

# Citizen Engagement (CE) Enhancements

Cúram 8.1.3 (CE v7.4.0) Enablement Material

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Hello and welcome to this deep dive presentation that introduces the enhancements to Cúram Citizen Engagement that are available in CE v7.4.0 and compatible with Merative Curam (SPM) 8.1.3.0. Note that Citizen Engagement v7.4.0 incorporates Cúram Universal Access Responsive Web Application v7.4.0 and Cúram Web Design System v7.4.0.

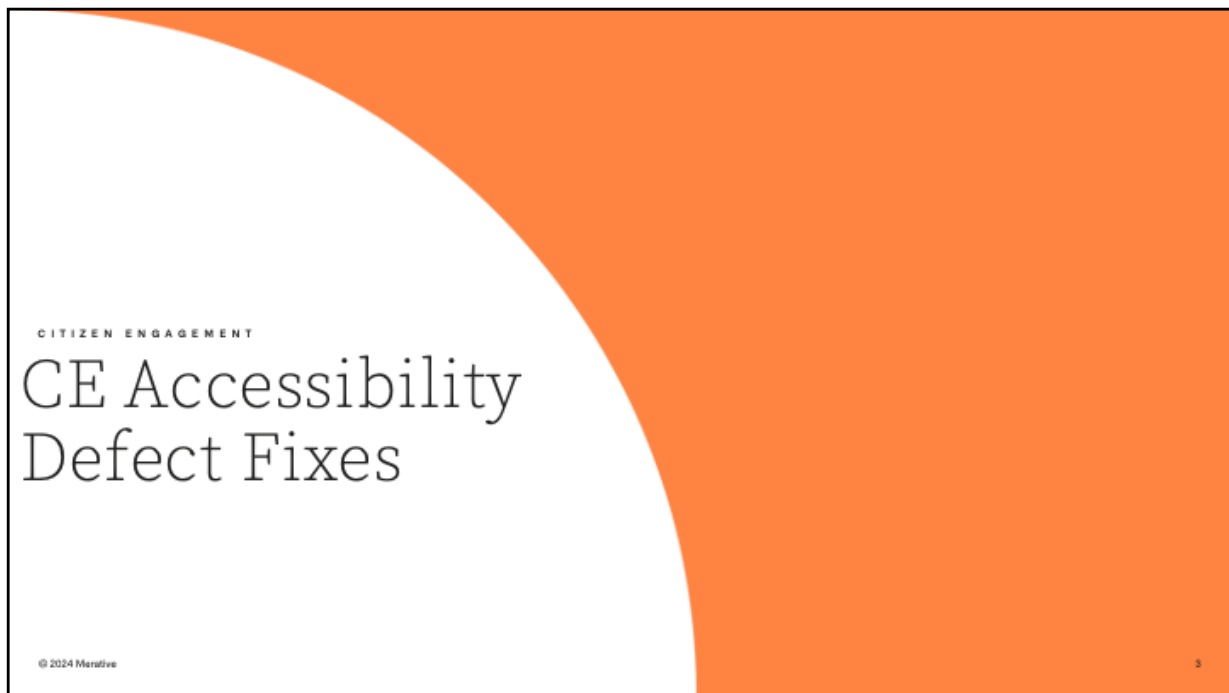


## Agenda

1. CE Accessibility Defect Fixes
2. IEG Accessible Server-side Validations

The focus for the last few months has been on accessibility. First, there are the CE accessibility defects which have been addressed not only in SPM 8.1.3.0 and CE v7.4.0 but also in the releases leading up to that since June of this year (2024). We have also delivered an enhancement to the way server-side validations are displayed in IEG forms making it fully accessible.





There is new legislation both in the US and Canada designed to ensure that users with accessibility needs receive equal access to the systems available to them.

In the US, a new rule was finalized revising Title II of the Americans with Disabilities Act. The rule requires that US state and local governments make their websites and mobile applications accessible for people with disabilities and comes into effect in April 2026.

In Canada, there's the Accessible Canada Act (ACA) which came into force in 2019. The overarching goal of the ACA is to realize a barrier-free Canada by 2040. The legislation benefits all Canadians, especially persons with disabilities, through the proactive identification, removal and prevention of barriers to accessibility.



