**Mr. Jones, Reporter with repetitive stress injury**

Mr. Jones is a reporter for an online journal who must submit his articles using a web-based authoring tool (a content management system – CMS) provided by the publisher. Over his twenty-year career, Mr. Jones developed repetitive stress injury (RSI) in his hands and arms, and it has become painful for him to type.

**More about Mr. Jones**

Mr. Jones does not use a mouse because it strains his wrists. He also cannot type for extended periods of time without serious pain. After dedicated research and consultation, Mr. Jones developed an approach that allows him to continue working as a reporter. He uses:

* keyboard with an ergonomic layout to relieve strain on his hands and arms;
* web browser with keyboard support to use websites without a mouse;
* voice recognition software to control computer functionality by voice;
* mobile phone to dictate long passages of text rather than typing.

It took him several months to become sufficiently accustomed to using voice recognition software and be comfortable working with it for many hours at a time. It also took him a while to learn the keyboard commands built into his web browser and use them effectively on different types of web pages.

Still, Mr. Jones cannot use websites that do not provide keyboard support. For instance, some websites have forms and controls that do not have keyboard equivalents. To activate these, he would have to use a mouse instead of voice recognition or typing, and this would worsen his RSI. Many websites also do not provide mechanisms to skip over forms, menus, and other parts of a web page using the keyboard alone. To navigate through such websites, he would have to use the keyboard extensively, and this would again strain his hands.

For Mr. Jones to continue working with the publisher, web developers built customized workarounds into the CMS to add some of the keyboard support that was initially missing. It is not an optimal solution and only works for some of the functions, but the publisher intends to upgrade the CMS to one with full keyboard support, especially since other employees found that keyboard support was easier on their hands.

Draft proposed revision -

Jonah, Reporter with repetitive stress injury

Jonah has worked as a reporter for more than 20 years and has developed a repetitive strain injury that makes it painful to use a mouse and to type for extended periods of time.

With the following modifications to his work environment, he is able to continue working with less pain:

* use of an ergonomic keyboard
* use of keyboard commands without a mouse
* voice recognition software on his computer and mobile phone
* assistive touch on his mobile phone

Jonah encounters problems when websites and other online content cannot be navigated by keyboard commands alone. He frequently encounters web forms that do not have keyboard equivalents. Sometimes it is also difficult to skip content and navigate to sections on a webpage without using many keyboard commands, which is very tiring and limits the time he can spend working comfortably. (New suggestion: The use of assistive touch on his mobile phone also helps him use fewer gestures and work for longer periods of time.) Jonah’s employer has built several custom work arounds that provide keyboard support for his use of the company’s internal Content Management System and intends to implement improved keyboard support to benefit all users on the next release of the software.

For more information on implementing techniques that remove barriers for Jonah, see the following resources:

**Diversity of web users:**

* [Repetitive stress injury (Physical disabilities)](https://www.w3.org/WAI/intro/people-use-web/diversity#physical)

**Diversity in web use:**

* [Accelerators (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Alternative keyboard and mouse (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Voice recognition (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Word prediction (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Keyboard navigation (Interaction)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)
* [Skip links (Interation)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)