



Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Canada

Tests de facilité d'emploi par des utilisateurs de technologie d'assistance

28 mai 2020

Bureau de la transformation numérique
Secrétariat du Conseil du Trésor du Canada

Détails au sujet du test

- Accent mis sur l'aide financière pour répondre à la COVID – Canada.ca héberge le modèle « style métro » de lancement d'un service (PCU/PCUE)
- Test exécuté du 12 au 18 mai 2020
- Six (6) participants – tous utilisaient des ordinateurs de bureau
 - Trois (3) utilisateurs de JAWS (un utilisateur a également utilisé un afficheur braille)
 - Deux (2) utilisateurs de NVDA
 - Un (1) utilisateur de la Loupe de Windows
- Recrutement effectué à partir d'un bassin de candidats de tiers (Neoinsight)



Tâches : PCU et PCUE

Government of Canada / Gouvernement du Canada

Search Canada.ca

Financial assistance

Find out about the Canada Emergency Response Benefit (CERB) and new support for students, seniors and businesses.

[Get the support you need](#)

Canada.ca

The official website of the Government of Canada

Most requested

Sign in to an account
Coronavirus (COVID-19)

Employment, Insurance and leave
Emergency benefits

Public services (CPS and OAS)
Find out if you need a visa

Get a passport
Grants and funding

Jobs
Find a job, training, hiring programs, work permits, Social Insurance Number (SIN)

Business and industry
Starting a business, permits, copyright, business support, selling to government

Taxes
Income tax, payroll, GST/HST, contribution limits, tax credits, charities

Culture, history and sport
Arts, media, heritage, official languages, national identity and funding

Canada and the world
Foreign policy, trade agreements, development work, global issues

Focus on

Indigenous peoples
Programs and services for First Nations, Inuit and Métis

Veterans
Services for current and former military, RCMP and their families

Youth
Programs and services for teenagers and young adults

Immigration and citizenship
Visit, work, study, immigrate, refugees, permanent residents, apply, check status

Benefits
E.I. family and sickness leave, pensions, housing, student aid, disabilities

Environment and natural resources
Weather, climate, agriculture, wildlife, pollution, conservation, fisheries

Transport and infrastructure
Aviation, marine, road and rail, car seat and vehicle recalls

Science and innovation
Scientific research on health, environment and space, grants and funding

Money and finances
Personal finance, credit reports, fraud protection, paying for education

Your government

Contact us
Department and agency contacts, change your address

About government
How government works, its priorities, laws, finances and regulations

Departments and agencies
A list of current government and related organizations

Open government
Accessible government, open information and data, open dialogue

Government initiatives

CORONAVIRUS DISEASE (COVID-19)

Coronavirus disease (COVID-19)
Latest updates, precautionary measures and travel advice

[Report a problem or mistake on this page](#)

[Share this page](#)

Date modified: 2020-05-22

Canada Emergency Response Benefit
If you've stopped working because of COVID-19, you may be eligible for income support

Contact us
Department and agency contacts, change your address, Public service and military

News
Treaties, laws and regulations, Government wide reporting

Prime Minister
About government, Open government

Government of Canada / Gouvernement du Canada

Search Canada.ca

Coronavirus disease (COVID-19)

Choosing to wear a non-medical mask? [Wear your mask properly](#)

Current situation

- COVID-19 outbreak update
- Get email updates
- Epidemiological summary
- Personal protective equipment and medical supplies
- Government guidance

Financial and economic support

- For individuals
- For businesses
- Canada Emergency Student Benefit (CESB)
- Canada Emergency Response Benefit (CERB)
- Canada Emergency Wage Subsidy (CEWS)

Your health

- Take a self-assessment
- Symptoms and treatment
- Prevention and risks
- Quarantine (self-isolate) and isolate
- Mental and physical wellbeing
- Non-medical masks

Travel and immigration

- Restrictions, exemptions and advice
- Global travel advisory
- Assistance abroad
- Immigration and citizenship

Safety and security

- Being prepared
- Canada-U.S. border
- Scams, frauds and misleading information
- Military response
- Justice, corrections and parole
- Disruptive health and safety

