



AudioEye for Municipal Websites

Features & Functionality

AudioEye for Websites

CivicPlus is the exclusive local government provider of AudioEye's full service accessibility offering. AudioEye's industry-defining digital accessibility hybrid offering helps deliver website remediations efficiently and affordably for organizations of all sizes. The AudioEye platform leverages a decade of investment in advanced technology supported and informed by a team of dedicated IAAP-certified professionals to help deliver improved access to the web conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

AudioEye

- AudioEye Managed
- Proprietary automated testing suite
- Detect Section 508 and WCAG 2.2 Success Criteria violations
- AudioEye engineers remediate accessibility issues
- Compliance monitoring
- Manual technical analysis and usability testing
- AudioEye Accessibility Help Desk with Personalization Tools

AudioEye Managed

- Provides complete digital accessibility compliance auditing and resolution
- End-to-end digital accessibility compliance testing, resolution, validation, and monitoring
- Combines subject matter experts with technology—a team of engineers and manual testers to ensure issues of accessibility are fixed and stay fixed

AudioEye Accessibility Help Desk with Personalization Tools

- Fully customizable user experience
- Tailored to individual needs regardless of device type, language preference, or preferred method of access
- Users can customize the visual display of the website, the toolkit provides instant personalization
- 24 Hour Help Desk provides accessibility answers from accessibility experts

Digital Accessibility Platform

- Software as a Services (SaaS), API-first technology
- Offers end-to-end compliance auditing
- Ability to spider, scan, and diagnose entire websites, single blocks of code, and content delivered via API
- Offers flexible resources for proper identification and remediation of the detected issues

AudioEye Trusted Certification



The AudioEye Trusted Certification represents a commitment to accessibility and digital inclusion.

www.fcc.gov is AudioEye Trusted.

The AudioEye web accessibility certification process involves automatic and manual testing with the goal of identifying and resolving access barriers, conforming with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.2 Level AA Success Criteria, and ensuring an optimal user experience for all users, regardless of their individual abilities.



Implementation

With AudioEye, seamless accessibility is just a click away. This tool can be implemented almost immediately upon your website's launch, eliminating the need for a lengthy installation timeline. This means your site can be fully accessible from day one, providing an effortless and user-friendly experience for all visitors.

Value Proposition

The AudioEye Difference

AudioEye is an industry-leading web accessibility platform delivering trusted ADA and WCAG accessibility compliance. Our software finds and fixes accessibility issues on websites and provides all necessary ADA compliance must-haves for local governments. The software is delivered with real-time reporting mechanisms and self-serve accessibility resources, including the Visual Toolkit with 24/7 Help Desk, automatically generated Sustainable Testing, and Remediation (STAR) plan and accessibility statement. The software enables the delivery of custom fixes built by our Implementation Team. It runs via JavaScript or integrated plugins, which provide a codeless installation experience.

TRUSTED CERTIFICATION

Your website will be enabled with the AudioEye icon. Each page will be certified as "AudioEye Trusted" to WCAG 2.2—the latest approved international standard for accessibility. Backed by AudioEye's [Trusted Certification](#), auto remediations will run continuously and your site's accessibility will be continuously remediated and monitored.

EXPERT REMEDIATION

AudioEye's [A1liance Team](#), a community of testers with disabilities, will actively test your site and remediate accessibility issues they find.

LEGAL SUPPORT

AudioEye can provide legal support for accessibility issues, should you need it.

AUDIOEYE ACCESSIBILITY HELP DESK

The Accessibility Help Desk is active – this is a visitor facing accessibility help station staffed by a team of experts capable of acting on behalf of the accessibility of your site. This is a bridge between you and a disabled user and among the first things investigative teams will look for when determining accessibility. AudioEye prioritizes the remediation of validated issues as submitted via the Accessibility Help Desk.

PERSONALIZATION TOOLS

The personalization tools are enabled. This gives agency to the user to personalize their experience.



Web Accessibility



DocAccess

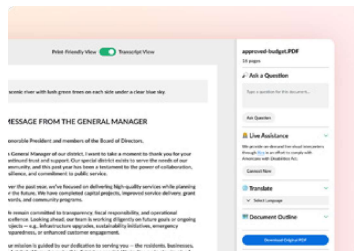
Features & Functionality

DocAccess

Simplify compliance by automatically converting all current and future PDFs into screen reader-friendly, WCAG 2.1 AA-aligned HTML transcripts.

