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# AT / AA Overview

This resource guide includes instructions on how to utilize Relay Texas, customize Windows with accessibility options, use JAWS screen reader and MAGic screen magnifier, and access the Job Accommodation Network.

Following is a general list of aids and services available at Workforce Solutions:

* **Deaf and Hard of Hearing**
* Pocketalker Sound Amplifier
* Hearing Aid Compatible (HAC) phones with volume control
* Relay Texas Service
* TTY / TDD telephone
* Video Relay Service
* Sign Language Interpreters can typically be secured with ~~48 hours’~~ two business days’ notice
* **Blind and Visually-Impaired**
* Large Print Keyboard
* JAWS Screen Reader
* MAGic Screen Magnifier
* Headphones
* Large print, braille, or digital materials ~~can be copied~~ upon request (can typically be secured with two business days’ notice)
* Braille signage
* ~~Most materials are available in electronic format in order for them to be accessed through a screen reader or magnifier~~
* **Cognitive Disabilities**
* Extra time to complete forms if needed
* Providing written instructions, repeating instructions, providing information at a slower speed, and using simple sentences or graphics, symbols, and pictures when possible and appropriate
* Quiet workspace, when possible, if the public area has distractions
* Computers equipped with multiple internet browsers to enhance accessibility

* **Mobility Impairments**
* Trackball mouse
* Adjustable height chairs and tables
* Accessible printers and copiers
* **Speech Impairments**
* Writing or typing at a computer screen as an alternative to speaking
* Asking questions that require only short answers, or a nod of the head
* Repeating back information to ensure accurate understanding
* **Limited English Proficiency**
* Language Line translation services
* Staff proficient in the needed language may translate when available
* On-site interpreters can typically be secured with two business days’ notice

#

# Relay Texas

Relay Texas provides telephone interpreting service between individuals who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled. Relay Texas agents have equipment that enables them to hear a speaking caller and also read the text sent by a text telephone (TTY) user.

This service is available for Texans 24 hours a day, 365 days a year. There are no restrictions imposed on Relay Texas calls. Texas and United States laws ensure confidentiality for relay users and operators.

The Public Utility Commission (P-U-C) is legally mandated with the oversight of Relay Texas. The PUC's Relay Texas administrator works to ensure that the needs of individuals and businesses are communicated to, and adequately addressed by the Commission and Sprint, Texas' relay service provider utility.

**How does Relay Texas work?**

Either a TTY user or a person using a standard phone may initiate a call through Relay Texas by dialing the relay number 7-1-1 or the designated 10 digit number. After dialing Relay Texas, the person initiating the call gives the desired phone number to the Relay Texas Agent, who then dials that number using another phone line. The Relay Agent types the standard phone user's spoken words to the person using the TTY and voices the TTY user's text.

**Relay Texas Etiquette**

What are some of the basic rules of etiquette for making or receiving a relay call?

1. It is polite to identify yourself at the beginning of the call, but not required.
2. Relay agents are not permitted to engage in conversations unless it is for specific call processing reasons (for example, requesting a number to dial, providing status on a call, etc.)
3. It is customary to be familiar with and use standard abbreviations such as “G A” (Go Ahead) and “SK” (Stop Keying). You must always type “G A” when you are finished typing in order for the Relay Agent to begin.
	* Visit [P U C.Texas.gov](https://www.puc.texas.gov/relaytexas/relay/Glossary.aspx) for a list of commonly used text abbreviations.

## Relay Texas Call Types

### TTY

A person who is deaf, hard-of-hearing or speech-disabled uses a TTY to type conversations to a relay agent who then reads the typed conversation to a hearing person. The relay agent transmits the hearing person's spoken words by typing them back to the TTY user.

TTY users have two options:

1. Dial the Relay Texas number 7-1-1. TTY users will see the light flickering on their equipment and need to wait a few seconds. When the relay agent answers "R T X. X X X. (F OR M). N B R. P L S. G A." (“N B R” = number, “P L S” = please, “G A” = go ahead), type the area code and number you wish to call and type "G A" (go ahead). The relay agent will then call the number and process the call.
2. Dial the Relay Texas TTY number - 1- 800 - RELAY TX (or 735-2989). The relay agent will answer with same message as above.

Note: Calling 1-800-735-2989 will process the call faster as it does not have the interactive voice message as used in 7-1-1. On the other hand, 7-1-1 is easier to remember.

### Voice Users

Standard telephone users can easily call a hearing or speech-disabled person through Relay Texas.

* Dial Relay Texas 7-1-1.
* A voice message will say: "You have reached Relay Texas. Press #1 to place a relay call." After pressing #1 the relay agent will come on the line.
* When the relay agent answers, give him or her the area code and phone number of the person you want to call.
* The relay agent will voice to you what the other person is typing, and will type to the other person everything that you say. Be sure to talk directly to the person you are calling and avoid saying "tell him or her." Also, make sure you say “G A” (go ahead) when it is the other person's turn to talk.

### ASCII

Some people use their computers to talk on the phone instead of using a TTY. This requires a modem and special software.

* Computer users should call 1-800-RELAY X1 (or 735-2991). Set your communication software to the following protocols at speeds ranging from 300 to 2400 baud rate: (Note: It may be helpful to set your "time out" to 100 seconds.)
* 8 Bits, No Parity, 1 Stop Bit, Full Duplex
* When calling at a rate of 300 baud rate or below, follow the above setting, using Half Duplex.

### Emergency Calls

In case of emergency, TTY users should always dial 9-1-1. Calls placed directly to 9-1-1 can save valuable time in urgent situations. However, if someone places an emergency call to Relay Texas, the agent will process the call as an emergency relay call. In other words, some rules related to standard relay calls may not apply and the relay agent may take over to ensure that the communication is carried out between an emergency dispatcher and TTY user. The relay agent will not disconnect until advised by the emergency dispatcher.

### Voice Carry-Over (VCO)

Voice Carry-Over is an option for people who cannot hear but can use their own voice during a call. Using voice carry-over and a specially designed telephone with a text screen, the user can speak directly to the other person. As the other person speaks, the relay agent types back the words that are being said.

Voice Carry-Over users call 1-TRS-Voice Carry-Over-1RTX (877-826-1789)

* The relay agent will answer and type "Voice Carry-Over or TYPE G A". Voice or type the phone number of the party you want to call.
* The relay agent will type the message "VOICE NOW" to you as your cue to start speaking. You speak directly to the hearing person. The relay agent will type to you what the hearing person says. Remember to say "G A" (go ahead) at the end of your responses.

### Hearing Carry-Over (HCO)

Hearing Carry-Over allows a person with a speech disability who can hear to type their part of the conversation for the relay agent to read to the standard telephone user.

