



Making Your Shop or Church Website Accessible

club website — mostly free habits An Extended Guide · No. 2087

————— An Extended Guide · No. 2087 —————

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

Book a visit — billshometech.com/book

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THE 60-SECOND VERSION

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1. The Whole Idea on One Page If you read only one page, read this. Here is the whole idea as a short checklist. Making a website accessible means building it so people of every ability can use it — those who can't see well, can't hear, or can't use a mouse. It's partly the law, but mostly it's plain hospitality: a welcoming front door for everyone who wants to reach your shop, church, or group.

- 1 Use text big enough to read and strong color contrast so words stand out.
- 2 Add a short written description ('alt text') to every meaningful picture.
- 3 Put captions on any video, and a transcript where you can.
- 4 Make sure everything works with a keyboard, not just a mouse.
- 5 Write in plain language, with clear headings and link wording.
- 6 Test it by trying the keyboard and a screen reader, and fix what trips you up. GOOD TO KNOW You don't need to be a web expert or spend money to make big improvements. Most of accessibility is a handful of good habits — readable text, described pictures, captioned video — that also make your site better for everyone. The rest of this guide walks through each habit gently, with a simple way to check your own site. Take it a page at a time; you can make real improvements in an afternoon and keep polishing from there. WHY IT MATTERS 2. Why Accessibility Matters A great many people live with some difference in how they see, hear, move, or read. When a website ignores them, it

quietly turns them away — not out of malice, but out of oversight. An accessible site simply welcomes everyone, the way a ramp and a wide door welcome everyone to a building. There's a practical side too. Accessible sites tend to be clearer and easier for everybody, they're found more easily by search engines, and they keep a small organization on the right side of the law. Doing right by people with disabilities turns out to be doing right by your whole audience. Millions of people have a vision, hearing, movement, or reading difference.

TIP

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An inaccessible site turns them away without meaning to.

Accessible sites are clearer and easier for everyone, not just some. It keeps you on the right side of the law and of simple kindness. Think of accessibility as a ramp, not a renovation. A few thoughtful choices open your door to people who'd otherwise be left on the step — and make the entrance nicer for everyone.

THE LAW 3. A Plain Word About the Law You may have heard that websites must be accessible under disability law, and that businesses have faced complaints over inaccessible sites. This is broadly true, and it applies to small organizations too, though the details are a matter for lawyers. The good news is that doing the honest, kind thing also keeps you largely on the right side of it. Disability law is widely understood to cover websites, including small ones. Complaints and lawsuits over inaccessible sites do happen. Following the common accessibility guidelines is the usual way to show good faith. For your specific legal exposure, ask a lawyer — this guide can't be legal advice.

WATCH OUT Be wary of companies that send scary letters claiming your site breaks the law and demanding you buy their 'instant fix' overlay. Real accessibility is built in, not bolted on, and a pushy sales letter is not legal advice. Let the law be a nudge, not a fright. If you build your site around the plain habits in this guide, you're doing what the guidelines ask and, far more importantly, welcoming real people. For your particular situation, a lawyer is the right source.

THE GUIDELINES 4. The Guidelines, in Plain English There's an internationally recognized set of web accessibility guidelines, usually shortened to WCAG, that most of the world points to. You don't need to read them cover to cover. They boil down to four plain ideas, and keeping those in mind covers most of what matters. **Perceivable:** people can take in your content — see the text, hear the audio, or get it another way.

GOOD TO KNOW

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Operable: people can use it — by mouse, keyboard, touch, or voice.

Understandable: it's clear and behaves the way people expect. Robust: it works across browsers, devices, and assistive tools. You'll see 'WCAG' and levels called A, AA, and AAA. Most organizations aim for the middle level, AA. You don't need the jargon — the four plain ideas above carry you most of the way. Keep those four ideas in the back of your mind — perceivable, operable, understandable, robust — and most accessibility choices become common sense. The chapters ahead turn them into concrete habits.

TEXT SIZE 5.