## CE Accessibility Defect Fixes

57 accessibility fixes have been rolled out across 23 WCAG 2.1 Criteria\* since June 2024

1.1.1 Text Alternatives – Non-Text Content (1)	2.4.6 Navigable – Headings and Labels (2)
1.3.1 Adaptable – Info and Relationships (17)	2.4.7 Navigable – Focus Visible (3)
1.3.2 Adaptable – Meaningful Sequence (1)	3.1 Readability (1)
1.3.3 Adaptable – Sensory Characteristics (2)	3.1.2 Readable – Language of Parts (3)
1.4.1 Distinguishable – Use of Color (1)	3.2.2 Predictable – On Input (1)
1.4.4 Distinguishable – Resize Text (1)	3.3.1 Input Assistance – Error Identification (1)
1.4.11 Distinguishable – Non-Text Contrast (3)	3.3.2 Input Assistance – Labels or Instructions (2)
1.4.12 Distinguishable – Text Spacing (1)	3.3.3 Input Assistance – Error Suggestion (1)
2.1.1 Keyboard Accessible – Keyboard (4)	4.1.2 Compatible – name, role, value (6)
2.4.1 Navigable – Bypass Blocks (3)	4.1.1 Compatible – parsing (6)
2.4.3 Navigable – Focus Order (1)	4.1.3 Compatible – Status Messages (2)
2.4.4 Navigable – Link Purpose (In context) (3)	

**Details of the fixes are provided in the release notes contained within the CE guides**

\*Some fixes cross multiple criteria so number in brackets doesn't reflect number of defects addressed

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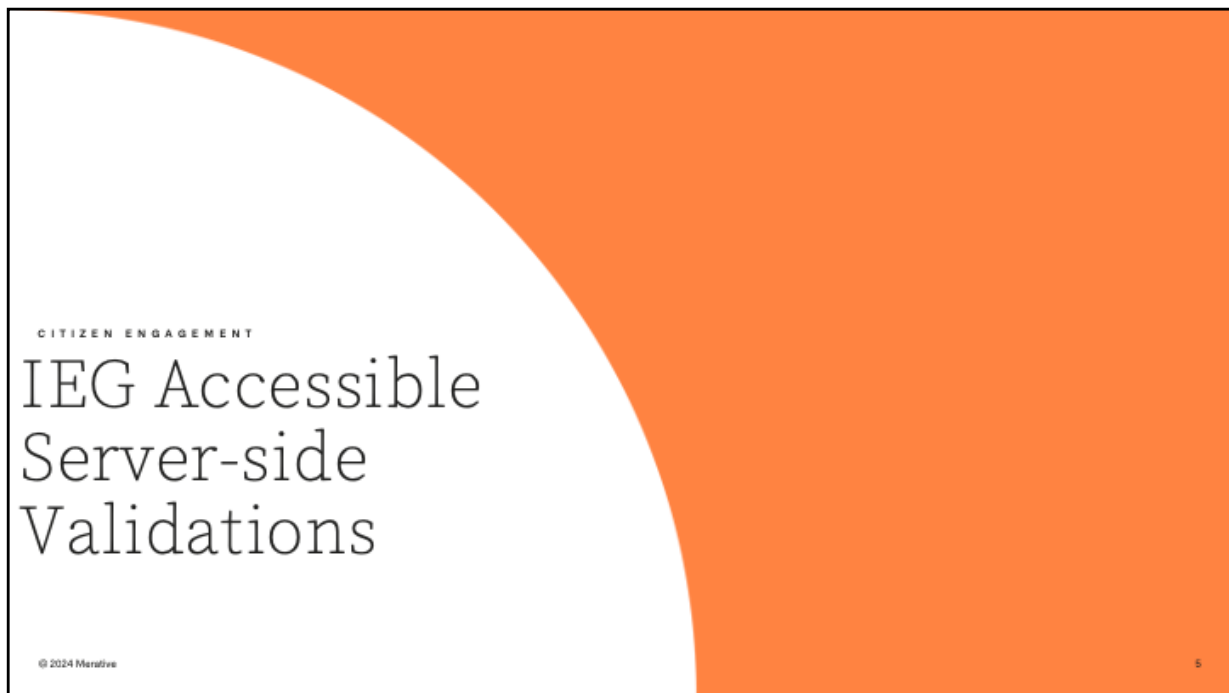
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As a result, we have been closing the accessibility gaps in CE, to ensure accessibility compliance with the guidelines and standards including the Web Content Accessibility Guidelines WCAG 2.1 (level A&AA), Revised Section 508 standards and EN 301 549 requirements.