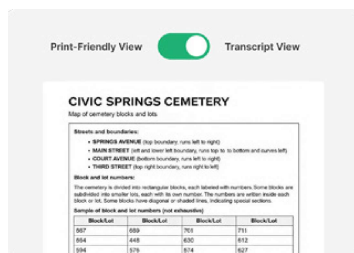
KEY BENEFITS:

- Work quickly with setup as fast as **1 day** and then **5 minutes** for new PDFs to be automatically detected and converted.
- Align all current and future PDFs to ADA standards by automatically converting documents to WCAG 2.1 AA-aligned, screen reader-friendly HTML transcripts.
- Real-time translation powered by Google translate, with **250 supported languages**.
- Live visual interpretation via **24/7 access to professional interpreters at Aira** – included at no extra cost.
- Images, charts, maps, and diagrams are instantly accessible with AI-generated alt-text following WCAG best practices.
- AI-powered search that lets users ask questions in-document and get answers back in their preferred language.
- Accessible from any device – responsive design ensures perfect viewing on all devices.



Instantly Convert Documents to HTML Transcripts

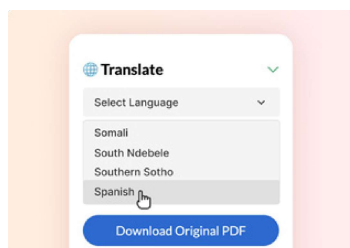
Once DocAccess is activated, all PDF links on your website automatically open in the mobile-friendly DocAccess view. Residents can use the print-friendly version or the HTML transcript, which includes detailed alt text for images.



Align Tricky Documents to WCAG 2.1 Standards

DocAccess is built for the complexity and range of government documentation. Use it to convert even your most difficult PDFs, including:

- Historical and handwritten documents
- Complex RFPs with diagrams and decision trees
- Comprehensive financial audits
- Multi-column brochures with scanned maps
- Scanned legal documents and budgets with handwritten signatures

