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# OBJECTIVE 1:

## Background and Configuration

### Background

eView is a Web-based application used to view information stored electronically as part of the eDib process. Employees also use eView to query case information or to view attached documents and exhibits. In addition to using eView as a stand-alone application, many employees use eView in conjunction with other SSA applications, such as CHIP and EDCS.

### Starting eView

If the Web eView icon is on your desktop:

1. Access your desktop by pressing **WINDOWS KEY + D**,and then press **W** until you hear JAWS say, "**Web eView**."
2. Alternatively, you can use your **ARROW KEYS** to move through your desktop icons until you hear JAWS say, "**Web eView**."
3. Press **ENTER**.

If the Web eView icon is **not** on your desktop:

1. Access your desktop by pressing **WINDOWS KEY + D**.
2. Press **S** until you get to the **SSA WEB INDEX-PAGE** icon.
3. Press **ENTER**.
4. Press **INSERT + F7** to open the **Links List** dialog box.
5. Press **E** until you hear JAWS announce, "**eView Production**."
6. Press **ENTER**.

### JAWS and eView Configuration

#### Configure eView

To configure eView, do the following:

1. To ensure you have enabled JAWS Mode in eView, press **INSERT + F7** to open the **Links List** dialog box.
2. Use the **UP**/**DOWN ARROW KEYS**, or first letter navigation to navigate through the links.
3. If JAWS announces, "**Enable JAWS Mode**," press **ENTER** on the Enable JAWS Mode link.
4. Press **ENTER** to activate the **OK** button and close the message.
5. If you hear JAWS say, "**Disable JAWS Mode**," this means that you have already enabled JAWS Mode. Press the **ESCAPE** **KEY** to close the **Links List** dialog box.

#### Personalize JAWS Settings for eView

**Document Automatically Reads**

1. With your focus in eView, press **INSERT + V** to open the JAWS **Quick Settings** dialog box.
2. Type "Document."
3. **Down arrow** to the second instance of **Document automatically reads**. JAWS will say, "**Document automatically reads**" and then indicate whether the feature is on (checkbox checked) or off (checkbox not checked). JAWS will then say, "**Personalize Web Settings General Options**."
4. If the feature is on, press **spacebar** to uncheck the checkbox and disable automatic reading.
5. Press **ENTER** to clear the search and save the setting.

**Text Links Show Using**

**JAWS USER NOTE**:

We recommend the following **Text Links Show Using** setting to maximize the way JAWS reads in the Case Documents tab of eView. You should note, however, that this setting is not necessarily optimal for the other tabs in eView. You should experiment with your **Text Links Show Using** option to determine which setting is optimal for you.

1. **Shift + Tab** to the **Search Box** edit field. Type "Text Link."
2. **Down arrow** to the second instance of **Text Links Show Using**. JAWS will say, "**Text Links Show Using**" and indicate whether the feature is set to Title, Screen Text, On Mouse Over, Longest, or Custom Search. JAWS will then say, "**Personalize Web Settings Web Links**."
3. If the **Text Links Show Using** setting is not set to Screen Text, press **Spacebar** until the option is set to Screen Text.
4. Press **ENTER** to clear the search and save the setting.
5. Press **Enter** again to close the **Quick Settings** dialog box.

**JAWS Technical Note**:

At the time we created this document, **Personalized Web Settings** were not working properly. The settings held, but did not actually change the way JAWS responded. To correct this issue and get JAWS to read properly, you may also need to make changes to **Quick Settings** options. To do this, take the following steps:

1. With your focus in eView, press **INSERT + V** to open the JAWS **Quick Settings** dialog box.
2. Type "Document."
3. **Down arrow** to the first instance of **Document automatically reads**. JAWS will say, "**Document automatically reads**" and then indicate whether the feature is on (checkbox checked) or off (checkbox not checked). JAWS will then say, "**Virtual Cursor Options, General Options**."
4. If the feature is on, press **spacebar** to uncheck the checkbox and disable automatic reading.
5. Press **ENTER** to clear the search and save the setting.
6. **Shift + Tab** to the **Search Box** edit field. Type "Text Link."
7. **Down arrow** to the first instance of **Text Links Show Using**. JAWS will say, "**Text Links Show Using**" and indicate whether the feature is set to Title, Screen Text, On Mouse Over, Longest, or Custom Search. JAWS will then say, "**Virtual Cursor Options, Links Options**."
8. If the **Text Links Show Using** setting is not set to Screen Text, press **Spacebar** until the option is set to Screen Text.
9. Press **ENTER** to clear the search and save the setting.
10. Press **Enter** again to close the **Quick Settings** dialog box.

# Objective 2:

## Open and Navigate a Claim

### Opening a Claim

#### Search

When you open eView from the **Desktop** or through **SSA WEB INDEX-PAGE**, your focus will generally be in the **SSN** edit field.

1. By default, eView will search by Client SSN. If Forms Mode is not on, press **Enter**; you should hear the sound indicating that Forms Mode is on.
2. If your focus is not in the **SSN** edit field, press **F** (Form Field) until you hear **SSN** edit. Press **Enter** to activate Forms Mode.
3. Enter the client's Social Security Number and then press **ENTER** or **ALT + S** to activate the **Search** button.
4. To search by something other than the Client's SSN, you can press **Shift +** **tab** or press **Shift +** **F** (Form Field) until you move to the **Search by** combo box. If you moved to the combo box with **F** or **Shift +** **F**, press **Enter** to activate Forms Mode. Press **DOWN ARROW** to move through the alternate search options in the combo box:

* Client Name
* Number Holder SSN
* EDCS Folder Number

Once you hear the search option you want, press **TAB** to move to the **Search** edit field. Enter the required search information and press **Enter** or **ALT + S**.