* Dial the Relay Texas TTY number at 1-800-RELAY TX (or 735-2989).
* After the relay agent answers, type "Hearing Carry-Over PLEASE G A"
* The relay agent will make the connections and voice what you type to the other party. After you type "G A", pick up the handset and listen to the spoken reply.

### Speech-to-Speech

Persons with a speech disability can connect to a specially trained agent who can serve as the caller's "voice" and repeat his or her responses to the called party, if necessary. Someone wishing to call a person with a speech disability can also initiate a call to Speech-to-Speech. Dial 1-877-826-6607.

### Blind or Visually Impaired Callers

Dial 1-877-826-9348 to use the reduced typing speed feature. During these calls the message will come across the users TTY or Braille TTY at the rate of 15 words per minute. The user can increase or decrease the rate in increments of 5 words per minute.

## Relay Texas Los usuarios de habla hispaña

Callers needing a Spanish speaking agent can dial 7-1-1 and request one or directly dial the Spanish relay number at 1-800-662-4954.

Las personas que llaman que necesitan un agente de habla española pueden marcar 7-1-1 y solicite 1 o directamente marque el número de relé español al 1-800-662-4954.

# Windows Accessibility Features

[**Assistive technologies**](http://windows.microsoft.com/en-us/windows7/what-accessibility-features-does-windows-offer)

Windows includes three programs that can make it easier to interact with your computer.

* Magnifier - makes a portion of your computer screen appear larger, making it easier to read
* Narrator - a program that reads the text on your screen aloud
* On-Screen Keyboard - is a program that lets you use your mouse or other device to interact with a keyboard on the screen

All of these options and more can be found in the Ease of Access Center.

**Ease of Access Center**

To open Ease of Access Center, click the Start button, Control Panel, Ease of Access, and then Ease of Access Center. You can also press the Windows Key+U.

The Ease of Access Center is a central location where you can set up the accessibility settings in Windows. You'll also find a link to a questionnaire that Windows can use to help suggest settings that you might find useful. Many other programs and hardware are compatible with Windows; for more information, go to the Microsoft Accessibility website at <http://www.microsoft.com/enable>.

Settings that are available in Ease of Access Center include the ability to

* use the computer without a display
* make the computer easier to see
* use the computer without a mouse or keyboard
* make the mouse easier to use
* make the keyboard easier to use
* use text or visual alternatives to sounds
* make it easier to focus

There will be a section dedicated to explaining each of these options.

## Use the computer without a display

Click the Start button, click Control Panel, click Ease of Access, click Ease of Access Center, and then click Use the computer without a display. Next you select the options that you want to turn on or off:

* Audio Description - sets Audio Description to run when you log on to Windows; audio descriptions describe what's happening in videos.
* Unnecessary animations - turns off animation effects such as fading effects, when Windows and other elements are closed
* Windows notification dialog boxes - sets how long notifications are displayed on the screen before they are closed
* Narrator - sets Narrator to run when you log on to Windows; narrator reads aloud on-screen text and describes some events (such as error messages appearing) that happen while you're using the computer
	+ Narrator is not available in all languages
1. To open Narrator click the Start button, then in the search box type “Narrator”, and in the list of results click on Narrator.
	* Click on Start Narrator Minimized and Narrator will appear as an icon on the taskbar instead of being open on your screen
		+ To restore Narrator dialog box to full size, click icon on the taskbar
2. Use Main Narrator Settings to control what is read.
	* To hear what you type, select the Echo User's Keystrokes check box
	* To hear background events, such as notifications, select the Announce System Messages check box
	* To hear an announcement when the screen scrolls, select the Announce Scroll Notifications check box
3. Use Voice Settings to make the following adjustments
	* Different voice - click the voice you want in Select Voice box
	* Faster voice - select a number in the Set Speed list; the higher the number, the faster the voice
	* Louder voice - select a number in the Set Volume list; the higher the number, the louder the voice
	* Higher-pitched voice - select a number in the Set Pitch list; the higher the number, the higher the pitch
4. To turn Narrator off, click Control whether Narrator starts when I log on, clear the check boxes for Turn on Narrator and turn on Audio Descriptions, then click Apply.
5. The following table contains keyboard shortcuts to use with Narrator. Please note that the Insert key is used for Narrator commands, so when you press Insert while Narrator is running, you won't be able to insert characters. To use the Insert key to insert characters while Narrator is running, press Insert+I and then the characters you want to add.

| **Keyboard Shortcut** | **Action Performed** |
| --- | --- |
| Ctrl+Shift+Enter | Get information about the current item |
| Ctrl+Shift+Spacebar | Read the entire selected window |
| Ctrl+Alt+Spacebar | Read the items that are selected in the current window |
| Insert+Ctrl+G | Read a description of the items that appear next to the currently selected element |
| Ctrl | Stop Narrator from reading text |
| Insert+Q | Move the cursor backward to the beginning of any preceding text that has different formatting. For example, the cursor moves from a bold word to the beginning of a non-bold word that precedes it. |
| Insert+W | Move the cursor to the beginning of any text that follows it that has different formatting. For example, the cursor moves from a bold word to the beginning of a non-bold word that follows it. |
| Insert+E | Move the cursor back to the beginning of any text that has the same formatting. For example, the cursor moves from the middle of a bold word to the beginning of that word. |
| Insert+R | Move the cursor to the end of any text that has the same formatting. For example, the cursor moves from the middle of a bold word to the end of that word. |
| Insert+F2 | Select all of the text that has the same formatting as the character at the cursor |
| Insert+F3 | Read the current character |
| Insert+F4 | Read the current word |
| Insert+F5 | Read the current line |
| Insert+F6 | Read the current paragraph |
| Insert+F7 | Read the current page |
| Insert+F8 | Read the current document |

## Make the computer easier to see

Click Start, Control Panel, Ease of Access, Ease of Access Center, and then Make the computer easier to see. Select the options that you want to use:

* High Contrast - allows you to set a color scheme that heightens the contrast of some text and images on your computer screen, making those items more distinct and easier to identify
	+ Turn on or off High Contrast by pressing the Left Alt+Left Shift+Print Screen keys
* Make things larger - make text and other items on your screen appear larger, so they're easier to see without changing the screen resolution of your monitor; click Apply, close all of your programs, log off of Windows and then log back on for the change to take effect



* + You can also click on Set Custom Text Size on the left hand side to change resolution to any number between 100% and 500% of normal size using the custom dots per inch (DPI) scale