How you can help

- How you can make a difference
- Modernity industry to provide medical supplies

Focus on

- Health professionals
- Health product industry
- Veterans
- Indigenous communities
- Parents and children
- Death and bereavement
- Governments of Canada employees

COVID-19 in Canada

Number of people tested: 1,559,280

Confirmed cases: 87,891

Possible cases: 11

Deaths: 6,799

Provincial and territorial case numbers

May 28, 2020, 11:02 a.m. EDT

Coronavirus disease questions answered

- About COVID-19
- Symptoms and treatment
- Prevention and risks
- Travel restrictions and exemptions
- Canada's response
- Being prepared

Features

Canada COVID-19 app
Track your symptoms, receive the latest updates, and access trusted resources

[Report a problem or mistake on this page](#)

[Share this page](#)

Date modified: 2020-05-28

Direct links
COVID-19 applications and interactive tools to help you stay informed

Awareness resources
Printable information and videos, with some resources available in multiple languages

Contact us
Department and agency contacts, change your address, Public service and military

News
Treaties, laws and regulations, Government wide reporting

Prime Minister
About government, Open government

Social media • Mobile applications • About Canada.ca • Terms and conditions • Privacy

Canada.ca

Government of Canada / Gouvernement du Canada

Search Canada.ca

Canada's COVID-19 Emergency Response Plan

On this page

- Introduction
- Support for individuals
- Health facilities and services
- Information resources
- People who are not in Canada
- Support for businesses
- Access to health services
- Enforcement and compliance
- Timeline
- Next steps and responsibilities
- First responder

Support for individuals

- Financial assistance
- Health facilities and services
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Government of Canada / Gouvernement du Canada

Search Canada.ca

Canada.ca • Benefits

Canada Emergency Response Benefit

Coronavirus disease (COVID-19)

Only apply for the CERB through either Service Canada or the Canada Revenue Agency (CRA) – not both.

You may be eligible for support via other programs as well. [Answer some questions to find financial help during COVID-19.](#)

What is the Canada Emergency Response Benefit

If you have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks.

Who is eligible

The Benefit is available to workers:

- Residing in Canada, who are at least 15 years old;
- Who have stopped working because of reason or sickness benefits or have exhausted their fishing benefits between December 29, 2019, and January 1, 2020;
- Who had employment and/or self-employment date of their application; and,
- Who have not quit their job voluntarily.

When submitting your first claim, you cannot have income for 14 or more consecutive days within this period.

When submitting subsequent claims, you cannot have income for the entire four-week benefit period of your claim.

Note: Federally regulated workers taking the new

How to apply

To deliver payments to Canadians in a fast and efficient way, the Government of Canada has created a new online application process.

To begin the application process, please answer a few questions to determine the best fit for your situation.

Please read these [questions and answers](#) for more information.

Keep getting your payments

On this page

- Re-apply for the CERB
- When and how to expect your payment

Re-apply for the CERB

If your situation continues, you should apply for the CERB again for another 4-week period, up to a maximum of 4 periods (16 weeks total).

Determine when to re-apply

If you start working again

When and how to expect your payment

If you are eligible for the CERB, you can expect \$2,000 (\$500 per week) for a pre-set 4-week period.

The CERB is paid by **direct deposit** in 3 business days if you have direct deposit with the CRA. If you don't, you should get a cheque in about 10 business days.

[Return or repay a payment](#)

Get started

Thinking about your main source of income in the last year - were you:

- I was self-employed
- I was an employee

[Report a problem or mistake on this page](#)

Date modified: 2020-05-19

Contact
Employment, Insurance and leave
Departments and agencies
Public service and military

News
Treaties, laws and regulations
Government wide reporting

Prime Minister
About government, Open government

Government of Canada / Gouvernement du Canada

Search CRA

Sections

- Who can apply
- How to apply
- Keep getting your payments
- Return or repay a payment
- Contact us about CERB

Canada.ca • Benefits • Canada Emergency Response Benefit (CERB) • Applying for CERB with CRA

Applying for CERB with CRA

Keep getting your payments

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[Return or repay a payment](#)