#### Select Claim

eView displays the search results in a table. The first column of the table displays the Client name(s) and is a link. To open the case, choose one of the following options:

1. Press **INSERT + F7** to open the **Links List** dialog box and then press the **END** **KEY** to navigate to the name of the claimant. If the claimant has more than one case, the most recent case appears at the top of the list. Use the **UP** or **DOWN ARROW KEYS** to move through the links to get to the case you wish to review and press **ENTER**.
2. Press **T** to move to the Table; JAWS says the description of the table followed by the Column Heading **Client Name**. Press **Control + Alt + Down Arrow** to move through the client names. Press **Enter** to activate the link for the desired case.

**JAWS USER TIP**:

If your **Text Links Show Using** setting is set to Screen Text, the **Links List** dialog boxdisplays the Client name without any additional information. If your **Text Links Show Using** setting is set to Title, the **Links List** dialog box displays Open: Client Name: Last Name, First Name, Date of Birth, Case Level and CEF, and Claim Information. While Screen Text gives you less speech, you may prefer to have the additional information provided with the Title setting.

1. After opening a case, if you wish to review a different SSN, press **INSERT + F7** to open the **Links List** dialog box, press **F** until you hear JAWS say, "**Folder Search**," and then press **ENTER**.
2. Follow **Search** steps 1 through 4 in the preceding section, and then follow **Select a Claim** step 1, as shown above.

### The Common Header Frames

#### Case Information Header Frame

The **Case Information Header** frame is at the beginning of each screen in eView. It contains Client information, whether there are Flags on the case, whether there are images, the OQP, CEF, and DCPS codes, and the following links:

* Edit (Lock Case)
* Unlock Case
* Folder Search (to open a different claim number)
* Print Forms (print SSA-3368 and SSA-3367 disability reports, SSA-3369 Work History Report, and SSA-827 Medical Release)
* Help
* View Details/Edit (to view and edit Flags on the case)
* QDD
* Compassionate Allowance (CAL) status
* eCAT
* SNO

#### Tabs Header Frame

The **Tabs Header** frame follows the **Case Information Header** frame. You will use the **Tabs Header** frame as your primary means of navigating through the different components of eView. The **Tabs Header** frame includes links for the following:

* Alerts & Message (**Alt + G)**
* Case Data (**Alt + T**)
* Case Documents (**Alt + U**)
* Status/History (**Alt + I**)

You determine the remaining content of the screen depending on which eView tab you select: Alerts & Messages, Case Data, Case Documents, or Status/History.

### eView Tabs

#### Alerts & Messages (ALT + G)

1. The **Alerts &Messages** tab is the first tab for the case. Press **ALT + G** to go to the **Alerts & Messages** tab.
2. **Alerts &Messages**, if any, each display in a table.
   1. Press **T** to move between the **Alerts** table and the **Messages** table. The description is in the first column. Use your Table Reading keys to read the information for the Alert or Message: Description, dates, Office Type and Office Code.
   2. Press **ENTER** on the Description link to open the Alert or Message.
   3. After you have read the Alert or Message, press **ALT + C** to activate the **Cancel** button and close the Alert or Message.
3. To add a new **Message**:
   1. Activate the **Edit (Lock Case)** link (**Insert + F7**, **E**, **Enter**).
   2. Activate the **Add Message** button with **Alt + A**, or press **B** (button) until you move to the **Add Message** button and press **Enter**.
   3. Move to the **Expiration Date (MM/DD/YY)** field by pressing **F** (field) or **E** (edit); press **Enter** to turn on Forms Mode. Type the expiration date.
   4. Press **Tab** to move to the **Description** text box. Type the message.
   5. Press **Tab** or **Alt + O** to move to the **OK** button.
   6. Alternatively, **tab** to the **Delete** button (**Alt + L**), **Add Another** button (**Alt + A**), **Cancel** button (**Alt + C**), or **Help** button (**Alt + H**).
   7. Press **Enter** to activate the button you have selected.
   8. The new message will now appear in the **Messages** table of the **Alerts & Messages** tab.
   9. Remember to activate the **Unlock Case** link (**Insert + F7**, **U**, **Enter**) after you have completed your edits.

#### Case Data (ALT + T)

1. Press **ALT + T** to go to the **Case Data** tab. The **Case Data** tab includes all of the information entered for the claim: Case Data, Record of Change, and Forms.
2. The **TreeView** frame, located on the left side of the screen, contains links to each section of the claim. For example, a few of the **Case Data** heading links are:

* Case Info
* Allegations
* Medications
* Prior Claim Info
* FO Determination(s)

1. Press **Insert + F7** (**Links List** dialog box) to select a link from the **TreeView** frame. Alternatively, press **M** (Frame) to move to the **TreeView** frame and then **down arrow** through the links for the sections of the claim.
2. **Case Data**, **Record of Change**, and **Forms** are links that expand and contract folders in the **TreeView** frame. Each of these folders contains sub-links. The folders are also **Headings**. Press **H** or use **Insert + F6** (**Headings List** dialog box) to move between headings.

**JAWS User Tip**:

As discussed above, the **TreeView** frame contains folders, **Case Data**, **Record of Change**, and **Forms**,that expand and collapse to display sub-links for each folder. Depending on your JAWS settings, JAWS may or may not tell you if you have expanded these eView folders.

To make this determination quickly, press **Insert + F7** (**Links List** dialog box), and then press **R** for Record of Change. If your JAWS settings for eView are set to read **Text Links** as **Screen Text**, JAWS will only say, “**Record of Change**.” If your JAWS settings for eView are set to read **Text Links** by **Title**, JAWS will say, “**Record of Change open**” or “**Record of Change closed**.” See [Personalize JAWS Settings for eView](#_Personalize_JAWS_Settings) above for directions on modifying your JAWS settings.