Text People Can Actually Read

The most common barrier is simply text that's too small or too faint. Readable text is the foundation of an accessible site, and it helps every visitor, not only those with low vision. Aim for comfortably large text that readers can make even bigger if they wish. Use a comfortably large body text size, not tiny print. Let people zoom or enlarge the text without it breaking the layout. Choose a plain, clear font over a fancy, hard-to-read one. Give lines a little breathing room so they're easy to follow.

TIP Pull your site up and lean back from the screen, or try it on a phone at arm's length. If you have to squint, so does your visitor. Bigger, plainer text is almost always an improvement. Readable text costs nothing and helps everyone — the older reader, the tired reader, the one on a small phone. It's the simplest, highest-value accessibility habit of all.

COLOR CONTRAST

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6. Color Contrast You Can See Light gray text on a white background may look elegant to a designer, but it's hard to read for many people and nearly impossible for some. Strong contrast between text and its background is essential. The rule of thumb: dark text on a light background, or light text on a dark one, with plenty of difference between them. Use strong contrast — dark on light or light on dark. Avoid pale gray text, or text laid over a busy photo. Don't rely on color alone to carry meaning — add a word or symbol too. Free contrast-checking tools can tell you if your colors pass. **GOOD TO KNOW** Relying on color alone — 'click the green button,' 'errors are in red' — leaves out people who can't tell those colors apart. Always pair color with a word, shape, or label so the meaning survives. Good contrast is one of the easiest wins, and free tools make it simple to check. Firm up your contrast and a surprising number of readers suddenly find your site comfortable. **ALT TEXT** 7. Giving Pictures a Voice People who can't see your pictures rely on a short written description, called 'alt text,' which their software reads aloud. Without it, a photo is just silence, or a meaningless file name. Adding a sentence that says what each meaningful picture shows opens your images to everyone. Give every meaningful image a short, plain description. Describe what matters: 'Our storefront on Main Street,' not 'image123.jpg.' For a purely decorative image, it's fine to mark it as decorative so it's skipped. Keep descriptions brief and to the point — a sentence is usually plenty. **TIP** A good test for alt text: if you read only the words, would a blind visitor understand what the picture is doing there? 'Smiling volunteers serving at the food pantry' tells the story; 'photo' tells nothing.

HEADINGS

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Most website builders have a simple box for alt text when you add an image. Making a habit of filling it in, picture by picture, is one of the kindest accessibility steps you can take.

8. Headings That Give Structure Headings aren't just big bold text — they're the skeleton of a page. People using screen readers jump from heading to heading to find what they need, the way a sighted reader scans. Using real headings, in order, makes a page navigable instead of a wall of words. Use real heading styles, not just bold or bigger text. Keep them in order — a main heading, then sub-headings beneath it. Write headings that actually describe the section below them. Don't skip levels or use a heading just to make text big.

GOOD TO KNOW Someone using a screen reader can pull up a list of a page's headings and jump straight to the part they want — but only if you used real headings. Faking it with bold text leaves them with no map. Proper headings help everyone skim and help screen-reader users navigate. Most website builders offer heading styles in a menu; using them, in order, costs nothing and adds real structure. LINK WORDING 9. Links That Make Sense on Their Own A link that just says 'click here' or 'read more' is a small mystery, especially for someone whose software reads the links aloud out of context. Link wording that describes where it goes helps everyone know what they're clicking before they click. Make link text describe the destination: 'See our hours,' not 'click here.' Avoid bare 'read more' and 'here' as the clickable words. Don't paste a raw web address as the link — describe it in words. Make sure links look different from normal text, by more than color alone.

TIP

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Imagine hearing only your links read aloud, one after another, with no surrounding text.

'Click here, click here, read more' tells you nothing; 'Our menu, Directions, Give online' tells you everything. Clear link wording is a tiny habit with an outsized payoff. It helps screen-reader users enormously and makes your site easier for every visitor to scan.

KEYBOARD 10. Working Without a Mouse Many people can't use a mouse — because of a tremor, limited movement, or because they rely on a keyboard or other device. For them, everything on your site must be reachable and usable by keyboard alone. This is one of the most important and most overlooked habits. Everything clickable should also be reachable by pressing the Tab key. The spot you've tabbed to should be clearly visible on screen.