[Report a problem or mistake on this page](#)

Date modified: 2020-05-02

Contact
Employment, Insurance and leave
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Canada.ca

Tâche	Scénario	Bonne réponse	Facilité à trouver les pages initiales	Point de mire	Réussite
T1 PCU – Ce qui est offert	Tom a été mis à pied de son emploi à temps partiel à cause de la COVID-19. Il occupait son poste depuis moins de six mois. Quel montant peut-il obtenir du gouvernement pour compenser sa perte de revenu?	2 000 \$ par mois ou 500 \$ par semaine	Page PIE, page principale de la PCU	Se rendre à la PCU depuis la page d'accueil	5/6
T2 PCU – Nouvelle demande	La semaine dernière, Tom a présenté une demande de PCU par l'entremise de son compte de l'ARC et a déjà reçu son premier paiement. Comment peut-il s'assurer d'obtenir le prochain paiement le plus rapidement possible?	Il doit présenter une nouvelle demande pour chaque période.	PCU – Continuez de recevoir vos paiements, PCU – Comment faire une demande	Passer la page principale de la PCU, parcourir le lancement de service « style métro »	4/5
T2-B PCU – Date pour présenter une autre demande	(Si la demande est acceptée) – Pouvez-vous dire à quelle date Tom devrait présenter sa demande?	Mardi 12 mai	PCU – Comment faire une demande	Formulaire Quand faire une demande	3/4
T3 PCU – Contactez-nous	Supposons que Tom ait des questions au sujet de son paiement de la PCU et qu'il doive appeler quelqu'un pour obtenir de l'aide. Quel numéro devrait-il composer?	1-800-959-7383 (en français)	PCU – Contactez-nous	Parcourir le plan « style métro », les éléments imbriqués Tout afficher/masquer	2/5
T4 PCUE – Ce qui est offert	Maya fréquente une université et devait occuper un emploi durant l'été. À cause de la COVID-19, l'emploi en question n'est plus disponible. Elle n'est pas admissible à la PCU parce qu'elle ne travaillait pas lorsque la pandémie a frappé. Peut-elle quand même recevoir de l'aide financière?	Oui, elle peut obtenir 1 250 \$ par mois, ou 2 000 \$ s'il s'agit d'une personne invalide ou ayant des personnes à charge	Page PIE, page principale de la PCUE	PIE	4/4
T4-B PCUE – Admissibilité	Maya est-elle admissible à la PCUE si elle fréquente une université en France?	Oui, les personnes qui étudient à l'étranger sont admissibles	PCUE – Qui peut faire une demande?	Parcourir le plan « style métro », les cases d'admissibilité à cocher	1/1
T4-C PCUE – Préparez-vous à présenter une demande	Que devra faire Maya pour présenter une demande de PCUE?	S'inscrire pour obtenir un compte de l'ARC	PCUE – Comment faire une demande	Déroulement de champs questions et réponses	1/1
T5 Commentaires généraux de suivi	Enfin, avez-vous d'autres commentaires sur la facilité d'emploi globale des pages que vous avez visitées dans le cadre de ce test?	S.O.	S.O.	Commentaires que nous n'avons peut-être pas obtenus durant le test	S.O.

Participant	Technologie d'assistance	T1 PCU – Ce qui est offert	T2 PCU – Nouvelle demande	T2-B PCU – Date pour présenter une autre demande	T3 PCU – Contactez-nous	T4 PCUE – Ce qui est offert	T4-B PCUE – Admissibilité	T4-C PCUE – Préparez-vous à présenter une demande
ARCA-01ED	NVDA	455	AB		ER			
ARCA-02ED	JAWS 2020	543	463	297	ERm	312		
ARCA-03ED	JAWS et affichage braille	413	900	ER	ER			
ARCA-04ED	NVDA	165	161	122	121	128		
ARCA-05ED	Loupe de Windows	246	118	157	157	208		
ARCA-06ED	JAWS	ERm				758	282	413

Légende :