* + - If you set the DPI too high for your display, it can increase the size of some items by so much that they no longer fit on your screen
		- Some items appear clearer using Windows XP style DPI scaling
* Magnifier - enlarges part or all of the screen; when you start using the Magnifier toolbar disappears to get out of your way, but you can display it again by clicking the magnifying glass icon on your screen or clicking the magnifier icon on the taskbar; to exit Magnifier, press the Windows logo key +Esc
	+ Magnifying mode
		- Full-screen mode. Your entire screen is magnified; you might not be able to see all of the screen at the same time
		- Lens mode. Area around the mouse pointer is magnified
			1. Quickly change by pressing Ctrl+Alt+R, and then moving the pointer up and down to change the height, and left and right to change the width
		- Docked mode. Only a portion of the screen is magnified, leaving the rest of your desktop unchanged
	+ Magnifier focus
		- Follow the mouse pointer; displays the area around the mouse pointer; you can choose to have the Magnifier window move when the mouse pointer approaches or when the mouse pointer hits the edge of the Magnifier window
		- Follow the keyboard; displays the area around the pointer when you press the Tab or arrow keys
		- Follow the text insertion point; displays the area around the text you are typing
	+ Zoom level. To zoom in and out press the Windows logo key and the Plus sign, or Minus sign
	+ Zoom increment; determines how quickly Magnifier zooms
		- Click Options, and then move the slider to adjust the zoom increment; moving the slider to the left causes Magnifier to zoom slower, with smaller changes between zoom levels while moving the slider to the right causes Magnifier to zoom faster, with larger changes between zoom levels
	+ Color Inversion; increases the contrast between items on your screen
* Make things easier to see
	+ Adjust the color and transparency of the window borders
	+ Fine tune display effects
	+ Make the focus rectangle thicker
	+ Set the thickness of the blinking cursor
	+ Turn off all unnecessary animations

## Use the computer without the mouse or keyboard

Click Start, Control Panel, Ease of Access, Ease of Access Center, Use the Computer Without a Mouse of Keyboard. Select the options that you want to use:

* On-Screen Keyboard - displays a visual keyboard on screen with all the standard keys. You can select keys using the mouse or another pointing device, or you can use keys on the standard keyboard.
	+ Typing Mode
		1. Click on keys – use mouse or joystick to click on screen keys to type text
		2. Hover over keys – use mouse or joystick to point to key for a predefined period of time to type text
		3. Scan through keys – keyboard continually scans keyboard and highlights areas where you can type keyboard characters by pressing a keyboard shortcut, using a switch input device, or using a device that simulates a mouse click
	+ Audible Clicks
	+ Numeric Keypad
	+ Text Prediction
* Speech Recognition. Control the computer with your voice; with a microphone, you can speak commands that the computer will understand and respond to, as well as dictate text
	+ Set up your microphone
	+ Learn how to talk to your computer
	+ Train computer to understand your speech and is available in English, French, Spanish, German, Japanese, Simplified Chinese, and Traditional Chinese

## Make the mouse easier to use

Click Start, Control Panel, Ease of Access, Ease of Access Center, and then Make the Mouse Easier to Use. Select the options that you want to use:

* Mouse Pointer. Change the color and size of the mouse pointer
* Mouse Keys. Control movement of mouse pointer using numeric keypad
* Activate a Window. Select a window by pointing at it with the mouse
* Prevent Windows from Being Automatically Arranged; prevents windows from automatically resizing and docking along the sides of your screen when you move them there

## Make the keyboard easier to use

Click Start, Control Panel, Ease of Access, Ease of Access Center, Make the keyboard easier to use. Select the options that you want to use:

* Mouse Keys: instead of using the mouse, you can use the arrow keys on your keyboard or the numeric keypad to move the pointer
* Sticky Keys: instead of having to press three keys at once (such as when you must press the Ctrl, Alt, and Delete keys together to log on to Windows), you can use one key by turning on Sticky Keys and adjusting the settings. This way, you can press a modifier key and have it remain active until another key is pressed.
* Toggle Keys: play an alert each time you press the Caps Lock, Num Lock, or Scroll Lock keys, to help prevent the frustration of inadvertently pressing a key and not realizing it.
* Filter Keys: set Windows to ignore keystrokes that occur in rapid succession, or keystrokes that are held down for several seconds unintentionally.
* Underline keyboard shortcuts and access keys: makes keyboard access in dialog boxes easier by highlighting access keys for the controls in them
* Prevent Windows from Being Automatically Arranged: prevents windows from automatically resizing and docking along the sides of your screen when you move them there.

## Use text or visual alternatives to sounds

Click Start, Control Panel, Ease of Access, Ease of Access Center, and then use text or visual alternatives for sounds. Select the options that you want to use:

* Visual Notifications for Sounds: replaces system sounds with visual cues, such as a flash on the screen, so that system alerts are noticeable even when they're not heard
* Text Captions for Spoken Dialog: display text captions in place of sounds to indicate that activity is happening on your computer (for example, when a document starts or finishes printing)

## Make it easier to focus on tasks

Click Start, Control Panel, Ease of Access, Ease of Access Center, and then Make it easier to focus on reading and typing tasks. Select the options that you want to use:

* Narrator: reads aloud on-screen text and describes some events that happen while you're using the computer
* Remove background images: turns off all unimportant, overlapped content and background images to help make the screen easier to see
* Sticky Keys: instead of having to press three keys at once (such as when you must press the Ctrl, Alt, and Delete keys together to log on to Windows), you can use one key at a time by turning on Sticky Keys and adjusting the settings
* Toggle Keys: play an alert each time you press the Caps Lock, Num Lock, or Scroll Lock key
* Filter Keys: ignore keystrokes that occur in rapid succession, or keystrokes that are held down for several seconds unintentionally
* Unnecessary Animations: turns off animation effects, such as fading effects, when windows and other elements are closed
* Windows notification dialog boxes: choose how long notifications are displayed on the screen before they close
* Prevent Windows from Being Automatically Arranged: prevents windows from automatically resizing and docking along the sides of your screen when you move them there

# Welcome to JAWS for Windows

JAWS offers comprehensive screen reading capability for Windows that includes extended product customization through powerful utility managers.

**JAWS Training Materials**

Training modules are available in DAISY book and MP3 formats. Visit Freedom Scientific’s website at <http://www.freedomscientific.com/>, select the Training link, and then the Training Downloads Page link.

**Technical Support**

Freedom Scientific is available at support@freedomscientific.com, or call 727-803-8600. Please have your JAWS serial number ready; to get your JAWS serial number, switch to the JAWS window and press **INSERT+PAGE DOWN** to read the status bar.

## JAWS Help System

Using the JAWS Help system is quick and easy. To start JAWS Help, press **INSERT+J** to switch to the JAWS window, press **ALT+H** to open the Help menu, and choose JAWS Help Topics.

When you first open JAWS Help, the Table of Contents appears on the left side of a split window. The Table of Contents lists a number of books and pages. Books are categories that contain pages. The pages are topics containing information. Use the **UP** and **DOWN ARROW** keys to move through the Table of Contents. Use **RIGHT ARROW** to open a book and **LEFT ARROW** to close a book. Press **ENTER** on a selected page to display the text of that topic and then press **F6** to move to the topic window. Press **F6** again to return to the Table of Contents, or press **ALT+C** to return to the Table of Contents from any section of the help system. Use **CTRL+TAB** to access the Index and Search tabs in the Help system.