Menus, buttons, and forms should all work without a mouse. Nothing should trap the keyboard so a person can't tab back out. **GOOD TO KNOW** Try it yourself: put the mouse aside and move through your site using only the Tab key and Enter. If you can reach and use everything, and always see where you are, you've passed a big test. Keyboard access is essential and easy to check. If your whole site can be used with the keyboard alone,

you've cleared one of the highest bars in accessibility. **CAPTIONS 11. Captions and Transcripts for Video** Video and audio leave out anyone who can't hear them unless you add words. Captions — the text that appears on screen as people speak — open your videos to deaf and hard-of-hearing visitors, and to anyone watching with the sound off. A transcript does the same for audio. Add captions to any video with speech.

TIP

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Provide a transcript for audio like sermons or podcasts.

Check auto-generated captions and fix the mistakes — they're often rough. Captions also help viewers in noisy rooms or watching silently. Automatic captions are a helpful start but frequently garble names and terms. A few minutes correcting them turns 'good enough' into genuinely accessible — and spares your viewers some confusing nonsense. Captions and transcripts are the heart of accessibility for anything with sound. Companion guides on livestreaming and live captions go further; for your site, caption what you post. FORMS 12. Forms Everyone Can Fill In Forms — contact, sign-up, donation — are where accessibility often breaks down. A form that's clearly labeled and usable by keyboard welcomes everyone; one that isn't quietly blocks people from reaching you or giving to you. A few habits keep forms open to all. Give every box a clear, visible label, not just a faint hint inside it. Make the form fully usable by keyboard. When something's filled in wrong, say so clearly in words, not just red color. Keep forms short and the steps obvious. WATCH OUT A label that vanishes the moment someone types in the box leaves people — especially those using screen readers — unsure what each field was for. Keep labels visible, always. Accessible forms matter most of all, because forms are how people reach you, sign up, and give. A companion guide on contact forms goes deeper; the accessibility basics are clear labels and keyboard use.

PLAIN LANGUAGE**10. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

13. Writing in Plain Language Accessibility isn't only about sight and sound — it's also about understanding. Plain, clear writing helps people with reading differences, people whose first language isn't English, and honestly everyone who's busy and skimming. Simple words and short sentences are an accessibility feature. Use plain words over jargon and fancy vocabulary. Keep sentences and paragraphs short. Put the most important thing first. Break text up with headings and lists so it's easy to scan. **GOOD TO KNOW** Writing plainly isn't dumbing down — it's being considerate of a reader's time and ease. Clear, simple writing serves the scholar and the struggling reader alike. Plain language opens your content to the widest audience and respects everyone's time. It's the same gentle, clear style that makes a good handout — and it costs nothing but care. **NO FLASHING** 14. Avoiding Flashing and Motion Content that flashes, flickers, or moves suddenly can do real harm — it can trigger seizures in some people, and it distracts or disorients many others. Keeping your site calm and still, or letting motion be paused, is both safer and more pleasant. Avoid anything that flashes or flickers rapidly. Don't auto-play video or sound that a visitor can't stop. Let any moving slideshow or animation be paused. Keep motion gentle and purposeful, not jarring. **WATCH OUT** Rapidly flashing content can trigger seizures in people with photosensitive epilepsy. It's a serious safety matter, not just a style choice — keep flashing off your site entirely. A calm, still site is kinder to everyone and safer for some. Save the flashy effects; a clear, steady page serves your visitors far better.

MOBILE

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15. Working Well on a Phone Most people will visit your site on a phone, and a site that works well on a small screen is more accessible by nature — bigger touch targets, readable text, simple layout. Making sure your site behaves on a phone serves both accessibility and plain practicality. Check your site on a phone, not just a computer. Make buttons and links big enough to tap with a finger. Ensure text reflows to fit the screen without sideways scrolling. Keep the layout simple so it holds up on a small screen. TIP Pull your site up on your own phone and try to do the main things a visitor would — find your hours, tap 'give,' fill the contact form. If it's fiddly for you, it's worse for someone with a tremor or low vision. A site that works beautifully on a phone is already well along the accessibility road. Since that's where most visitors are anyway, it's effort that pays off twice over. OVERLAYS 16. The Truth About 'Accessibility Overlays' You'll see companies selling a little widget or 'overlay' that promises to make any site instantly accessible and lawsuit-proof. It's worth knowing plainly: accessibility experts and many people with disabilities widely criticize these tools, and they do not reliably fix the underlying problems. Overlays promise an instant fix, but widely fail to deliver real accessibility. Many disabled users find they get in the way more than they help. They don't repair the underlying issues — those still need real fixes. Buying one is no substitute for building the basics in properly. WATCH OUT Be especially wary of a scary 'you're breaking the law' letter that just happens to recommend buying an overlay. Real accessibility is built into the site, not sprayed on top by a widget.