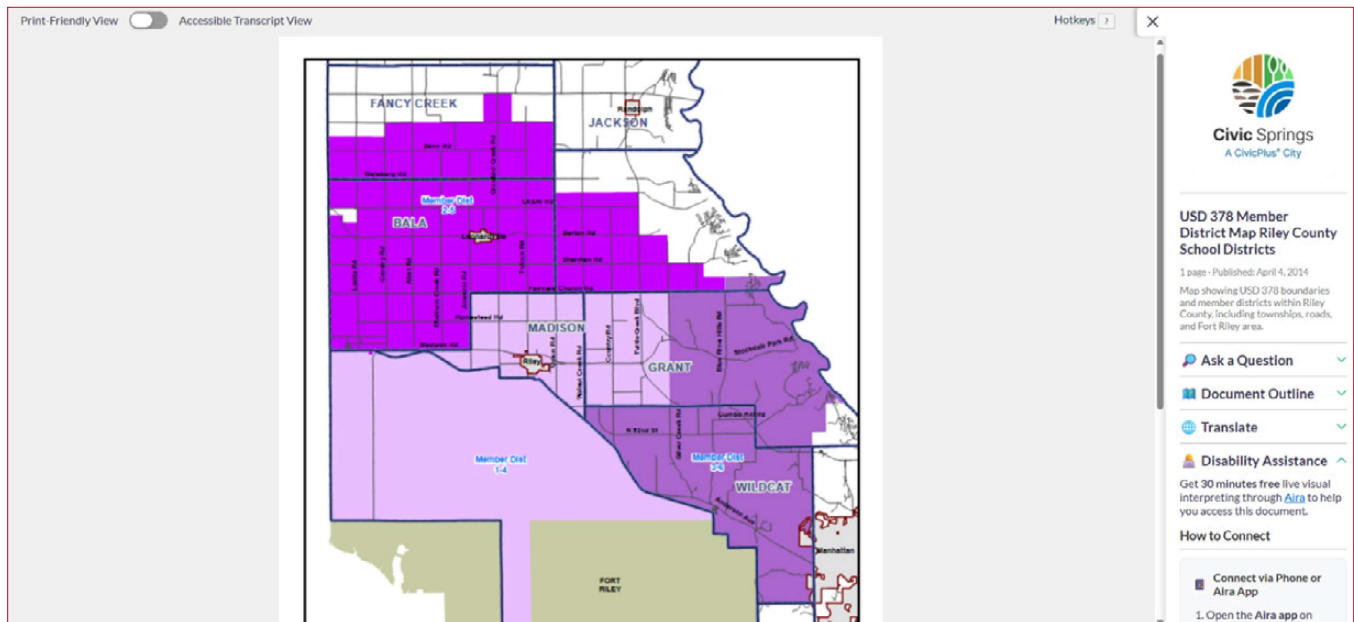


Translate into 250 Languages

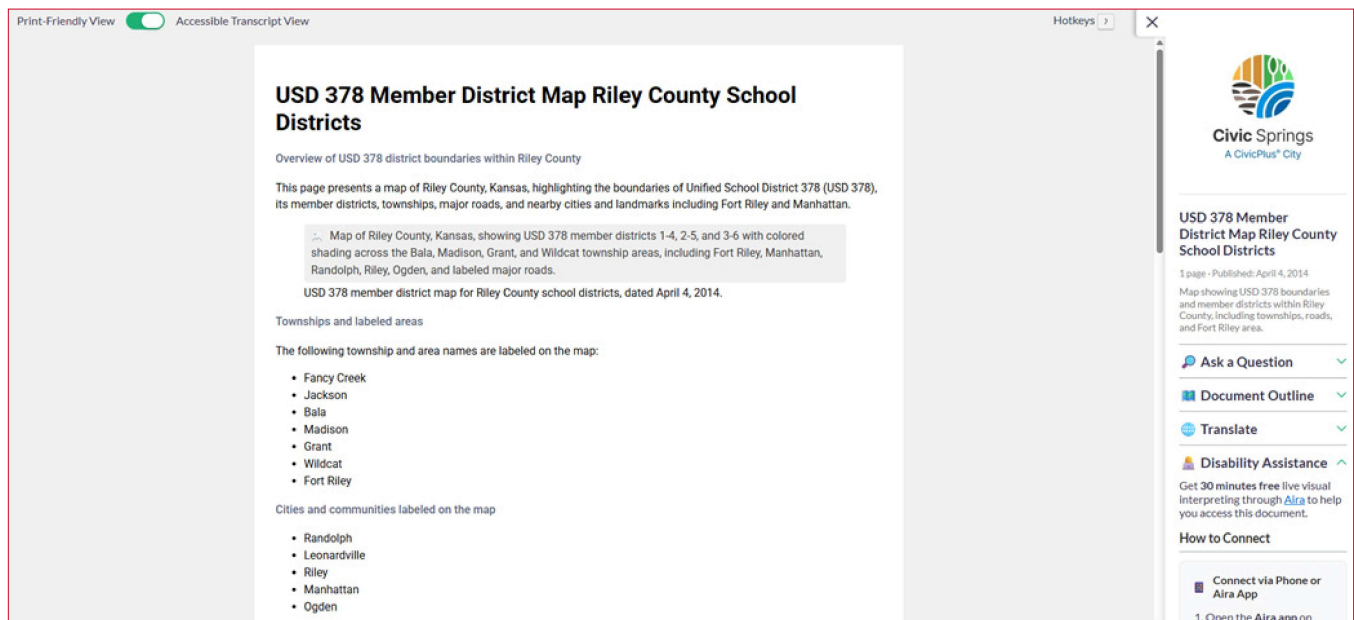
Over 250 built-in language translations can be applied to the HTML transcript with one click. Translations also apply to DocAccess features, including the Ask a Question tool.

DOCACCESS IN ACTION

Take your documents from this:



To this, simply by turning on the accessible transcript view with DocAccess.



Implementation

- **Quick Installation** – Add one line of code to your website – similar to Google Analytics. Works with any CMS or platform.
- **Automatic Processing** – DocAccess scans and processes all your PDFs, creating accessible versions without touching your original files.
- **Go Live & Stay Compliant** – Your PDFs are now served in an accessible, translatable, and mobile-friendly format. New documents are processed automatically. Full dashboard for monitoring.