## Keystrokes to Get Help Wherever You Are

JAWS Context Sensitive Help provides information on using various dialog box options, buttons, and other controls. To activate this feature, move to the control you want help for and press **INSERT+F1**. This is a quick way to get specific help for the program you are using.

Hot Key Help is a feature that provides you quick access to available JAWS keystrokes that might be useful. It is aware of the applications that you are using so it gives you the proper help based on what you are doing at the time. To activate Hot Key Help, press **INSERT+H**.

Many popular applications have an additional help feature available. Pressing **INSERT+F1** twice quickly, opens a JAWS Help topic for the currently running application. The Help topic typically contains an introduction to the application, JAWS commands, getting started tips, and helpful hints.

As you learn commands, JAWS Keyboard Help is a beneficial tool. It gives information on key combinations while you are working in any application. To activate JAWS Keyboard Help, press **INSERT+1**. JAWS then says, “Keyboard help on.” Press any key combination to hear a description of that command. Obtain a more extensive description of the command by holding down the first key or keys in the combination and pressing the last key twice, quickly. If the command contains only one key, press this key twice, quickly. For example, to get help on the Say All command you would press **INSERT+DOWN ARROW** twice, quickly. While Keyboard Help is active, keystrokes that you press do not actually perform any action. Press **INSERT+1** again to turn off Keyboard Help.

The last keystroke to obtain help is **INSERT+W**, which provides help for some commonly used Windows application keystrokes.

**Reading Screens and Documents**

You can access many speech functions in JAWS by using the numeric keypad (**NUM PAD**) located on the far right side of most keyboards. JAWS uses the **INSERT** key at the bottom left of the **NUM PAD** in combination with the other keys on this keypad to control what JAWS will speak.

To start JAWS reading the screen, press the key combination **INSERT+DOWN ARROW**. This is the Say All command. While using the Say All command, you can press the **LEFT** or **RIGHT ARROW** keys to rewind or fast forward through the text. You can also press **PAGE UP** or **PAGE DOWN** to increase or decrease the speech rate. To halt speech, press the **CTRL** key.

**Tip:** JAWS can automatically switch to a more natural-sounding voice when reading with the Say All command. To choose which speech synthesizer you want to use, open the **Options** menu, choose **Voices**, and then **Voice Adjustment**.

In the Voice Adjustment dialog box, press **TAB** to move to the Say All group. Next, choose a synthesizer from the Speech Synthesizer combo box, and then a voice from the Person combo box. When you are finished, choose OK to save and close the dialog box.

The following are additional keystroke combinations that use this keypad:

* **NUM PAD 5.** Say Character
* **INSERT+NUM PAD 5**. Say Word
* **INSERT+NUM PAD 5** twice. Spell Word
* **INSERT+LEFT ARROW**. Say Prior Word
* **INSERT+RIGHT ARROW**. Say Next Word
* **INSERT+UP ARROW**. Say Line
* **INSERT+HOME** (the 7 key). Say To Cursor
* **INSERT+PAGE UP** (the 9 key). Say From Cursor
* **INSERT+PAGE DOWN** (the 3 key). Say Bottom Line Of Window
* **INSERT+END** (the 1 key). Say Top Line Of Window

**More Reading Commands**

There are more reading commands in addition to those listed previously. You can use the **LEFT** and **RIGHT ARROW** keys to move to and read the next or previous character. The **UP** and **DOWN ARROW** keys allow you to move to and read the previous or next line. Hold down the **ALT** key and press the **UP** or **DOWN ARROW** key to move through a document by sentence. Similarly, hold down **CTRL** and use the **UP** and **DOWN ARROW** keys to move through a document by paragraph.

**Working with Dialog Boxes**

Dialog boxes display information and allow you to interact with Windows programs. To move through the various options in a dialog box, press **TAB** or **SHIFT+TAB**. If the dialog box is divided into tabs, you can use **CTRL+TAB** to move between the tabs. Press **INSERT+TAB** to hear a description of the currently selected option.

## Getting Started with the Internet

It is recommended that you use Microsoft Internet Explorer 7 or later with JAWS. JAWS takes advantage of technology that is only available in this Web browser.

Internet Explorer allows you to view pages on the World Wide Web as well as interact with other people in several ways. JAWS uses the Virtual Cursor in Web pages, letting you read as you would in a word processing document. The Virtual Cursor is also available in other applications, such as HTML-based help systems, PDF files, and HTML e-mail. Many of the features discussed in this section are also available wherever the Virtual Cursor is used. For specific information on which features are available, refer to the JAWS help topic for the application you are using.

**Reading and Moving through Web Pages**

When you start Internet Explorer, your home page opens. If you don't have a home page specified, you can select a Web page from the Favorites or Bookmarks menu, or press **ALT+D** to move to the Address Bar and type in the address of a page. After you select a page, the browser loads it and JAWS announces the presence of frames, links, headings, and forms and begins speaking the text on the screen. To move through the page, use the standard JAWS reading commands.

**Note:** If you start to read before a page finishes loading, some of the page may not be available.

JAWS says, "Link," when it encounters a link to another document or portion of the page. To follow a link, press **ENTER** while positioned on the link. To go back to the previous page, press **ALT+LEFT ARROW** or **BACKSPACE**. To move forward one page after you have moved back, press **ALT+RIGHT ARROW**.

JAWS announces when an HTML element (such as text or an image) has the On-Mouse-Over attribute. This attribute causes an event to occur when the mouse pointer is moved over the element. When you move to an element with this attribute, press **CTRL+INSERT+ENTER** to simulate the effect of moving the mouse pointer over it. JAWS will tell you if any part of the page changes.

**Quick and Easy Navigation**

JAWS provides easy to use and remember commands to move through Web pages. You can press a single letter on your keyboard to move to an item. For example, you can press **T** for table, **F** for form control, **V** for visited link, **H** for heading, and so on. Add **SHIFT** to move to the previous element of that type. For a complete listing of these commands, refer to the quick reference cards in the Manuals folder (located in the folder where you installed JAWS).

**Displaying Lists of Information**

JAWS can compile lists of frames, links, headings, or form fields on a Web page so you can quickly find what you need. Press **INSERT+F9** to display a list of all frames on the current page. Press **INSERT+F7** to display a list of all links on the current page. Press **INSERT+F6** to display a list of all headings on the current page. Press **INSERT+F5** to display a list of all form fields on the current page. Use the arrow keys to select an item and press **ENTER** to move to it.

In addition, if you hold down **CTRL+INSERT** and press one of several Navigation Quick Keys, JAWS displays a list of those elements on the current page. You can then select an item using the arrow keys and press **ENTER** to move to it. For example, to display a list of check boxes on the current page, press **CTRL+INSERT+X**.