Throughout the last 6 releases of CE (from our v7.0.2 release in June 2024 to the current release v7.4.0 in November), we have focused on reducing the number of accessibility issues that have the greatest impact on improving our users' experience especially important for a citizen facing application. We have addressed 57 accessibility issues across 23 WCAG2.1 criteria. This will benefit hugely our US customers as their new legislation comes into effect in April 2026, but also our Canadian and other global customers.

Please see the *Cúram Universal Access Responsive Web Application* guide, and the *Cúram Design System Guide* for the release notes detailing the accessibility fixes which have been put in place for each release.





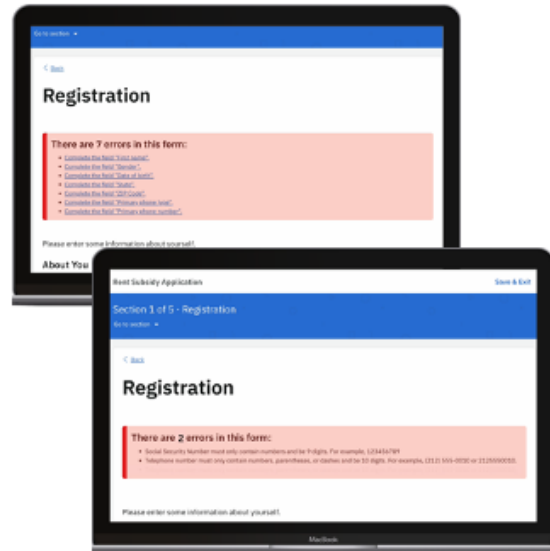
Next, In CE v7.4.0 there is an accessibility enhancement to the way server-side validations are displayed in IEG forms



## IEG Accessible Server-side Validations

### **Business Problem:**

If a Citizen **makes mistakes** when filling out an online application, they **do not receive consistent notifications** about these mistakes. Errors are not displayed all at once, and not all errors are clearly associated (linked) with the relevant fields.



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Before Cúram Universal Access Responsive Web Application v7.4.0 (Cúram v8.1.3), if a citizen made a mistake when filling out an online application form, they did not receive consistent notifications about these mistakes. Errors were not displayed all at once and not all errors were linked with the fields causing the error.



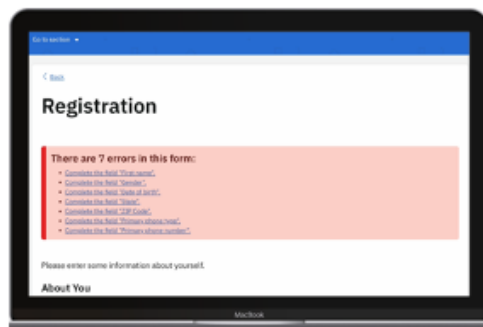
## Before CE v7.4.0

There were 2 phases of validation in IEG forms both triggered by continue or submit.

### 1. Client-side

Validations done on the front end. Displayed at the top of the page in the error section, with a link to the field with the error, and the message repeated inline beneath the field. They were displayed first.

Examples are typically mandatory field validations.



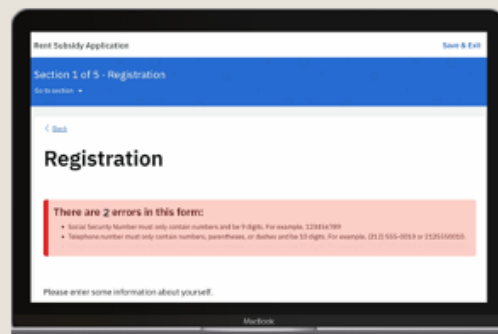
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### 2. Server-side

Validations where a call is made to the backend to check information. Displayed once client-side validations were corrected.

- No link to field
- Field not highlighted
- No inline message

Examples are where a person's date of birth can't be in the future, or where an SSN/SIN needs to have a certain number of characters.



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To understand how this has been resolved, it is useful to be aware of why there were these inconsistencies. In Cúram Citizen Engagement, there are two types of validations when completing an online form (using IEG). There are client-side validations which are done on the front end. Examples are typically mandatory field validations. There are also server-side validations where a call is made to the backend to check information. Examples are where a person's date of birth can't be in the future, or where an SSN or SIN needs to have a certain number of characters.

Before Cúram Universal Access Responsive Web Application v7.4.0 (Cúram v8.1.3), there were two distinct phases for these validations. On 'continue or submit', client-side error messages were displayed first and once they were all corrected, server-side error messages were only then displayed. This resulted in citizens having to fix another set of errors which were not apparent at first. In addition, the appearance of these messages were not consistent. The server-side validations (unlike the client-side ones) had no link to the field where the error occurred, the field with the error wasn't highlighted and the error wasn't repeated inline making it hard for all users but especially screen reader users to work out which field had the error.

