistive technology (AT) is not operable.....	73
17	Goal 11: Compatibility with other systems.....	73
17.1	To use their own assistive products or assistive technology (AT) to interact with all the functionalities of the system.....	73
17.1.1	Make interactions available to assistive technology (AT).....	73
17.1.2	Make user-interface element information available to assistive technologies.....	73
17.1.3	Make feedback and messages available to assistive technology (AT).....	74
17.1.4	Make event notification available to assistive technologies.....	74
17.1.5	Enable communication between software and assistive technology (AT).....	75
17.1.6	Use standard accessibility services.....	75
17.1.7	Allow assistive technology (AT) to change focus and selection.....	76
17.1.8	Allow assistive technology (AT) to access resources.....	76
17.1.9	Use system-standard input and output.....	76
17.1.10	Enable appropriate presentation of tables.....	76
17.1.11	Accept the installation of keyboard and pointing device emulators.....	77
17.1.12	Allow assistive technology (AT) to monitor output operations.....	77
17.2	To have the interaction between the system and assistive technology be without interference.....	77
17.2.1	Support combinations of assistive technologies.....	77
17.2.2	Avoid interference between assistive technologies.....	77
17.3	To have specific accessibility functions available at all times, without disruption.....	77
17.3.1	Pass through of system functions.....	77
17.3.2	Restore hidden accessibility functions.....	78
Annex A (informative) W3C web content accessibility guidelines (WCAG) 2.2 success criteria.....		79

ISO 9241-171:2025(en)

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

ISO draws attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO takes no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents. ISO shall not be held responsible for identifying any or all such patent rights.

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 159, *Ergonomics*, Subcommittee SC 4, *Ergonomics of human-system interaction*, in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/TC 122, *Ergonomics*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This second edition cancels and replaces the first edition (ISO 9241-171:2008), which has been technically revised.

The main changes are as follows:

- alignment to the user accessibility needs in ISO/IEC 29138-1 in [Clauses 7](#) to [17](#);
- addition of references to accessibility-related standards in [Clauses 7](#) to [17](#);
- addition of annexes for mapping this document to other documents containing accessibility-related guidance in [Annexes A](#) to [C](#).

A list of all parts in the ISO 9241 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

ISO 9241-171:2025(en)

Introduction

Accessibility is an important consideration in the design of products, systems, environments and facilities because it affects the range of people who are able to use them and use them easily. The more accessible a design, the wider the range of people who will find it usable.

The purpose of this document is to provide guidance on the design of the software of interactive systems so that those systems achieve as high a level of accessibility as possible. Designing human-system interactions to increase accessibility promotes increased effectiveness, efficiency and satisfaction for people having a wide variety of capabilities and preferences. Accessibility is therefore strongly related to the concept of usability (see ISO 9241-11).

The most important approaches to increasing the accessibility of a human-system interface are:

- meeting accessibility goals and user accessibility needs (see ISO/IEC 29138-1);
- adopting a human-centred approach to design (see ISO 9241-210);
- following a context-based design process;
- providing the capacity for individualization;
- offering individualized user instruction and training.

Accessibility goals and features must be incorporated into the design as early as possible, when it is relatively inexpensive compared to the cost of modifying products to make them accessible once they have been designed. As well as providing guidance for achieving that, this document addresses the increasing need to consider social and legislative demands for ensuring accessibility by the removal of barriers that prevent people from participating in life activities such as the use of environments, services, products and information.

This document is applicable to software that forms part of interactive systems used in the home, in leisure activities, in public situations and at work. Requirements and recommendations are provided for system design, appearance and behaviour, as well as specific accessibility issues, thereby complementing a wide range of International Standards (referenced in this document), as well as reflecting the goals outlined in ISO/IEC Guide 71.

Accessibility is an issue that affects many groups of people and many different environments. The intended users of interactive systems are consumers or professionals: people in the home, people at school, engineers, clerks, salespersons, web designers, etc. The individuals in such target groups vary significantly in terms of physical, sensory and cognitive abilities and each group will include people with different abilities. People with disabilities do not form a specific group that can be separated out and then disregarded. The differences in capabilities can arise from a variety of factors that serve to limit the capability to engage in the activities of daily living and are a “universal human experience”. Therefore, accessibility addresses a widely defined group of users including:

- people with physical, sensory and cognitive impairments present at birth or acquired during life;
- elderly people who can benefit from new products and services but who experience reduced physical, sensory and cognitive capacities;
- people with temporary disabilities, such as a person with a broken arm or someone who has forgotten his or her glasses;
- people who experience difficulties in particular situations or environments, such as a person who works in a noisy environment or has both hands occupied by other activities.

This document recognizes that some users of software will need assistive technologies in order to use a system. In the concept of designing software to be accessible, this includes the capability of a system to provide connections to, and enable successful integration with, assistive technologies, in order to increase the number of people who will be able to use the interactive system. Guidance is provided on designing