**Tip:**  Pressing **INSERT+F3** allows you to view any of the lists of information that are available for Web pages.

**Interacting with Forms**

JAWS lets you easily work with forms on the Web. When you move into a form control, you can simply type in edit fields or select items in combo boxes and check boxes. This is known as Auto Forms Mode and is on by default. If you would like to have more control over a form, you can turn off Auto Forms Mode by pressing **INSERT+V** and then toggling off the Auto Forms Mode option.

To manually control a form, press **F** to move to the next form control on the page. Press **ENTER** to enter Forms Mode. Press the **TAB** key to move between form controls while in Forms Mode. Type in edit fields, select check boxes, and select items from lists and combo boxes. Press **NUM PAD PLUS** key to exit Forms Mode.

If you like, you can set Auto Forms Mode on or off based on the Web pages that you visit. You can personalize settings for specific Web pages by opening Quick Settings (**INSERT+V**), selecting the Personalize Web Settings group, and then toggling on the Auto Forms Mode option.

**Place Markers**

A Place Marker is a bookmark that you can easily add to a Web page, an HTML, PDF, or Word document, or a form to mark a location. This is useful when you want to return to commonly used areas on a Web page, important sections or paragraphs in a document, or specific parts, such as required fields, of a complicated form. Place Markers can be defined as temporary or permanent and can be anchored to text or elements of a Web page or to its domain. For more information, refer to the Place Markers topic in the JAWS help file.

Use the following keystrokes for Web pages, HTML documents, or forms.

* Press **CTRL+WINDOWS Key+K** to insert a temporary Place Marker.
* Press **CTRL+SHIFT+K** to open the Place Marker List dialog box to add a new Place Marker, rename or change existing Place Marker parameters, jump to Place Markers, or delete Place Markers.
* Press **K** to jump to the next Place Marker.
* Press **SHIFT+K** to jump to the previous Place Marker.
* Press number row keys **7** through **0** to hear the content of Place Markers 1 through 4.
* Press **SHIFT+** number row keys **7** through **0** to jump to Place Markers 1 through 4.

Use the following keystrokes in Word files.

* Press **CTRL+WINDOWS Key+K** to set a Place Marker at the current cursor position. Only one Place Marker can be set per Word document.
* Press **ALT+WINDOWS Key+K** to return to the marker in a Word document.
* Press **INSERT+SPACEBAR**, followed by **M** to select text or items from the marker to the current cursor position.

## JAWS Short-Cut Keys – Quick List

| **Description** | **Command** |
| --- | --- |
| Toggle Speech On or Off | Press and release INSERT + Space, then press S |
| Pause Speech | CTRL |
| Prior Character | Left Arrow |
| Next Character | Right Arrow |
| Current Character | Num Pad 5 |
| Say Character Phonetically | Num Pad 5 *twice, quickly* |
| Prior Word | INSERT + Left Arrow |
| Next Word | INSERT + Right Arrow |
| Current Word | INSERT + Num Pad 5 |
| Spell Word | INSERT + Num Pad 5 *twice quickly* |
| Prior Line | Up Arrow |
| Next Line | Down Arrow |
| Current Line | INSERT + Up Arrow |
| Spell Current Line | INSERT + Up Arrow *twice quickly* |
| Prior Sentence | ALT + Up Arrow |
| Next Sentence | ALT + Down Arrow |
| Current Sentence | ALT + Num Pad 5 |
| Prior Paragraph | CTRL + Up Arrow |
| Next Paragraph | CTRL + Down Arrow |
| Current Paragraph | CTRL + Num Pad 5 |
| Say to Cursor | INSERT + Home |
| Say from Cursor | INSERT + Page Up |
| Spell to Cursor | INSERT + Home *twice quickly* |
| Spell from Cursor | INSERT + Page Up *twice quickly* |
| Say All | INSERT + Down Arrow |
| Fast Forward during “Say All” | Right Arrow |
| Rewind during a Say All | Left Arrow |
| Say Color | INSERT + 5 |
| Say ASCII Value | Num Pad 5 *three times quickly* |
| Say Font | INSERT + F |
| Display Font Information in Virtual Viewer | INSERT + F *twice quickly* |
| Start Skim Reading | CTRL + INSERT + Down Arrow |

# Welcome to MAGic

MAGic is a software solution ideally suited for computer users with low vision, or anyone who spends extended periods of time in front of a computer screen.

MAGic lets you magnify your computer screen from 1 to 60 times its usual size. You can choose from a number of different adjustable views that let you see both a magnified and un-magnified portion of the screen at the same time.

Speech features assist you in processing the information on your screen. MAGic can read text that you type or point at with the mouse. MAGic moves the magnified area of the screen so you always see the text being read and spotlights words as they are spoken.

If you want to limit the amount of speaking performed by MAGic as you naviG Ate windows and documents, use the Speech On Demand™ feature. It allows MAGic to only announce actions that are associated with a limited set of hot keys. Mouse echo is still available when using Speech On Demand.

Mouse and cursor enhancements help you track the location of the mouse pointer and cursor on the screen. You can choose from a wide variety of enhancement styles. MAGic lets you change the color of these enhancements, apply transparency effects, adjust their size, and more.

Color enhancements let you change how colors display on your screen. You can create rules that replace one color with another or switch two colors. You can also apply color tinting, make your screen black-and-white (or monochrome), and invert the brightness and colors of your display.

Other MAGic features track elements of your screen, such as the mouse pointer, dialog boxes, and so on. The Locator feature provides you with a way to quickly find and move to different areas of the screen. The MAGic multi-directional panning system gives you complete control with adjustable speed, direction, stop and start, and screen navigation controls.

**Starting and Quitting MAGic**

MAGic gives you a variety of ways to start the program:

1. Double-click the MAGic program icon on your Windows desktop
2. Press **ALT+CTRL+M**
3. Click the **Start** menu and choose **All Programs**, **MAGic *<version number>***, **MAGic** (Windows 7 only)
4. Press **WINDOWS Key+R**, type "**MAGic *<version number>***" (without the quotes), and press **ENTER**

When you first start MAGic, your screen displays in 200% magnification using Full screen magnification view. Speech is also enabled (if your software is licensed for speech). You can then change the magnification level, magnified view, speech, and many other options in the MAGic user interface and Main menu.

**Starting MAGic Automatically**

The MAGic Startup Wizard appears when you first start MAGic on a Windows computer. If you have an Administrator account, three options appear in the wizard. If you have a Standard User account, only the **Start MAGic after log on for this user** combo box appears. Use the default values for these options if you want MAGic to start before and after Windows starts. There is no need to change the default values. However, if the values were changed, the following procedure describes how to reset the default values so that MAGic starts automatically.