CHECKING

12. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

Save your money and your trust. The honest habits in this guide — readable text, described images, captions, keyboard use — do far more good than any overlay, and they're mostly free. 17. Checking Your Own Site You don't need to hire anyone to find most of your site's accessibility problems. A handful of free checks and a little hands-on testing will surface the big issues, which are usually the ones worth fixing first. Treat it as a friendly inspection, not an exam. Run a free automated accessibility checker to catch common issues. Try your whole site using only the keyboard. Turn on your device's built-in screen reader and listen to a page or two. Check color contrast with a free tool. Shrink the window or use a phone to test the layout. GOOD TO KNOW Automated checkers catch perhaps half of the issues; the rest need a human trying the site. The good news is that you are a perfectly good human for the job — just use the keyboard and listen with a screen reader. A regular self-check keeps your site welcoming as it grows. Fix the big things first, note the rest, and chip away over time. Progress matters more than perfection. SCREEN READERS 18. Trying a Screen Reader Yourself The single most eye-opening thing you can do is turn on the screen reader already built into your computer or phone, close your eyes, and try to use your own site. It's humbling and instructive, and it reveals problems no checklist will. You don't need to be an expert — just listen. Turn on your device's built-in screen reader (both common systems have one free). Close your eyes and try to find your hours, or fill the contact form. Notice where you get lost, confused, or hear 'image' with no description. Each stumble points to a fix — usually a missing label or alt text.

TIP

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Give yourself five minutes with the screen reader on and your eyes shut. The places you get stuck are exactly the places your visitors with low vision get stuck — and now you know what to fix. Trying a screen reader turns accessibility from an abstract idea into a felt experience. It's the fastest way to understand why these habits matter and which ones your site needs most.

DOCUMENTS 19. Accessible PDFs and Documents Many sites post documents — a bulletin, a menu, a flyer, a form — often as PDFs. These need care too, because a PDF that's just a scanned picture of a page is invisible to a screen reader. Accessible documents carry real, selectable text and a little structure. Post documents with real, selectable text, not just a scanned image. Give PDFs headings and structure, as you would a web page. Add alt text to images inside documents too. Where you can, offer the information as a plain web page, not only a PDF.

GOOD TO KNOW A scanned flyer saved as a picture is a locked door to anyone using a screen reader. Posting the same information as plain web text, or a properly built PDF, opens it to everyone. Companion guides on filling out and handling PDFs go further. For accessibility, the key is real text over scanned pictures, and a plain web version wherever you can offer one.

COLOR & MEANING 20. Not Leaning on Color Alone It's worth a chapter of its own: never let color be the only thing carrying a message. Many people can't distinguish certain colors, so 'the items in red are sold out' or 'tap the green button' leaves them guessing. Always add a word, symbol, or label alongside the color. Don't say 'click the green button' — name the button too. Don't mark required fields with color alone — add a word or symbol.

WATCH OUT**14. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

Don't show status by color only — add text like 'Sold out.'