1. The **Servlet Data Case** frame, which takes up the remainder of the screen, displays the content for each link chosen in the **TreeView** frame. Using the **Previous Page** or **Next Page** link, also located in the **Servlet Data Case** frame, moves you sequentially through all sections of the case and the corresponding links located in the **TreeView** frame. The **Expand All** and **Collapse All** links expand or collapse the data located under each Heading in the **Servlet Data Case** frame.
2. Press **INSERT + F7** (**Links List**), and then use the **UP** or **DOWN ARROW KEYS** to navigate through the Case Data links.
3. Press **ENTER** on the desired Case Data link to display information for the section in the **Servlet Data Case** frame. **Headings**, which are also links that expand and collapse each section of the data, organize the data.
4. Press **H** to move through the **Headings**, or press **INSERT + F6** (**Headings List** dialog box), and then press **Enter** when you hear JAWS say the name of the heading you wish to review.
5. Use the **Links List** dialog box (**Insert + F7**) and first letter navigation to access the Expand All (**E**), Collapse All (**C**), Previous Page (**P**) and Next Page (**N**) links, and then press **ENTER** to activate the link.

#### Case Documents (ALT + U)

The **Case Documents** tab contains nine expandable sections. The first six sections represent the Modular Disability Folder:

* Payment Documents/Decisions
* Jurisdictional Documents/Notices
* Current Development/Temporary
* Non-Disability Development
* Disability Related Development
* Medical Records

The names of the first six sections begin with a section designator, A through F, followed by the type of document included in that section. The section name also includes a color designation, representing a section color from the traditional paper folder, and an item and page count. For example, the complete label for the portion of the electronic folder that contains medical records is “F. Medical Records (Yellow Back) – Items: # – Page Count: #.”

There are three additional sections:

* Queries
* Multimedia Files
* Private

**JAWS USER NOTE**:

If your JAWS settings for eView are set to read **Text Links** by **Title**, JAWS will precede each section name with “Expand Section.” For example, the complete label for the medical records section, discussed above, would be “Expand Section F. Medical Records (Yellow Back) – Items: # – Page Count: #.”

If your JAWS settings for eView are set to read **Text Links** as **Screen Text**, JAWS will just read each section name without the words “Expand Section.” See [Personalize JAWS Settings for eView](#_Personalize_JAWS_Settings) above for directions on modifying your JAWS settings.

Once you expand the folder section (by pressing **Enter** on the folder name link, as described below), eView displays all documents in the expanded folder table. Each document name is a link that opens the document in the DMA Viewer. Each document row also includes a checkbox allowing you to select multiple documents for a particular task.

**JAWS USER TIP**:

Selecting more than one document to view in the Document Management Architecture (DMA) Viewer uses significant system resources and may cause your system to become sluggish or freeze, especially when using JAWS and/or MAGic. For this reason, we suggest you open one document at a time.

In addition to the expandable folders, the **Case Documents** tab contains a number of additional links and buttons.

**Case Documents Links:** You can perform a variety of related tasks utilizing the links located on the **Case Documents** tab.

* **Expand All and Collapse All**: These two links expand and collapse all nine Case Documents sections.
* **Select All**, **Deselect All**, and **Deselect All Sensitive**: The **Select All** link expands all Case Documents sections and selects (checks) the checkbox for all documents. The **Deselect All** link deselects (unchecks) the checkbox for all documents; it does not collapse any of the sections. The **Deselect All Sensitive** link deselects (unchecks) the checkbox for all documents marked as Sensitive.

**JAWS USER TIP**:

**Important!** Each section of Case Documents has associated **Select All** and **Deselect All** links that select and deselect only the documents in that section. The general **Select All** and **Deselect All** links are the first ones in the **Links List** dialog box. Press **Home** and then press **S** or press **D** to move to the link. Section-specific **Select All** and **Deselect All** links immediately follow the link for the name of the section (e.g., F. Medical Records).

* **ORS**: The **ORS** link opens a screen from which you can search the Online Retrieval System. From this screen, you can also open and view the retrieved documents and, if desired, add them to Case Documents.
* **Queries**: The **Queries** link opens a **Query Selection Screen** **--Webpage Dialog** box from which you can view, or view and save to the Electronic Folder (EF), details from the DEQY, SEQY, and NDNH queries.
* **Locate Docs**: The **Locate Docs** link opens a **Locate Documents -- Webpage Dialog** box from which you can view documents in other folder(s) for the same SSN.

**Case Documents Buttons**: You can perform a variety of additional tasks utilizing the buttons located on the **Case Documents** tab.

1. For document specific tasks, select the items by marking the checkbox (press **Spacebar**) for each item or use the appropriate **Select All** link. Once you select the items, press **Insert + F5** (**Select a Form Field** dialog box), **Control + Insert + B** (**Select a Button** dialog box), or press **B** to move to one of the following buttons to complete the task:

* **Open** (**Alt + O**)
* **Create CD**
* **Move**
* **Copy Docs** (**ALT + Y**)
* **Print** (**ALT + P**)

1. For general tasks, use the buttons noted below:

* **Create e827** (**Alt + C**)
* **Help** (**ALT + H**)
* **Update Page Numbers** (**ALT + M**)
* **Outstanding Requests** (**ALT + N**)
* **Create Barcode** (**ALT + B**)
* **Bookmarks** (**ALT + K**)
* **Categories**

1. ODAR and DDS offices may have additional buttons:

* **Add to CAR**
* **Add to Exhibit List**

**Case Documents Navigation**:

1. Press **ALT + U** to go to the **Case Documents** tab.
2. Press **INSERT + F7** to open the **Links List** dialog box.
3. Depending upon your JAWS settings and your familiarity with the folder sections, you can use first letter navigation to move directly to the desired folder. For example:

* If your JAWS settings are set to read **Text Links** by **Title**, press **E** (Expand) until you reach the link to expand the section of the folder you want to view.
* If your JAWS settings are set to read **Text Links** as **Screen Text**, press the alpha character designation (**A** – **F**) for the desired folder section or, in the case of the Queries and Multimedia Files sections, press **Q** for Queries or **M** for Multimedia Files.