To set MAGic to start automatically, do the following:

1. From the Main menu, choose **File** and then **Preferences**.
2. Choose **Automatically Start MAGic**. The Start MAGic Options dialog box opens.
3. Do one of the following:
* If three options are available, make sure that the **Start MAGic at the Log On screen** check box is selected; the **Start MAGic after log on for all users** check box is unchecked; and the **Start MAGic after log on for this user** combo box is set to Always
* If only the **Start MAGic after log on for this user** combo box appears, make sure that it is set to Always
1. Choose **OK** to accept the changes so that MAGic starts automatically when Windows starts.
2. Choose **OK** to close the Preferences dialog box. MAGic automatically starts the next time you run Windows.

**Note:** In Windows 7, the "Start MAGic DirectX helper after logon for all users" check box is selected by default. It allows MAGic to provide HD Text and color smoothing in some DirectX drawn applications including Internet Explorer. There is no need to clear this check box. In Windows 8.1 or later, the “HD Smoothing Options” box displays. The available options determine if MAGic restarts with or without HD Text smoothing following a Windows or system error. For more information, refer to HD Smoothing Options.

**Quitting MAGic**

To quit MAGic, do one of the following:

* Press **ALT+F4**
* Click the Close button in the top right hand corner of the MAGic user interface.
* Select **Exit MAGic** from the **Main** menu

**Tip:** If you want MAGic to ask to save your settings when you quit, open the **File** menu and choose **Preferences**. Select the **Prompt to Save Settings on Exit** check box.

## MAGic at a Glance

Read this topic to learn more about the MAGic user interface, its tabs and buttons, and basic navigation.

**MAGic User Interface**

****

1. Main menu button
2. Visual tab, Speech tab, and Tools tab
3. Title bar
4. Focus Indicator
5. Minimize, Close, and Help buttons
6. Status bar
7. Button/Control group, for example, Visual Enhancements

**Split Buttons**

Each tab contains split buttons that allow you to quickly turn on or turn off MAGic functionality and quickly select basic settings. This offers the convenience of not having to open MAGic menus to achieve the same results.

Use the top half of the button to turn on or off specific features.



Use the lower half of the button to select preconfigured schemes, or select the Settings option to fine-tune or create a new scheme.



**Focus Indicator**

The Focus Indicator consists of four corner brackets that show which item in the user interface has focus. When you press **TAB** or **SHIFT+TAB** to move through the user interface, you will see the Focus Indicator move from one item to the next.

## Keyboard Navigation of the User Interface

Use the following keystrokes to navigate the MAGic user interface and buttons.

**User Interface Keystrokes**

|  |  |
| --- | --- |
| **Description** | **Keystroke** |
| Move from left to right through the entire user interface.(for example, focus moves from the Main menu button, to the current tab, through all tab items, the Help button, and back to the Main menu button)  | **TAB** |
| Move from right to left through the entire user interface  | **SHIFT+TAB** |
| Move from one tab page to the next.(for example, from Visual to Speech, to Tools, and back to Visual)  | **CTRL+TAB** (moves right). **SHIFT+CTRL+TAB** (moves left).**RIGHT ARROW** or **LEFT ARROW** only (switches among tab pages when focus is on a tab)  |

**Buttons and Other Controls**

|  |  |
| --- | --- |
| **Description** | **Keystroke** |
| Switch the current button function on or off. Use this keystroke for the top half of a split button.  | **SPACEBAR** |
| Open the list of items available for the current button  | **ALT+DOWN ARROW** |
| Close the list of items for the current button  | **ESC** |
| Increase for decrease values in a spin box, for example, the Magnification Level box.  | **UP ARROW** or **DOWN ARROW** |
| Increase or decrease slider values, for example, the Speech Rate slider.  | **RIGHT ARROW** or **LEFT ARROW** |

## MAGic Tabs

The user interface contains the Visual tab, Speech tab, Tools tab, and Main Menu button. Each tab contains buttons that allow you to turn features on or off, select preconfigured schemes, or create your own customized schemes. Additional MAGic functionality is available through the Main menu as described later in this topic.

**Visual Tab Buttons**

With MAGic’s extensive magnification features, you can customize your display to fit your low vision needs. Use the items in the Visual tab to change magnification settings.

| **Visual Tab Button** | **Description** |
| --- | --- |
| " " | Turn magnification and all visual enhancements (mouse, color, focus, and cursor) on or off. When off, all enhancements in the Visual tab are unavailable.  |
| " " | Switches between the current magnification level, and 100% magnification.  |
| " " | Change the current magnification level using the Magnification Level box. The number in the box shows the current magnification level.  |
| " " | Select your preferred view from the Magnified Views list.  |
| " " | Use Mouse Enhancements to turn on or off enhancements and modify your mouse pointer. These enhancements make the mouse pointer easier to track and maneuver on your screen.  |

| **Visual Tab Button** | **Description** |
| --- | --- |
| " " | Use Cursor Enhancements to turn on or off enhancements for your cursor. These enhancements make the cursor easier to follow when editing or writing text.  |
| " " | Use Color Enhancements to turn on or off color enhancements. This feature allows you to replace colors, adjust the brightness and contrast, apply tinting, and invert the brightness and colors of your display.  |
| " " | Use Focus Enhancements to turn on or off the Focus Enhancements function. This function lets you define a rectangular border that makes it easier to identify the item that is currently selected on your screen.  |

**Speech Tab Buttons**

This version of MAGic does not have Speech capability since JAWS screen reader is available.

**Tools Tab Buttons**

Use the Tools tab to access additional MAGic functionality, such as enabling Text Viewer, creating new keystrokes, adding items to MAGic's dictionary so that words, phrases, and abbreviations are pronounced correctly, and launching Research It, a handy tool for finding information on the Web.

Use the items in this tab to quickly access various MAGic links and managers. Each item is described below.

| Tools Tab | Description |
| --- | --- |
| " " | Use Links to open a list of links in the current document.  |
| " " | Use Headings to open a list of headings in the current document.  |
| " " | Use Skim Read to set preferences for browsing a document by the first sentence or line of a paragraph. You can also create rules to search for and read text containing specific words.  |
| " " | Use Research It to easily search the Web for words, local weather forecast, news stories, sports scores, local businesses, and more.  |
| " " | Use Keyboard to assign, remove, or change hot keys for MAGic functions. You can also create shortcuts to quickly launch applications, documents, and Web pages.  |
| " " | Use Dictionary to change the way MAGic speaks words, phrases, abbreviations, or symbols.  |
| " " | Not available with this release |

## MAGic Menus

The MAGic Main menu (**ALT+F**) is located in the upper left corner of the user interface. Use it to access other menus to customize and save speech, magnification, and keyboard settings, restore factory default settings, or access numerous resources on the Freedom Scientific Web site.