Color can reinforce meaning, but something else must carry it as well. Color blindness is common, especially among men. Any instruction or status that depends only on telling colors apart will fail for a real slice of your visitors. Pair every color cue with words. Letting color support meaning rather than carry it alone is a small discipline that quietly includes a great many people. Add the words, and no one is left guessing. WEBSITE BUILDERS 21. What Your Website Builder Can Do If your site is built on a common website builder, much of the accessibility groundwork may already be handled by the templates, and the rest is a matter of the choices you make. Knowing what your builder helps with — and what it leaves to you — focuses your effort. Good builders use accessible templates, handling much of the structure for you. They usually give you an alt-text box for each image — use it. They offer heading styles — use real ones, in order. The content choices — contrast, link wording, captions — are still up to you. GOOD TO KNOW A reputable website builder does a lot of the hard accessibility work in its templates. That leaves you free to focus on the content habits — alt text, headings, contrast, captions — which is where most of your attention belongs. Lean on your builder for the structural heavy lifting and put your energy into the content choices only you can make. Companion guides on building a simple website go further on choosing a builder. KEEPING IT UP 22. Staying Accessible as You Add Content Accessibility isn't a one-time project; it's a habit you keep as you add pages, photos, and posts. The good news is that once the habits are second nature — alt text with every image, captions with every video — staying accessible takes almost no extra effort.

TIP

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Add alt text every time you add an image, not later.

Caption every video as you post it. Use real headings and clear link wording in new pages. Do a quick self-check now and then, especially after a redesign. Build the habits into how you add content, and accessibility maintains itself. It's the retrofit of an old, neglected site that's hard work — keeping a good one good is easy. Treat accessibility as part of how you publish, not a chore bolted on afterward, and your site stays welcoming no matter how much it grows. A CHECKLIST 23. A Simple Accessibility Checklist Here's the whole guide boiled down to a checklist you can keep by the computer and run through when you build or review a page. If you can tick these, you've covered most of what matters for a small site. Text is large and readable, with strong contrast. Every meaningful image has a short description. Videos are captioned; audio has a transcript. The whole site works with the keyboard alone. Headings are real and in order; links describe where they go. Color never carries meaning by itself; nothing flashes. It works well on a phone, and forms are clearly labeled. **GOOD TO KNOW** This checklist isn't the full WCAG, but for a small shop, church, or club site it covers the great majority of what real visitors need. Tick these, and you're doing right by your audience. Keep this list handy and run it over each new page. It turns accessibility from a daunting standard into a short, friendly habit you can actually keep.

PRIORITIES**16. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech**

24. What to Fix First If your site has a lot to fix, don't be discouraged — start with the changes that help the most people for the least effort. A sensible order lets you make real progress quickly rather than drowning in a long list. First: make text readable and contrast strong — it helps nearly everyone. Next: add alt text to your most important images. Then: make sure the site works by keyboard and on a phone. After that: caption videos and fix link wording. Last: polish the details and re-check as you go. GOOD TO KNOW Perfection isn't the goal; progress is. Fixing contrast and adding alt text to your main images already helps more people than a long list of tiny tweaks ever would. Start big and broad. A clear order of priorities turns an overwhelming job into a series of satisfying wins. Tackle the high-impact basics first, and your site becomes dramatically more welcoming in short order. WHO IT HELPS

25. Remembering the People Behind It It's easy to treat accessibility as a technical checklist, but behind every item is a person. Alt text is for someone who can't see your photos. Captions are for someone who can't hear your video. Keyboard access is for someone who can't hold a mouse. Keeping the people in mind makes the work feel like what it is: hospitality. Alt text serves a neighbor who's blind or has low vision. Captions serve a neighbor who's deaf or hard of hearing. Keyboard access serves a neighbor with a tremor or limited movement. Plain language serves a neighbor with a reading difference. GOOD TO KNOW Every accessibility habit is a welcome extended to a real person who wants to reach your shop, worship with your church, or join your club. Seen that way, it's not a chore — it's an open door.

COMMON MISTAKES

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When the work feels tedious, picture the people it welcomes. Accessibility is simply making sure no one who wants to reach you is turned away at the door for a reason you could have fixed.

26. The Mistakes That Shut People Out Most accessibility problems come from a few common oversights. Knowing them helps you avoid the ones that shut the most people out. Pale, tiny text that many people can't read. Images with no description, invisible to screen readers. Videos with no captions, shutting out deaf visitors. A site that can't be used without a mouse. Trusting an 'overlay' widget instead of fixing the real issues. TIP Run a simple test: with the mouse away and your eyes shut using a screen reader, can you do the main things on your site? Each place you can't is a place someone is being shut out. Avoid these five and you've cleared the biggest barriers. Accessibility isn't about perfection; it's about not leaving people on the step for reasons that are easy to fix.