1. Once you expand a folder section, document information displays in a table. Press **T** to move to the table. eView displays each document for the section on a different row. Use your table reading keys to navigate the table.

**JAWS User Tip**:

**Table Layer Keystrokes** are helpful here:

**Insert + Spacebar**, followed by **T**, then use **arrow keys** or other navigation keys to move between columns and rows.

1. Press **ENTER** on the Document Name link to open the document in the DMA Viewer.
2. After you finish reading the document, press **ALT + F4** to exit the DMA viewer or press **Control + W** to close the document without exiting the DMA viewer.

See **OBJECTIVE 3: Reading eView Documents** for more information on working with documents in the DMA viewer.

#### Status/History (ALT + I)

1. Press **ALT + I** to go to the **Status/History** tab.
2. Case Status information displays in a table or tables for each level: Initial, Recon, and Hearing Level. Press **T** to move to the first table. Press **T** again to move to the next table.
3. Use your **Table Reading Commands** to move between the columns and rows for each table. For example, at the Initial Level, you can read the Claim Type, Level, Date Filed, Current Status, Office, Decision Date, Decision, Reg Basis, and Deciding Office fields.

### Closing eView

1. Press **ALT + F4** to close eView.
2. Press **ENTER** to activate the **OK** button in the Internet Explorer confirmation dialog box and exit the application.

# Objective 3:

## Reading eView Documents

### OCR

#### Background

Reading documents opened through eView presents particular challenges to JAWS users because the documents are stored as images. **Optical Character Recognition** (OCR) is a process that converts images into text. OCR is currently the only option JAWS users have to read eView documents (without the aid of a Reader Assistant).

It is important to note that while OCR bridges a gap and allows a JAWS user to "read" imaged documents, its utility is limited. OCR does not recognize handwritten information and has limited utility in reading forms. It also requires a clear image with standard fonts and sufficient zoom. Further, there is no way for the JAWS user to determine which portions of a document OCR has properly recognized and which portions of the document have been skipped or misrecognized.

The DMA Viewer, which is the program used to view eView documents, has its own integrated OCR program. The September 2013 release of the DMA Viewer introduced a new version of the OCR program. As of the date of this document, this new version is not accessible with JAWS.

#### KESI Virtual Printer

The **KESI Virtual Printer** is a component of Kurzweil 1000 ("Kurzweil") and is currently the best option for OCR in eView. With Kurzweil, a user can scan a print document and then Kurzweil recognizes the scanned image with OCR.

As an alternative to printing and scanning each document, you can print to the **KESI Virtual Printer**. The **KESI Virtual Printer** performs a "virtual" scan of the onscreen document and then Kurzweil recognizes the "virtually scanned" image with OCR.

The following provides directions for using the **KESI Virtual Printer** to OCR eView documents:

1. Press **Control + P** (Print).
2. Your focus should be in the printer **Name** combo box. If it is not, **TAB** to the printer **Name** combo box.
3. **UP ARROW** to the **KESI Virtual Printer**.
4. Press **Enter**.
5. Kurzweil 1000 opens. Please be patient as this may take some time.
6. Kurzweil "recognizes" the pages of the document.
7. Press **F5** to start and stop reading of the document.
8. You can also copy text from the document to paste into another document (e.g., decision, medical documentation).
9. Close Kurzweil by pressing **Alt + F4**.

# APPENDIX A

## eView Keyboard Functionality

You can perform certain eView functions by pressing a particular keystroke (Function Keys) or key combination (Accelerator Keys).  The tables below, extracted from the eView Help system, describe the keys and their corresponding functionalities.

**JAWS User Note**: Some key combinations may conflict with JAWS keystrokes.

### Function Keys

| **Function Key** | **Process Performed** | **Action** |
| --- | --- | --- |
| **Esc** | CANCEL Routine | Performs the cancel routine, closes the current Web page, and returns to previous page.  This is active in modal dialog boxes only. (Focus can be on anything in Web page.) |
| **Alt** | Switch cursor | Switch cursor to and from menu bar (focus can be on anything in window).  This is not active from modal dialog boxes. |
| **Page Down** | Page forward | Performs page forward arrow routine (focus must be on a form page).  {Intranet/Internet – Scrolls 25 lines forward from the last line on the active window.} |
| **Page Up** | Page back | Performs page back arrow routine (focus must be on a form page).  {Intranet/Internet – Scrolls 25 lines backward from the first line on the active window.} |
| **F1, F2** | Help | Open the Help window. |
| **F7** | PREVIOUS PAGE Routine | Go to previous page. (Focus can be on anything in the window.) |
| **F8** | Next page | Go to next page. (Focus can be on anything in the window.) |
| **Alt or Ctrl + F4** | Close application confirmation dialog | A dialog box displays with the following: “Are you sure you want to navigate away from this page?  If you continue, the eView application will close. Press OK to continue or Cancel to stay on the current page.” |
| **Tab** | Cursor forward field movement | Positions cursor at the next field or object on the Web page.  An object could be a checkbox, a push button etc.  Radio buttons without a value, will not be included in the tab sequence. |
| **Enter** | Focus/  Activation | The term “focus” refers to the current cursor location on the page.  User performs any subsequent action here.  “Activation” is the execution of a desired action/function.  The Enter key generally initiates "activation. |
| **Shift + Tab** | Cursor backward field movement | Positions cursor at the previous field or object on the Web page.  An object could be a radio button, a checkbox, a push button etc. Radio buttons without a value, will not be included in the tab sequence. |
| **Alt + underlined letter of menu item** | Menu item selection | Drops list down from menu bar, allowing arrow keys to traverse the menu items and the enter key to select menu items (focus can be on anything in the window, but a letter of each menu item must currently be underlined.)  In general, assign the first available letter to items, in the following sequence:   * First letter, if available * First available consonant * First available vowel * Additional letter shown in parentheses |
| **Alt + Esc** | Window switching | Switch between unassociated/non-related windows (windows in the eView application and other application windows already opened.) |
| **Home** | See Action cell at right for description of process performed | In Case Data, with focus on the navigation menu, view is positioned at the top of the menu.  With focus on the selected menu item page, view is positioned at the top of the page. |
| **End** | See Action cell at right for description of process performed | In Case Data, with focus on the navigation menu, view is positioned at the bottom of the menu.  With focus on the selected menu item page, view is positioned at the bottom of the page. |