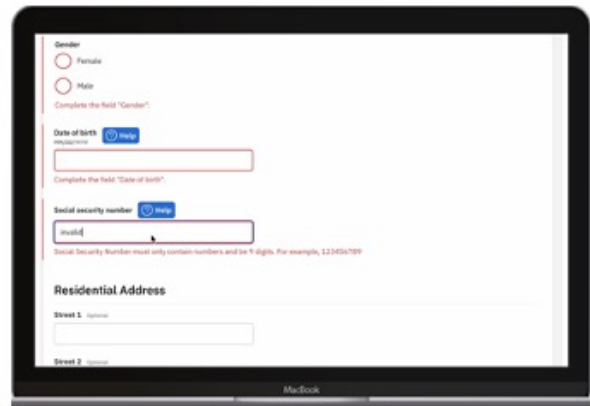
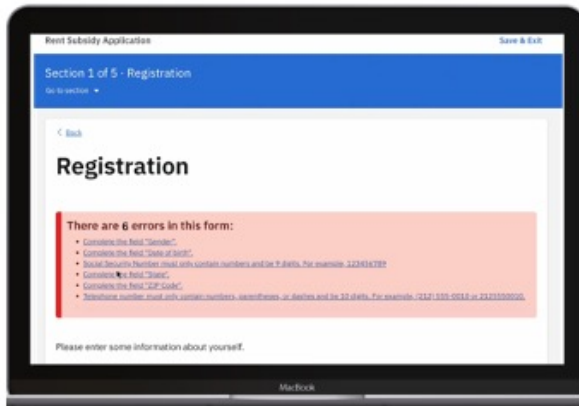


## In CE v7.4.0

Now both client-side and server-side error messages are displayed at the same time.

All error messages link to the field where the error occurred

The field with the error is highlighted, and the error is repeated inline



In CE v7.4.0, a new webApp setting is available which when set to true displays all error messages at the same time whether they are because of client-side or server-side validations.

In addition, all error messages including server-side error messages are now accessible with a link to the field where the error occurred. The field with the error is highlighted to the user and the error message is repeated inline.

This ensures that all validation errors are presented in an accessible and unified manner, with each error message linked directly to the relevant field. This reduces user frustration by providing clear and actionable feedback, streamlines the application process and ensures screen reader users can complete a form with ease, leading to higher submission accuracy and efficiency.



Technical Considerations	
<p><b>What is provided?</b></p> <p>webApp setting:  <code>REACT_APP_ACCESSIBLE_SERVER_SIDE_VALIDATIONS_ENABLED</code></p> <p>The setting is contained within the file:  <code>.../packages/universal-access-sample-app/.env</code> (which contains all webApp settings).</p> <p><b>Applies to the CE IEG player only</b></p>	<p><b>What do you need to do?</b></p> <p>The setting is <b>false</b> by default. To avail of accessible server-side validations it must be set to true.</p> <p>When set to false, error messages resulting from a server-side validation will be displayed once all client-side errors have been corrected. The error message will be displayed at the top of the page only with no link to the field where the error occurred.</p> <p>When set to true, all error messages are displayed at the same time. All messages have a link to the field where the error occurred. The field with the error is highlighted to the user and the error message is repeated inline.</p> <p><b>Note - To enable accessible server-side validations CE v7.4.0 and Cúram 8.1.3 or later is required.</b></p>

This enhancement applies to the CE IEG player only and therefore is applicable to the CE responsive web application only, not the classic IEG players used in the caseworker application and classic portals.

The web app setting is called `REACT_APP_ACCESSIBLE_SERVER_SIDE_VALIDATIONS_ENABLED` and is contained within the file `.../packages/universal-access-sample-app/.env` (which contains all settings for the responsive web application). This setting is false by default. To avail of accessible server-side validations it must be set to true. When set to false, error messages resulting from a server-side validation will revert to the previous behaviour and will be displayed only once all client-side errors have been corrected. The error message will be displayed at the top of the page only with no link to the field where the error occurred.

Please note, In order to enable accessible server-side validations Cúram version 8.1.3 or later is required along with CE v7.4.0.

For more information on this setting, see the chapter *IEG in the Universal*



*Access Web Application in the Cúram Universal Access Responsive Web Application guide.*