COMMON QUESTIONS 27. Answers to Common Questions A few questions come up again and again when a small organization starts making its site accessible. Here are short, honest answers to the ones heard most. 'Do small sites really have to?' The law is widely read to cover them, and it's the kind thing to do. 'Do I need to spend money?' Most of it is free habits, not purchases. 'Will an overlay fix it?' No — experts widely say overlays don't deliver real accessibility. 'How do I know if my site passes?' Free checkers plus trying the keyboard and a screen reader. 'Do I have to do it all at once?' No — start with the high-impact basics and keep improving.

GOOD TO KNOW

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If a question here makes you nervous, that's normal. In practice, the basics are approachable, mostly free, and you can make real progress in a single afternoon. If a worry is holding you back, it's worth a short conversation before you begin. There's rarely a question here without a reassuring answer — and a lawyer for the strictly legal ones.

A SIMPLE START 28. If You Only Do Three Things Perhaps the whole guide feels like a lot. That's all right. If you do nothing else, these three changes help the most people for the least effort.

- 1 Make your text large and your contrast strong, so everyone can read it.
- 2 Add a short description to every meaningful image on your site.
- 3 Put the mouse away and make sure the whole site works by keyboard. Those three alone clear the biggest barriers on most small sites. Everything else in this guide refines from there — captions, link wording, forms — but readable text, described images, and keyboard use carry you a long way. TIP Done beats perfect. Fix contrast and text size today, add alt text to your main images, confirm the keyboard works, and keep polishing from there at your own pace. GETTING STARTED 29. Getting Your Site Welcoming You now know the whole shape of it: readable text and strong contrast, described images, captioned video, keyboard use, plain language, and a simple self-check. The best time to start is soon — pick the highest-impact fixes and work down the list at your own pace.
- 4 First: fix text size and color contrast across your site.
- 5 Add alt text to your important images.
- 6 Confirm the whole site works by keyboard and on a phone.
- 7 Caption your videos and tidy up your link wording.
- 8 Run a free checker and try a screen reader to catch the rest.

GOOD TO KNOW

19. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech

You do not have to remember all of it. You just have to remember you can call. Friendly, in-person help for shops, churches, and groups around Portage County — I come to you. (330) 200-8042. Making your site accessible is one of the kindest and most practical things you can do for your audience. Start with the basics, keep the habits as you grow, and your front door stays open to everyone. BILL'S HERE TO HELP 30. You Don't Have to Do It Alone If any part of this feels like more than you want to take on — checking contrast, adding alt text, testing with a keyboard and screen reader, or sorting the real fixes from the overlay sales pitches — that's exactly the kind of thing I help local shops and groups with. There's no such thing as a silly question. I can review your site for the common barriers, show you how to add alt text and headings in your website builder, check contrast and keyboard use, help caption your videos, and set you up with the habits that keep it accessible as you grow. Then I leave you with a simple written checklist of your own. GOOD TO KNOW Friendly, in-person tech help for shops, churches, and people around Portage County. I come to you. If you are not happy with a visit, I will make it right. (330) 200-8042. Whether you do it yourself with this guide or give me a call, the goal is the same: a website that welcomes everyone who wants to reach you, with no one left on the step.

CHEAT SHEET

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Everyday Cheat Sheet Keep this page handy. It points you straight to what to do for each task. I want to... Do this Make text readable Large enough, plain font, strong color contrast Describe every image Short alt text so screen readers can convey the picture Caption your video Captions for video, a transcript for audio Work by keyboard Everything reachable and usable without a mouse Use real headings In order, and links that describe where they go Don't lean on color Pair every color cue with a word or symbol; no flashing Skip the overlays Build accessibility in; widgets don't deliver real fixes Check it yourself A free checker, the keyboard, and a screen reader Get help Call Bill: (330) 200-8042 WORDS TO KNOW Plain-English Word List Accessibility — Building a website so people of every ability — sight, hearing, movement, reading — can use it. Alt text — A short written description of an image that software reads aloud to people who can't see it. Screen reader — Software that reads a screen aloud, used by people who are blind or have low vision. Contrast — The difference in brightness between text and its background; strong contrast is easier to read. Captions — On-screen text of what's said in a video, for people who can't hear it or watch with sound off. Transcript — A written version of spoken audio, such as a sermon or podcast. Keyboard access — Being able to use everything on a site with the keyboard alone, no mouse needed. WCAG — The widely used web accessibility guidelines; most organizations aim for the middle level, 'AA'. Overlay — A widget that promises instant accessibility; experts widely say it doesn't deliver real fixes.

