

Request accessibility support

Explain an accessibility barrier and preferred adjustment so the team can respond without requiring unnecessary health information.

Task: Use the request accessibility support process consistently and retain the right evidence.

Audience: Users, evaluators and support contacts

Owner: Obedience Governance

Version 2026.08 | Reviewed 2026-08-22 | Next review 2027-02-22

Purpose and scope

Explain an accessibility barrier and preferred adjustment so the team can respond without requiring unnecessary health information.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- The page, control and assistive technology involved.
- The task you could not complete.
- A preferred accessible format or adjustment.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For request accessibility support, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- An accessibility case.
- A practical workaround where available.
- A tracked remediation or response.

Keep in mind

Share only the information needed to describe the barrier and requested adjustment.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.