ER	Erreur : A fourni la mauvaise réponse
ERm	Erreur (mineure) : A fourni la mauvaise réponse, mais l'impact est moins important
AB	Abandonné : Ne pensait pas être en mesure d'accomplir de la tâche
TL	Trop long : Le délai fixé a été dépassé
300	La réponse exacte a été fournie, le nombre indique le temps en secondes requis pour accomplir la tâche
	N'a pas tenté d'accomplir la tâche

Quelques stratégies de navigation

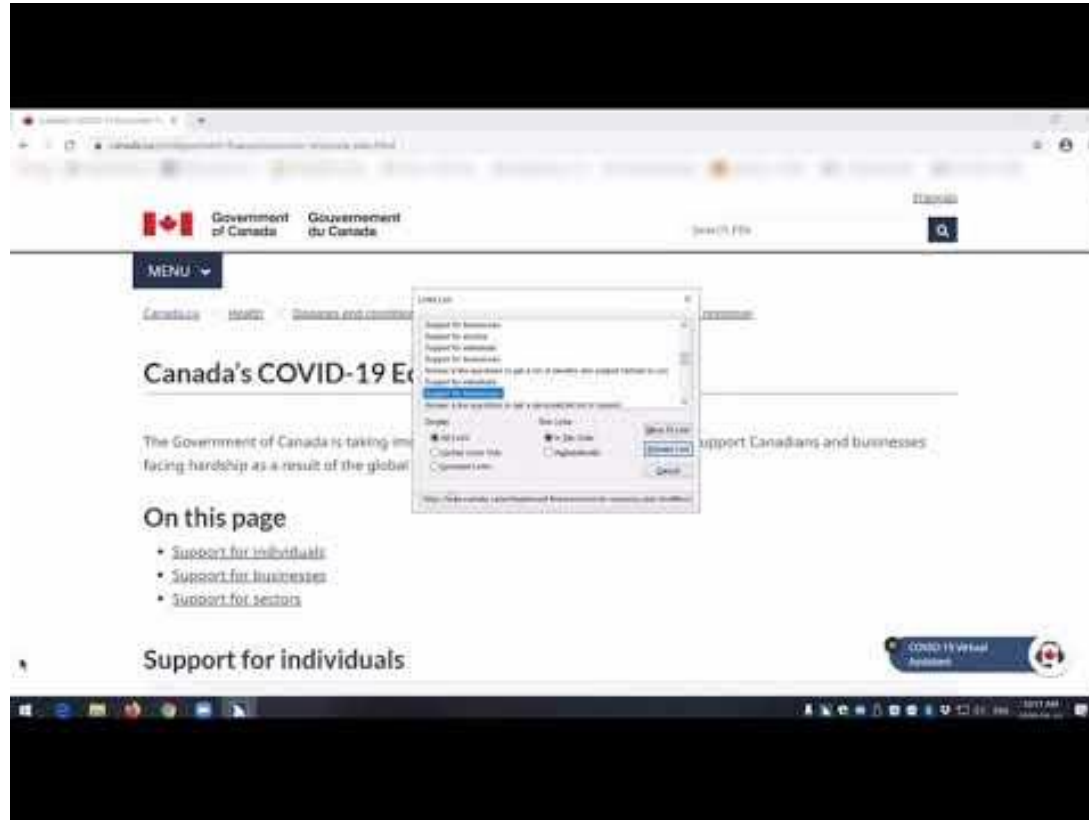
Participant ARCA-05

Windows Magnifier user

When to re-apply for CERB

Quelques problèmes

La page PIE comporte de nombreux liens identiques



Un participant n'a pas accédé à l'élément imbriqué Tout afficher/masquer

The CERB is delivered by both Service Canada (using EI) and the CRA.

You **must** contact the department you applied with.