You can also quickly access many of the tab and menu items using the Context Menu by pressing **MAGic Key+MOUSE RIGHT BUTTON** or **MAGic Key+APPLICATION Key**.

MAGic Main Menu has the following options:

1. File Menu allows you to save your settings and restore the original Freedom Scientific settings. You can also use this menu to change your MAGic preferences.
2. Visual menu allows you to customize how you view your screen with MAGic. You can also change mouse enhancements, cursor enhancements, color preferences, panning settings, view properties, and more.
3. Speech menue allows you to customize MAGic’s speech components for your particular needs. The Speech menu allows you to customize how you read text with MAGic.
4. Tools menu allows you to customize how you use your computer's keyboard with MAGic. You can re-assign the MAGic Key to a different key or manage shortcut keys. You can also access the Freedom Scientific Script Manager application.
5. Help menu provides you with detailed help information for the various MAGic functions and options. You can also view information on the newest features for this release and see your current MAGic version.
6. Web Resources menu provides helpful links to Freedom Scientific products and resources such as the Freedom Scientific Web site, MAGic Headquarters, Technical Support contact page, FS Activate Web page, and other helpful links.

## MAGic Hot Keys

**Note:** By default, the **MAGic Key** is the **CAPS LOCK** key on your keyboard. Some actions in MAGic do not have hot keys assigned. You can define hot keys for these features using the Keyboard Manager.

**General**

|  |  |
| --- | --- |
| **Description** | **General Keystrokes** |
| Launch MAGic  | **CTRL+ALT+M** (default keystroke – can be changed using the Startup Wizard) |
| Display or Hide MAGic User Interface  | **MAGic Key+U** |
| Pass Through Key  | **MAGic Key+3** |
| Refresh Screen  | **MAGic Key+ESC** |
| Open MAGic Context Menu  | **MAGic Key+APPLICATION Key** or **MAGic Key+RIGHT MOUSE BUTTON CLICK** |
| Quick Settings  | **MAGic Key+O** |
| Toggle Navigation Quick Keys On or Off  | **MAGic Key+Z** |

**General Layer**

Press and release **INSERT+SPACEBAR**, followed by a keystroke listed below to perform the action. (To exit Layer Keystroke mode, press **ESC**, **SPACEBAR**, **TAB**, or **ENTER**.)

|  |  |
| --- | --- |
| **Description** | **General Keystrokes** |
| Mute Speech  | **S**  |
| Launch Research It  | **R**  |
| Screen Capture of Entire Screen  | **CTRL+C, and then S**  |
| Screen Capture of Active Window  | **CTRL+C, and then W**  |
| Open Clipboard Text Viewer  | **C**  |

**Magnification, Views, and Enhancements**

|  |  |
| --- | --- |
| **Description** | **Magnification, Views, and Enhancements Keystrokes** |
| Increase Magnification  | **MAGic Key+NUM PAD PLUS. O**r **CTRL+EQUAL. O**r **MOUSE WHEEL UP,** (scroll wheel up or away from you)  |
| Decrease Magnification  | **MAGic Key+NUM PAD MINUS. O**r **CTRL+DASH. O**r **MOUSE WHEEL DOWN** (scroll wheel down or towards you)  |
| Magnification Toggle On or Off  | **MAGic Key+DELETE**  |
| Description  | **Magnification, Views, and Enhancements Keystrokes**  |
| Toggle between 100% Magnification and Current Magnification  | **MAGic Key+SHIFT+DELETE. Or MAGic Key+MOUSE MIDDLE CLICK (press down on scroll wheel)**  |
| Switch to Next Magnified View  | **MAGic Key+NUM PAD SLASH**  |
| Switch to Previous Magnified View  | **MAGic Key+SHIFT+ NUM PAD SLASH**  |
| Change Text Smoothing View (HD Text, Classic, and None)  | **MAGic Key+CTRL+F**  |
| Toggle Color Enhancements On/Off  | **MAGic Key+F12**  |
| Toggle Cursor Enhancements On/Off  | **MAGic Key+F8**  |
| Toggle Mouse Enhancements On/Off  | **MAGic Key+F4**  |
| Toggle Focus Enhancements On or Off  | **MAGic Key+F**  |

**Panning and Screen Movement**

|  |  |
| --- | --- |
| **Description** | **Panning and Screen Movement Keystrokes** |
| Pan Right  | **MAGic Key+RIGHT ARROW**  |
| Pan Left  | **MAGic Key+LEFT ARROW**  |
| Pan Down  | **MAGic Key+DOWN ARROW**  |
| Pan Up  | **MAGic Key+UP ARROW**  |
| Increase Speed during Panning  | **NUM PAD PLUS**  |
| Decrease Speed during Panning  | **NUM PAD MINUS**  |
| Move to Left Edge of Screen  | **MAGic Key+HOME**  |
| Move to Right Edge of Screen  | **MAGic Key+END**  |
| Move to Top of Screen  | **MAGic Key+PAGE UP**  |
| Move to Bottom of Screen  | **MAGic Key+PAGE DOWN**  |
| Move to Beginning of Next Line  | **MAGic Key+ENTER**  |

**Tracking**

|  |  |
| --- | --- |
| **Description** | **Tracking Keystrokes** |
| Tracking Toggle On or Off  | **MAGic Key+R**  |
| Move View to Mouse Pointer  | **MAGic Key+NUM PAD 5**  |
| Move View to Cursor  | **SHIFT+MAGic Key+ NUM PAD 5**  |

**Cursor Movement**

|  |  |
| --- | --- |
| **Description** | **Cursor Movement Keystrokes** |
| Route Cursor to Mouse  | **INSERT+NUM PAD PLUS**  |
| Route Mouse to Cursor  | **INSERT+NUM PAD MINUS**  |

**Locator Mode**

|  |  |
| --- | --- |
| **Description** | **Locator Mode Hot Keys** |
| Start Locator  | **MAGic Key+F10**  |
| Stop Locator and Move to Selected Area  | **ENTER**  |
| Stop Locator w/o Moving Magnified Area  | **ESC**  |
| Move Left  | **LEFT ARROW**  |
| Move Right  | **RIGHT ARROW**  |
| Move Up  | **UP ARROW**  |
| Move Down  | **DOWN ARROW**  |
| Move to Far Left Side of Screen  | **HOME**  |
| Move to Far Right Side of Screen  | **END**  |
| Move to Top of Screen  | **PAGE UP**  |
| Move to Bottom of Screen  | **PAGE DOWN**  |

**Quick View Frame**

|  |  |
| --- | --- |
| **Description** | **Quick View Frame Hot Keys** |
| Toggle Quick View Frame On or Off  | **MAGic Key+Q**  |
| Set upper left corner of frame  | **MAGic Key+LEFT BRACKET**  |
| Set lower right corner of frame  | **MAGic Key+RIGHT BRACKET**  |
| Create frame around current dialog box option  | **MAGic Key+LEFT BRACKET twice quickly**  |
| Open Quick View Manager  | **MAGic Key+9**  |