### Accelerator Keys

#### Header 1 and Header 2 Hypertext Links

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Folder Search Page** (header 1) |  |
| **Alt + O** | ‘OK’ button |
| **Alt + S** | ‘Search’ button |
| **Alt + C** | ‘Clear’ button |
| **Print Forms Page** (header 1) |  |
| **Alt + P** | ‘Print and Exit’ button |
| **Alt + R** | ‘Print and Return’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Flags Page** (header 2): | *Flags Information page displays when clicking ‘Add Flag’ button or selecting a Flag Type on the ‘Flags’ page* |
| **Alt + A** | ‘Add Flag’ button.  Enabled only when Edit (Lock Case) link is selected. |
| **Alt + N** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Alt + O** | ‘OK’ button |
| **Alt + L** | ‘Delete’ button.  Enabled when selecting a flag from the ‘Flags’ page. |
| **Alt + A** | ‘Add Another’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |

#### Navigational Tabs

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Alt + G** | ‘Alerts & Messages’ tab |
| **Alt + T** | ‘Case Data’ tab |
| **Alt + U** | ‘Case Documents’ tab |
| **Alt + I** | ‘Status/History’ tab |
| **Alt + X** | ‘Exhibit List’ tab.  Tab is displayed only at the Hearing, Appeals Council or Federal Court level |
| **Alt + C** | ‘CAR’ tab.  Tab is displayed if the case is in non-pending status at the Hearing, Appeals Council, or Federal Court level or there is a finalized eCAR on the folder at any level |

#### Alerts & Messages

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Footer Buttons**: | Alerts & Messages Footer Buttons |
| **Alt + A** | ‘Add Message’ button. Enabled only when Edit (Lock Case) link is selected. |
| **Alt + H** | ‘Help’ button |
| **Messages Information Page:** | *Messages Information page displays when clicking ‘Add Message’ button or selecting a message on the ‘Alerts & Messages’ page* |
| **Alt + O** | ‘OK’ button |
| **Alt + L** | ‘Delete’ button. Enabled when selecting a message from the ‘Alerts & Messages’ page. |
| **Alt + A** | ‘Add Another’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |

#### Case Documents

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Function Links**: | Case Documents function links |
| **Alt + E** | ‘Expand All’ link |
| **Alt + S** | ‘Collapse All’ link |
| **Alt + L** | ‘Select All’ link |
| **Alt + A** | 'Deselect All' |
| **Alt + V** | ‘Deselect All Sensitive’ link |
| **Alt + M** | ‘Refresh Documents’ link |
| **Alt + R** | 'ORS' link |
| **Alt + Q** | ‘Queries’ link |
| **Alt + F** | ‘Link Folders’ link. Displayed only on CDR Classification cases. |
| **Footer Buttons**: | Case Documents Footer Buttons |
| **Alt + O** | ‘Open’ button |
| **Alt + Y** | ‘Copy Docs’ button.  Enabled only when Edit (Lock Case) link is selected and a document is selected.  Access requirement: Received dialog box “Copy Docs is not available to the FO”. |
| **Alt + P** | ‘Print’ button |
| **Alt + H** | ‘Help’ button |
| **Alt + N** | ‘Outstanding Requests’ button |
| **Alt + B** | ‘Create Barcode’ button |
| **Alt + K** | ‘Bookmarks’ button |
| **Link Folders page Footer Buttons**: | Link folders page displays after selecting the ‘Link Folders’ link on the Case Documents tab |
| **Alt + O** | ‘OK’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Online Retrieval System Documents page**: | Online Retrieval System Documents page displays when clicking on the ‘ORS’ function link |
| **Alt + O** | ‘Open’ button |
| **Alt + A** | ‘Add to Case’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Query Selection Screen**: | Query Selection Screen displays when clicking the ‘Queries’ function link |
| **Alt + V** | ‘View Only’ button |
| **Alt + S** | ‘View and Save to EF’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Locate Documents page**: | Locate Documents page displays when clicking the ‘Locate Docs’ function link |
| **Alt + O** | ‘Open’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + R** | ‘Restore Default Docs’ button |
| **Alt + H** | ‘Help’ button |
| **Potential Duplicates page**: **Function Links** | Potential Duplicates page displays when clicking ‘Find Duplicates’ footer button |
| **Alt + E** | ‘Expands All’ link |
| **Alt + S** | ‘Collapses All’ link |
| **Potential Duplicates page: Footer Buttons** | Potential Duplicates page displays when clicking ‘Find Duplicates’ footer button |
| **Alt + R** | ‘Refresh List’ button |
| **Alt + X** | ‘Exit’ button |
| **Alt + H** | ‘Help’ button |
| **Outstanding Document Request Query page**: | Outstanding Document Request Query page displays when clicking ‘Outstanding Requests’ footer button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Create Bar Code page**: **Tabs** | Create Bar Code page displays when clicking ‘Create Barcode’ footer button |
| **Alt + U** | ‘Search Commonly Used Forms’ tab |
| **Alt + A** | ‘Search All Forms’ tab |
| **Create Bar Code page**: **Header Buttons** | Create Bar Code page displays when clicking ‘Create Barcode’ footer button |
| **Alt + S** | ‘Search’ Button |
| **Alt + R** | ‘Reset’ Button |
| **Create Bar Codes page**: **Footer Buttons** | Create Bar Code page displays when clicking ‘Create Barcode’ footer button |
| **Alt + N** | ‘Select Next Form’ button |
| **Alt + V** | ‘View Selected Forms’ button |
| **Alt + P** | ‘Print’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Bookmarks page**: | Bookmarks page displays when clicking on ‘Bookmarks’ footer button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Categories page**: | Categories page displays when clicking on ‘Categories’ footer button |
| **Alt + O** | 'Open' button |
| **Alt + P** | 'Print' button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |

#### Exhibit List

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Function Links**: | Exhibit List function links |
| **Alt + L** | ‘Select All’ section items link |
| **Alt + A** | ‘Deselect All’ section items link |
| **Alt + M** | ‘Refresh Documents’ link |
| **Filter List**: **Header Buttons** | Header buttons for Filter List display when clicking ‘Filter List’ link |
| **Alt + S** | ‘Search’ button |
| **Alt + R** | ‘Clear Filter’ button |
| **Header Buttons**: | Exhibit List Header Buttons |
| **Alt + E** | ‘Select’ button |
| **Alt + S** | ‘Sort’ button |
| **Footer Buttons**: | Exhibit List Footer Buttons |
| **Alt + O** | ‘Open Selected’ button |
| **Alt + P** | ‘Add Paper Document’ button.  Enabled only when Edit (Lock Case) link is selected and a document has been selected. |
| **Alt + K** | ‘Bookmarks’ button |
| **Alt + N** | ‘Print Exhibit List’ button |
| **Alt + Y** | ‘Copy Exhibits to CD’ button |
| **Alt + M** | ‘Mark Exhibit No. on Images’ button.  Enabled only when Edit (Lock Case) link is selected and a document has been selected. |
| **Alt + H** | ‘Help’ button |
| **Add Paper Document page**: | Add Paper Document page is displayed when clicking ‘Add Paper Document’ footer button |
| **Alt + O** | ‘OK’ button |
| **Alt + A** | ‘Add Another’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |
| **Consideration of Sensitive Documents Confirmation dialog box**: | Consideration of Sensitive Documents Confirmation dialog box displays when clicking 'Copy Exhibits to CD’ and when sensitive documents are identified |
| **Alt + S** | ‘Create CD Including Sensitive Documents’ button |
| **Alt +W** | ‘Create CD Without Sensitive Documents’ button |
| **Alt + C** | ‘Cancel’ button |
| **Edit Exhibit Information page**: | Edit Exhibit Information page is displayed when clicking an ‘Edit’ link |
| **Alt + O** | ‘OK’ button |
| **Alt + L** | ‘Delete’ button |
| **Alt + C** | ‘Cancel’ button |
| **Alt + H** | ‘Help’ button |

#### CAR

| **Accelerator Key Combination** | **Description/Comment** |
| --- | --- |
| **Alt + H** | 'Help’ button |
| **Car Information Page**: | CAR Information page is displayed when clicking a Civil Action Number within the CAR tab |
| **Alt + O** | ‘Open Selected’ button |
| **Alt + R** | ‘Create Initial CAR’ button.  Displays when an Initial CAR has not been created.  Enabled only when Edit (Lock Case) link is selected. |
| **Alt + P** | ‘Create Supplemental CAR’ button.  Displays after an Initial CAR has been created and becomes enabled only after a CAR has been Finalized. |
| **Alt + M** | ‘CAR Summary’ button |
| **Alt + H** | ‘Help’ button |
| **Alt + R** | ‘Delete CAR’ button.  Displays when an Initial CAR has been created. |
| **Edit Civil Action Information Page**: | Edit Civil Action Information page is displayed when clicking on the Edit link within the CAR Information for the Plaintiff |
| **Alt + E** | ‘Select’ button |
| **Alt + S** | ‘Sort’ button |
| **Footer Buttons**: | Exhibit List Footer Buttons |
| **Alt + O** | ‘OK’ button |
| **Alt + C** | ‘Cancel’ button |

# APPENDIX B

## JAWS HTML Quick Reference

**The following JAWS HTML Quick Reference was extracted from** [**FCI Windows 7 JAWS and MAGic, A Trainer's Reference Manual**](http://sharepoint.ssa.gov/DCHR/OL/EWD/VICurriculum/JAWS%20Skills/FCI%20%20Windows%207%20Trainers%20Manual%202012%20(9-2012).docx)**.**

**Note:** You can use the **SHIFT** key in combination with many of the keystrokes in the table below to move to the previous unit or element.

### Navigation Quick Keys

| **Description** | **Quick Key** |
| --- | --- |
| Next Anchor | **A** |
| Next Button | **B** |
| Next Combo Box | **C** |
| Next Different Type Element | **D** |
| Next Edit Box | **E** |
| Next Form Control | **F** |
| Next Graphic | **G** |
| Next Heading | **H** |
| Next Heading At Level | **1 through 6** |
| Next Item within a List | **I** |
| Jump to Line | **J** |
| Return to Previous Line | **Shift + J** |
| Next PlaceMarker | **K** |
| Next Temporary PlaceMarker | **Control + Windows key + K** |
| Next List | **L** |
| Next Frame | **M** |
| Next Non-Link Text | **N** |
| Next Object Tag | **O** |
| Next Paragraph | **P** |
| Next Block Quote | **Q** |
| Next Radio Button | **R** |
| Next Same Type Element | **S** |
| Next Table | **T** |
| Next Unvisited Link | **U** |
| Next Visited Link | **V** |
| Next Word from List | **W** |
| Next Check Box | **X** |
| Next Span | **Y** |
| Next Division | **Z** |
| Next Landmark | **Semicolon (;)** |
| Next Element | **Shift + Period** |
| Previous Element | **Shift + Comma** |
| Step Past Element | **Shift + Period** |