► If you are not sure who you applied with

▼ If you applied for the CERB with CRA

► Ask about the status of your CERB payment

► Update your address or direct deposit information

► Questions about reapplying for the CERB

► If you applied using Employment Insurance (Service Canada)

« Je pensais avoir trouvé ce dont j'ai besoin, mais je ne vois pas le numéro de téléphone. »

– participant ARCA-03

Mise en forme du tableau et de l'élément Tout afficher/masquer

▼ [Alternative format: When to \(re\)apply.](#)

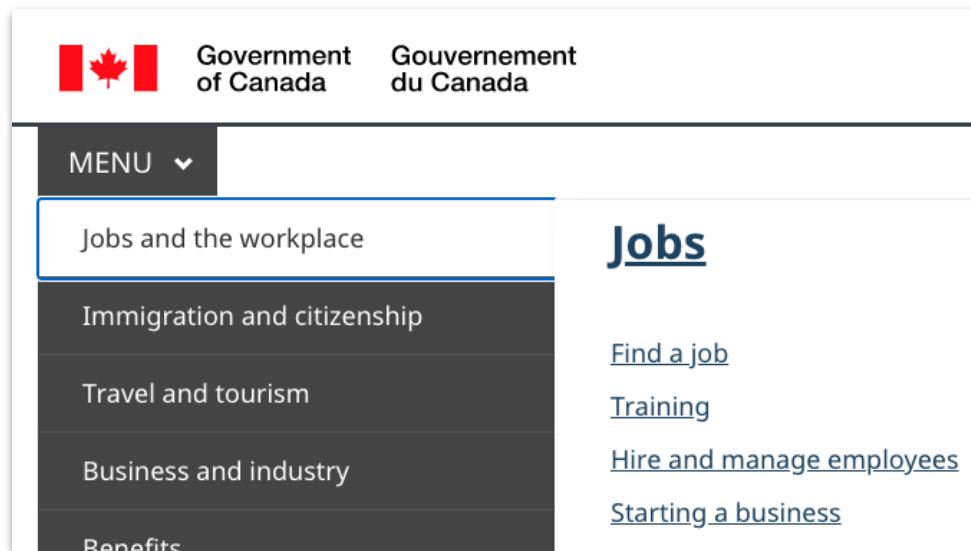
March 15 to April 11 eligibility period and days to apply for the CERB

If you were born in the month of	Apply for CERB on	Your first day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8

« Si vous voulez utiliser un tableau pour créer des indices visuels, l'ajout de séparateurs de colonnes devrait aider. »

— participant ARCA-05

Description verbale de l'utilisation du menu



« Appuyer sur la barre d'espacement pour développer le menu ou sur la touche Échap pour le réduire.

Utiliser les flèches haut et bas pour choisir les éléments du sous-menu. Appuyer sur la touche Entrée ou la flèche droite pour développer le menu, ou sur la flèche gauche ou la touche Échap pour le réduire.

« Ce menu a tellement de texte de remplacement qui me dit quoi faire que je ne sais pas à quoi il sert. »

Utiliser les flèches haut et bas pour choisir un élément à ce niveau, et la touche Entrée pour y accéder. »

Bouton radio de déroulement de champ non sélectionné

Get started

* Thinking about your main source of income in the last year - we

☐ I was self-employed

☒ I was an employee

* Were you a full-time employee for at least four months last year

☐ Yes

☒ No

* Were you a part-time employee for at least eight months last year

☐ Yes

☐ No

« Je vois des boîtes à cocher près de celles auxquelles j'ai répondu. »
– participant ARCA-03

(Ils pensaient avoir répondu
« Non » à la dernière question.)

Rien ne se passe après un clic sur le bouton de déroulement de champ

Whether you apply online or by phone, we want to provide the best service possible to everyone. To help manage this, we have set up specific days when you may apply. To find out when you can apply:

* Select your birth month **(required)**

June ▼

* Select your eligibility period **(required)**

May 10, 2020 to June 6, 2020 ▼

Show when to apply

For the eligibility period you selected, the earliest you can apply is:
Tuesday May 12

You may also apply on:

« Lorsque j'appuie sur le bouton, il n'y a aucun signal sonore parce que la page ne change pas. »

– participant ARCA-04



Ce qui a bien fonctionné

Interaction du lecteur d'écran avec les tableaux

▼ [Alternative format: When to \(re\)apply.](#)

March 15 to April 11 eligibility period and days to apply for the CERB

If you were born in the month of	Apply for CERB on	Your first day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8

« Tout à fait lisible, j'adore le tableau »

– participant
ARCA-02

Titres précis, liens clairs, langage clair

Sections



[Who can apply](#)

Who can get the CERB



[How to apply](#)

When and how to apply for the CERB



[Keep getting your payments](#)

How to re-apply for the CERB and when you can expect it



[Return or repay a payment](#)

Why and how to return or repay the CERB



[Contact us about CERB](#)

How to contact the CRA with your questions about the CERB


Cela est encore plus important lorsque vous vous fiez à un lecteur d'écran.