**Error Reporting and Recovery**

|  |  |
| --- | --- |
| **Description** | **Error Reporting and Recovery Hot Keys** |
| Submit Error Report (Close, restart MAGic, submit report)  | **INSERT+WINDOWS Key+F4**  |
| Recover MAGic  | **MAGic Key+WINDOWS Key+F8**  |

## Windows Shortcut Keys

**General**

|  |  |
| --- | --- |
| **Description** | **General Shortcut Keys** |
| Get Help  | **F1**  |
| Open the **Start** menu  | **WINDOWS Key,** or **CTRL+ESC**  |
| Open Windows Explorer  | **WINDOWS Key+E**  |
| Open the Run dialog box  | **WINDOWS Key+R**  |
| Find file or folder from Desktop  | **F3**  |
| Minimize all windows  | **WINDOWS Key+M**  |
| Switch between programs  | **ALT+TAB**  |
| Quit the active program  | **ALT+F4**  |

**For Windows and Menus**

|  |  |
| --- | --- |
| **Description** | **Windows and Menus Shortcut Keys** |
| Open the application control menu  | **ALT+SPACEBAR**  |
| Move to the menu bar  | **ALT**  |
| Choose a menu command  | **ENTER**  |
| Move between menus  | **ALT**, **arrow keys**  |
| Close a menu  | **ESC**  |
| Close a cascading menu  | **ALT**  |
| Open a child window control menu  | **ALT+HYPHEN**  |
| Close a child window  | **CTRL+F4**  |
| Open the context menu  | **APPLICATION Key, or SHIFT+F10**  |

**For Dialog Boxes**

|  |  |
| --- | --- |
| **Description** | **Dialog Boxes Shortcut Keys** |
| Move through dialog box options  | **TAB**  |
| Move backward through dialog box options  | **SHIFT+TAB**  |
| Move to another tab  | **CTRL+TAB**  |
| Reverse direction through tabs  | **CTRL+SHIFT+TAB**  |
| Move to first option  | **HOME**  |
| Move to last option  | **END**  |
| Select or clear an item in a list  | **SPACEBAR,** or **CTRL+SPACEBAR**  |
| Select or clear a check box  | **SPACEBAR**  |

**For Reading Text**

|  |  |
| --- | --- |
| **Description** | **Reading Text Shortcut Keys** |
| Move left one character  | **LEFT ARROW**  |
| Move right one character  | **RIGHT ARROW**  |
| Move left one word  | **CTRL+LEFT ARROW**  |
| Move right one word  | **CTRL+RIGHT ARROW**  |
| Move to beginning of line  | **HOME**  |
| Move to end of line  | **END**  |
| Move up one paragraph  | **CTRL+UP ARROW**  |
| Move down one paragraph  | **CTRL+DOWN ARROW**  |
| Scroll up one screen  | **PAGE UP**  |
| Scroll down one screen  | **PAGE DOWN**  |
| Move to beginning of document  | **CTRL+HOME**  |
| Move to end of document  | **CTRL+END**  |

**For Editing Text**

|  |  |
| --- | --- |
| **Description** | **Editing Text Shortcut Keys** |
| Copy  | **CTRL+C**  |
| Cut  | **CTRL+X**  |
| Paste  | **CTRL+V**  |
| Undo  | **CTRL+Z**  |
| Delete character to the left  | **BACKSPACE**  |
| Delete character to the right  | **DELETE**  |
| Select one character left  | **SHIFT+LEFT ARROW**  |
| Select one character right  | **SHIFT+RIGHT ARROW**  |
| Select one word left  | **CTRL+SHIFT+LEFT ARROW**  |
| Select one word right  | **CTRL+SHIFT+RIGHT ARROW**  |
| Select to beginning of line  | **SHIFT+HOME**  |
| Select to end of line  | **SHIFT+END**  |
| Select to beginning of document  | **CTRL+SHIFT+HOME**  |
| Select to end of document  | **CTRL+SHIFT+END**  |
| Select all  | **CTRL+A**  |

**For Windows Explorer**

|  |  |
| --- | --- |
| **Description** | **Windows Explorer Shortcut Keys** |
| Rename selected file or folder  | **F2**  |
| Open properties  | **ALT+ENTER**  |
| Refresh a window  | **F5**  |
| Switch between panes  | **F6** or **TAB**  |
| Go up a level  | **BACKSPACE**  |



# Ask JAN!

The Job Accommodation Network (JAN) is the leading source of free, expert, and confidential guidance on workplace accommodations and disability employment issues. Working toward practical solutions that benefit both employer and employee, JAN helps people with disabilities enhance their employability and show employers how to capitalize on the value and talent that people with disabilities add to the workplace.

**What services does JAN provide?**

JAN’s trusted consultants offer one-on-one guidance on workplace accommodations, the Americans with Disabilities Act (ADA) and related legislation, and self-employment and entrepreneurship options for people with disabilities. Assistance is available both over the phone and online.

**Who can benefit from JAN’s services?**

From Fortune 500 companies to entrepreneurs, JAN has served customers across the United States and around the world for more than 25 years. Those who can benefit from JAN’s services include private employers of all sizes, government agencies, employee representatives, and service providers, as well as people with disabilities and their families.

**Why is JAN a trusted, expert resource?**

JAN represents the most comprehensive job accommodation resource available. Its consultants are thought leaders and innovators on disability employment issues and all have earned at least one master's degree in their specialized fields, ranging from rehabilitation counseling to education and engineering.

***How can I contact JAN?***

JAN offers several ways to obtain confidential, personalized assistance anytime, anywhere.

Get your questions answered…

* **By Phone:**

From 9 am to 6 pm Eastern Time, customers can call JAN toll-free to speak with a workplace accommodation expert.

* 800-526-7234 (Voice)
* 877-781-9403 (TTY).
* **Via the Web:**

AskJAN.org offers more than 300 disability-specific publications, as well as the Searchable Online Accommodation Resource, which enables users to explore accommodation options for different disabilities and workplace settings.

* **On Demand:**

JAN’s online service provides customers with individualized e-mail and chat responses to questions about accommodations and the ADA.

* **Through Social Networks:**

JAN connects with users through a variety of social media platforms, from Facebook and LinkedIn, to Twitter, blogs, and Second Life.

* **Through In-Person Trainings:**

JAN delivers training workshops at events sponsored by corporations; organizations; and federal, state, and local governments.



**A free confidential service**

**of the Office of Disability**

**Employment Policy,**

**US Department of Labor**

**AskJAN.org**

 **800-526-7234. (Voice)**

 **877-781-9403. (TTY)**