### Internet Explorer Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next clickable element | **Slash** |
| Move to previous clickable element | **Shift + Slash** |
| Select clickable element | **Insert + Control + Slash** |
| Move to next Landmark | **Semicolon** |
| Move to previous Landmark | **Shift + Semicolon** |
| Select a Landmark item | **Insert + Control + Semicolon** |
| Move back a page | **Alt + Left Arrow or Backspace** |
| Move forward a page | **Alt + Right Arrow** |
| Move to Home page | **Alt + Home** |
| Refresh page and cache | **F5** |
| Stop downloading a page | **Escape** |
| Move to Address bar | **Alt + D** |
| Turn Full Screen Mode on/off | **F11** |
| Zoom In | **Control + Plus Key or Control + Mouse Wheel Up** |
| Zoom Out | **Control + Minus or Control + Mouse Wheel Down** |
| Zoom to 100% | **Control + 0** |
| Read Address bar | **Insert + A** |
| List of previously typed addresses | **F4** |
| Move JAWS Cursor to Address bar | **Insert + A twice quickly** |
| Virtual HTML features | **Insert + F3** |
| Open Favorites | **Control + I or Alt + A** |
| Organize Favorites | **Control + B** |
| Add current page to Favorites | **Control + D** |
| Activate Mouse Over | **Insert + Control + Enter** |
| Select a Mouse Over element | **Insert + Windows Key + Semicolon** |
| View basic element information | **Insert + Shift + F1** |
| View advanced element information | **Control + Insert + Shift + F1** |
| Open and select items in the ARIA Drag and Drop dialog box | **Windows Key + Control + Equals** |
| Open ARIA Live Region Text Filter dialog box | **Windows Key + Control + Dash** |

### Tabbed Browsing Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Open a new tab | **Control + T** |
| Open a new tab from the Address bar | **Alt + Enter** |
| Open a new tab from the toolbar Search box | **Alt + Enter** |
| Open duplicate tab | **Control + K** |
| Toggle between Full Screen Mode and Normal View Mode for current web page | **Alt + Enter** |
| Switch to the next tab | **Control + Tab** |
| Switch to the previous tab | **Control + Shift + Tab** |
| Switch to a specific tab number | **Control + n, where N is a digit from 1 to 8** |
| Switch to last tab | **Control + 9** |
| Close current tab | **Control + W or Control + F4** |
| Close all tabs | **Alt + F4** |
| Close other tabs | **Control + Alt + F4** |
| Open link in a new tab in the background | **Control + Enter** |
| Open link in a new tab in the foreground | **Control + Shift + Enter** |

### Links Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List links | **Insert + F7** |
| Next link | **Tab** |
| Prior link | **Shift + Tab** |
| Next visited link | **V** |
| Prior visited link | **Shift + V** |
| Open link | **Enter** |
| Open link in new Window | **Shift + Enter** |
| Next non-link Text | **N** |
| Prior non-link Text | **Shift + N** |

### Headings Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List Headings | **Insert + F6** |
| Next Heading | **H** |
| Prior Heading | **Shift + H** |
| First Heading | **Alt + Insert + Home** |
| Last Heading | **Alt + Insert + End** |
| Next Heading at Level | **1 through 6** |
| Prior Heading at Level | **Shift + 1 through 6** |
| First Heading at Level | **Alt + Control + Insert + 1 through 6** |
| Last Heading at Level | **Alt + Control + Insert + Shift + 1 through 6** |

### Forms Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to first Form Field | **Insert + Control + Home** |
| Move to next Form Field | **F** |
| Move to prior Form Field | **Shift + F** |
| Move to last Form Field | **Insert + Control + End** |
| Move to next Button | **B** |
| Move to prior Button | **Shift + B** |
| Move to next Combo box | **C** |
| Move to prior Combo box | **Shift + C** |
| Move To next Edit box | **E** |
| Move to prior Edit box | **Shift + E** |
| Move to next Radio button | **R** |
| Move to prior Radio button | **Shift + R** |
| Move to next Check box | **X** |
| Move to prior Check Box | **Shift + X** |
| Move to next Landmark | **Semicolon** |
| Move to prior Landmark | **Shift + Semicolon** |
| Enter Forms Mode | **Spacebar or Enter** |
| Exit Forms Mode | **Num Pad Plus** |
| List of Form Fields | **Insert + F5** |
| List Buttons | **Control + Insert + B** |
| List Combo boxes | **Control + Insert + C** |
| List Edit boxes | **Control + Insert + E** |
| List Radio buttons | **Control + Insert + R** |
| List Check boxes | **Control + Insert + X** |
| List Landmarks | **Control + Insert + Semicolon** |
| Enter/Leave Multi-Select Mode | **Shift + F8** |

### Tables Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next Table | **T** |
| Move to prior Table | **Shift + T** |
| Select Table | **F8 (when on the line that announces the number of rows and columns)** |
| List Tables | **Control + Insert + T** |
| Jump to Table cell (from within a table) | **Control + Windows Key + J** |
| Return to previous cell | **Control + Shift + Windows Key + J** |
| Read current cell | **Control + Alt + Num Pad 5** |
| Move to and read next cell | **Control + Alt + Right Arrow** |
| Move to and read prior cell | **Control + Alt + Left Arrow** |
| Move to and read cell above | **Control + Alt + Up Arrow** |
| Move to and read cell below | **Control + Alt + Down Arrow** |
| Move to and read first cell | **Control + Alt + Home** |
| Move to and read last cell | **Control + Alt + End** |
| Read next row | **Windows Key + Alt + Down Arrow** |
| Read prior row | **Windows Key + Alt + Up Arrow** |
| Read current row | **Windows Key + Comma or Windows Key + Num Pad 5** |
| Read from beginning of row to current cell | **Insert + Shift + Home** |
| Read from current cell to end of row | **Insert + Shift + Page Up** |
| Read current column | **Windows Key + Period** |
| Read from top of column to current cell | **Insert + Shift + End** |
| Read from current cell to bottom of column | **Insert + Shift + Page Down** |
| Read next column | **Windows Key + Alt + Right Arrow** |
| Read prior column | **Windows Key + Alt + Left Arrow** |
| Jump to cell (Within Table) | **Control + Windows Key + J** |
| Return to previous table cell | **Control + Shift + J** |

