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Accessibility Statement for eVA (UK) Portal

Document reviewed: 12/02/2025

This accessibility statement applies to https://eva.eduroam.uk [1]

This website is run by SURFnet and is outside of the control of Jisc. However, we want as many people as possible to be able to use these websites. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

The website has also made the website text as simple as possible to understand.

How accessible these websites are

We know some parts of the websites 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
- you cannot skip to the main content when using a screen reader
- some input labels are empty or have no description

How to request content in an accessible format - feedback and contact information

If you need information on these websites in a different format like accessible PDF, large print, easy read, audio recording or braille, contact us:

- e-mail: help@jisc.ac.uk [2]
- call: 0300 300 2212
- speak to your account manager
- how to contact us https://www.jisc.ac.uk/contact [3]

We'll consider your request and get back to you within 10 days.

Reporting accessibility problems with these websites

We're always looking to improve the accessibility of these websites. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: help@jisc.ac.uk [2] quoting 'for the attention of eduroam(UK) Service Manager'.

Disproportionate burden

The web site has been developed by a third party and not to Jisc specifications. There is no provision in the contract for the developer of the service to modify the web site to Jisc's requirements. We are providing the service, which is enabled through the portal, on an 'as is' basis. Whilst we are in discussion with the supplier to get the site to comply with standards, we have no control over the site without re-negotiating the contract. The costs of doing this and the cost of the re-negotiated service are likely to be sufficiently significant as to represent a disproportionate burden and undermine the viability of the service.

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Source URL: https://community.jisc.ac.uk/library/network-and-technology-service-docs/accessibility-statement-eva-uk-portal

Links
[1] https://eva.eduroam.uk
[2] mailto:help@jisc.ac.uk
[3] https://www.jisc.ac.uk/contact