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HOW I CAN HELP

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Your Visit — and My Promise In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included. Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo). GOOD TO KNOW My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated. Call or text (330) 200-8042 · Book a visit: billshometech.com/book · bill@billshometech.com This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.

AT A GLANCE

A Picture to Follow Along

A Site Everyone Can Use

A few plain habits that open your website to people of every ability.

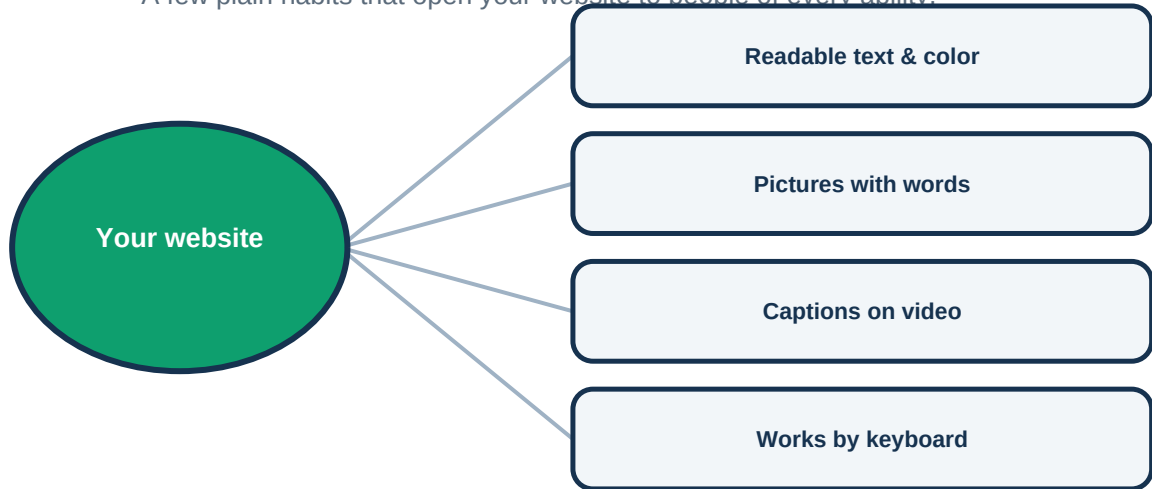


Illustration — a schematic. Set-up screens differ; each takes only a few minutes.

AT A GLANCE

A Second Look

Making It Welcoming

Each box is a short, calm step you can work through over time.

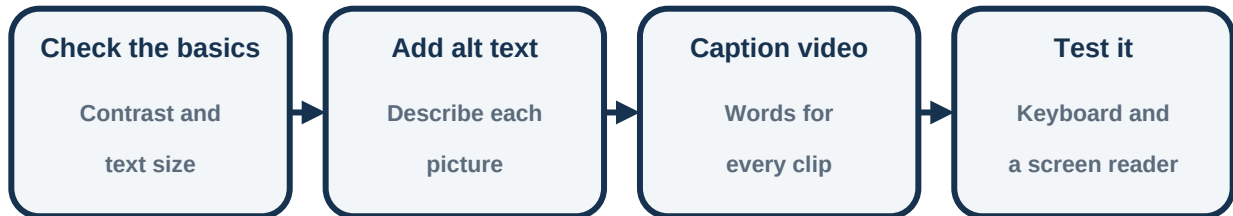


Illustration — a schematic. The order is a suggestion; do one box at a time.

A schematic of the plan — company steps vary; the order does not have to.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



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GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

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