« Continuez de recevoir vos paiements... ça, c'est un bon titre! »

– participant ARCA-04

Parcourir le plan « style métro »

Applying for CERB with CRA

- 
- [Who can apply.](#)
 - [How to apply.](#)
 - Keep getting your payments
 - [Return or repay a payment](#)
 - [Contact us about CERB](#)

Keep getting your payments

On this page

- [Re-apply for the CERB](#)
- [When and how to expect your payment](#)

Re-apply for the CERB

If your situation continues, you should apply for the CERB again for another

« Je vais chercher en utilisant cet élément, d'accord. »

– participant ARCA-06

« J'aime les lignes avec les petits cercles, c'est un beau visuel. »

– participant ARCA-05

Conception de base et polices

« Ce sont des pages d'apparence vraiment simple. Mais mon but consiste simplement à trouver ce que je cherche. »

« C'est un bon choix de police à mon avis, très facile à lire. La police Times New Roman ou les italiques sont vraiment déroutants pour moi. »

– participant ARCA-05

The screenshot shows the top of the Government of Canada website. At the top left is the Canadian flag and the text 'Government of Canada' and 'Gouvernement du Canada'. To the right is a search bar with the text 'Search FIN' and a magnifying glass icon. Below the header is a dark blue 'MENU' button with a downward arrow. The breadcrumb trail reads: 'Canada.ca > Coronavirus disease (COVID-19) > Canada's response'. The main heading is 'Canada's COVID-19 Economic Response Plan'. Below this is a paragraph: 'The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak.' Under the heading 'On this page' is a list of three links: 'Support for individuals', 'Support for businesses', and 'Support for sectors'. Below this is the heading 'Support for individuals'. At the bottom, there is a light gray box containing the text 'Individuals and families' and a blue link '► Temporary wage top-up for low-income essential'.

Government of Canada / Gouvernement du Canada

Search FIN

MENU

Canada.ca > Coronavirus disease (COVID-19) > Canada's response

Canada's COVID-19 Economic Response Plan

The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak.

On this page

- [Support for individuals](#)
- [Support for businesses](#)
- [Support for sectors](#)

Support for individuals

Individuals and families

► Temporary wage top-up for low-income essential

Visionnez les vidéos complètes

ID de la session	Technologie d'assistance utilisée	Vidéo complète
ARCA-01ED	NVDA	https://youtu.be/OKPoHEgBeAc
ARCA-02ED	JAWS 2020	https://youtu.be/pne0TtQ178I
ARCA-03ED	JAWS et affichage braille	https://youtu.be/YcMCS031k_Q
ARCA-04ED	NVDA	https://youtu.be/prdg9zTo5sg
ARCA-05ED	Loupe de Windows	https://youtu.be/Us2mgUgoOeA
ARCA-06ED	JAWS	https://youtu.be/R6nZjFwRTTM

Visionnez des vidéos importants

ID de la session	Vidéo
Navigation dans la page d'accueil	https://youtu.be/gn3zSLDUPbQ
Loupe – Effet moiré sur l'élément Tout agrandir/masquer	https://youtu.be/-nvimxZfE94
Utilisation du mégamenu	https://youtu.be/WilPQYHEYFU
Navigation efficace dans un tableau	https://youtu.be/ZE-Ykb1izCM
Utilisation de la fonction Tout agrandir/masquer	https://youtu.be/vhNkBO9ihXc
Le bouton Soumettre ne mène nulle part	https://youtu.be/TIEf3_MMkP0
Le bouton radio dans le déroulement de champs ne fonctionne pas	https://youtu.be/qXEstLTjseA
Trop de liens identiques sur la page PIE	https://youtu.be/-2v_O-pV9Wc