### Table Layer Commands

Press **Insert + Spacebar, T** to enter the **Table Layer**. Once in the layer, use the following:

| **Description** | **Keystroke** |
| --- | --- |
| Move by cell | **Arrow Key** |
| Move to beginning of a row | **Control + Left Arrow** |
| Move to end of a row | **Control + Right Arrow** |
| Move to the beginning of a column | **Control + Up Arrow** |
| Move to the bottom of a column | **Control + Down Arrow** |
| Move to the beginning of the current row | **Home** |
| Move to the end of the current row | **End** |
| Move to the first cell in a table | **Control + Home** |
| Move to the last cell in a table | **Control + End** |
| List the Keystrokes you can use in the Layer | **H** |
| Exit the Layer | **Escape or Tab or Spacebar** |

### PlaceMarkers Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next PlaceMarker | **K** |
| Move to prior PlaceMarker | **Shift + K** |
| Add a temporary PlaceMarker | **Control + Windows key + K** |
| List PlaceMarkers | **Control + Shift + K** |
| Read PlaceMarker 1 – 4 | **Numbers Row 7 through 0** |
| Move to PlaceMarker 1 – 4 | **Shift + 7 through 0 (to move to PlaceMarkers 1 through 4)** |
| Listen to PlaceMarker content 1 – 4 | **Shift + Numbers row 7 through 0** |
| Add, delete, edit, or rename permanent PlaceMarker | **Control + Shift + K** |

### Frames Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next Frame | **M** |
| Prior Frame | **Shift + M** |
| Move to Frame 1 to 10 | **Unassigned** |
| List Frames | **Insert + F9** |

### Elements Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next same element | **S** |
| Prior same element | **Shift + S** |
| Next different element | **D** |
| Prior different element | **Shift + D** |
| Next element | **Shift + Period** |
| Previous element | **Shift + Comma** |
| Select entire element | **F8** |
| Move to the beginning of the current table, list or element | **Windows key + Home** |
| Move to the end of the current table, list or element | **Windows key + End** |
| Display element information | **Shift + Insert + F1** |
| Display detailed element information | **Control + Shift + Insert + F1** |
| Activate Mouse Over | **Insert + Control + Enter** |

### Other HTML Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Feeds menu | **Alt + J** |
| Open Download Manager | **Control + J** |
| Feeds list in Internet Explorer | **Control + G** |
| Search box in Internet Explorer | **Control + E** |
| Search button | **Alt + Enter** |
| Create Custom Label | **Control + Insert + Tab** |
| Create temporary PlaceMarker | **Control + Windows Key + K** |
| List, Go To, Create Permanent, Rename, or Remove PlaceMarker | **Control + Shift + K** |
| Move to next PlaceMarker | **K** |
| Move to previous PlaceMarker | **Shift + K** |
| Move to next list | **L** |
| Move to prior list | **Shift + L** |
| Select list | **F8** |
| List All ordered, unordered, and definition Lists | **Control + Insert + L** |
| Move to next item in a list | **I** |
| Move to prior item in a list | **Shift + I** |
| Reload Web page | **F5** |
| Refresh JAWS Virtual Mode | **Insert + ESC** |
| List Toolbar buttons | **Insert + F8** |
| Route Virtual to PC cursor | **Insert + Delete** |
| Route PC to Virtual cursor | **Control + Insert + Delete** |
| Route Virtual to JAWS cursor | **Insert + Num Pad Plus** |
| Virtual Cursor toggle | **Insert + Z** |
| Personalize Web page | **Shift + Insert + V** |
| JAWS Find | **Insert + Control + F or Control + F** |
| JAWS Find next | **Insert + F3 or F3** |
| JAWS Find previous | **Insert + Shift + F3 or Shift + F3** |
| Jump to line | **J** |
| Return to previous line | **Shift + J** |
| Move to next division | **Z** |
| Move to prior division | **Shift + Z** |
| List divisions | **Control + Insert + Z** |

### Lists of Elements

**Note:** You can also press **Insert + F3** to select the type of HTML element list you want to view.

| **Element** | **Keystroke** |
| --- | --- |
| Form fields | **Insert + F5** |
| Headings | **Insert + F6** |
| Links | **Insert + F7** |
| Frames | **Insert + F9** |
| Anchors | **Control + Insert + A** |
| Buttons | **Control + Insert + B** |
| Combo boxes | **Control + Insert + C** |
| Edit boxes | **Control + Insert + E** |
| Lists | **Control + Insert + L** |
| Graphics | **Control + Insert + G** |
| Paragraphs | **Control + Insert + P** |
| Block quotes | **Control + Insert + Q** |
| Radio buttons | **Control + Insert + R** |
| Tables | **Control + Insert + T** |
| Check boxes | **Control + Insert + X** |
| Divisions | **Control + Insert + Z** |
| Landmarks | **Control + Insert + Semicolon** |

# FEEDBACK SHEET

Request to the instructor:

As you use this training package, please document errors, omissions, and revisions and notify us of any revisions. At the completion of this segment, you should mail this form to the address on the next page.

**Source of report:**

Location of training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Timeframes:**

How much time did it take to present this material?

**Topics:**

Is there any material in this lesson that is covered but not relevant to your position that we should remove? If so, what?

Can you identify any topic not covered in this lesson that should be included?

**Complexity level:**

Are there any lessons that appear either too simple or too complex? Which ones? Why?

**Testing:**

How would you rate the usefulness of the tests and exercises?

1 2 3 4 5

Irrelevant Adequate Quite helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page # Correction Needed

**Comments:**

Use the space below for your comments on how we can improve this material.

**Mail to:**

Gregory Gill

Social Security Administration

EHR Ste 100

6401 Security Blvd.

Baltimore, MD 21235