

Accessibility statement for snow.hud.ac.uk (Snow License Manager system)

This accessibility statement applies solely to snow.hud.ac.uk.

This website is the primary user interface for using the Snow License Manager system and is a 3rd-party system that has been bought in by the University of Huddersfield. We want as many authorised internal University staff as possible to use this system. **It is not a publicly available website and you cannot access it off the University Campus Network.**

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

We know some parts of this website are not fully accessible:

- the text will not reflow in a single column when you change the size of the browser window.
- you cannot modify the line height or spacing of text.
- Any data exported via reports into various file formats (Excel, PDF, CSV) are not fully accessible to screen reader software.

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- Email: itpurchasing@hud.ac.uk
- Call: (01484) 472022

We will consider your request and get back to you in 5 days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we are not meeting accessibility requirements, contact the IT Purchasing team using the information found in the Feedback and Contact information section.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you are not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Contacting us by phone or visiting us in person

Most of our lecture theatres have audio induction loops, alternatively, we may be able to arrange a British Sign Language (BSL) interpreter if you contact Disability Services prior to your arrival.

Contact Disability Services

Call: +44 1484 471001

Email: disability@hud.ac.uk

In person: iPoint, Level 4, Student Central, University of Huddersfield, Queensgate, Huddersfield, HD1 3DH.

Technical information about this website's accessibility

The University of Huddersfield is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Compliance status

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below:

- the text will not reflow in a single column when you change the size of the browser window.
- you cannot modify the line height or spacing of text.
- Any data exported via reports into various file formats (Excel, PDF, CSV) are not fully accessible to screen reader software.

Non-accessible content

The content listed below is non-accessible for the following reasons

- the text will not reflow in a single column when you change the size of the browser window due to the way the pages have specifically been designed as different widgets and panels within the page present information from a variety of sources within the system itself.
- you cannot modify the line height or spacing of text as the data presented within the pages needs to be within set line height and spacing to ensure the page formats properly.
- Any data exported via reports into various file formats (Excel, PDF, CSV) are not fully accessible to screen reader software due to the nature of these file formats and the 3rd-party software required which may or may not be compatible with screen reader technology.

Non-compliance with the accessibility regulations

The text will not reflow in a single column when you change the size of the browser window due to the way the pages have specifically been designed as different widgets and panels within the page present information from a variety of sources within the system itself. This fails WCAG success criterion 1.4.10 (reflow).

You cannot modify the line height or spacing of text as the data presented within the pages needs to be within set line height and spacing to ensure the page formats properly. This fails WCAG success criterion 1.4.12 (text spacing).

Disproportionate burden

Any data exported via reports into various file formats (Excel, PDF, CSV) are not fully accessible to screen reader software due to the nature of these file formats and the 3rd-party software required which may or may not be compatible with screen reader technology. The University has no responsibility for screen reader compatibility in 3rd-party applications.

This is a 3rd-party system which the University has purchased, and we cannot modify the user interface in any way. We can work with the vendor to help implement changes and modifications, but it is not guaranteed and will be subject to the development & product plans that Snow has for its products. Any changes that require a fix in the software for accessibility will likely be implemented in future software updates and the University cannot guarantee a timeline for these fixes.

Content that is not within the scope of the accessibility regulations

Any of the reports built into Snow that can be exported into PDF, Excel, CSV, File saved onto a network share drive, or sent as an attachment via email are not within the scope of the accessibility regulations.

What we are doing to improve accessibility

Where an issue around accessibility arises when using the Snow License Manager system, the University will contact the vendor (Snow Software) and work with them to find a workaround or a resolution or a fix to the issue that has been raised.

Preparation of this accessibility statement

This statement was prepared on Monday, 8th February 2021. It was last reviewed on the Monday, 4th July 2022.