Mr. Yunus is 85 years old and started to use the Web several years ago to stay in touch with family and friends and to read about art history. He has reduced vision, hand tremor, and mild short-term memory loss.

**More about Mr. Yunusollapse this section**

Mr. Yunus regularly reads selected news websites and tracks several blogs that interest him. He also uses several social networking sites with which he can communicate with his children, grandchildren, other relatives, and friends. Mr. Yunus maintains a blog where he writes about art history and other topics that he enjoys. His grandchildren set up a photo-sharing website that his family uses to post pictures and videos, and he enjoys seeing family members who are far away and that he otherwise can not see as frequently.

Mr. Yunus has difficulty reading small text and clicking on small links and form elements. His daughter gave him a specialized mouse that compensates hand trembling and showed him how to enlarge the text on websites using the web browser settings, since enlarging makes reading texts and clicking links easier. His web browser has a zoom function that enlarges the entire page and a text enlarging setting that only increases the text size. He prefers to enlarge the text only rather than the whole web page since zooming the entire web page on his browser distorts the images and forces him to scroll horizontally to read some of the text. Besides the difficulty in using a mouse, it is also difficult for him to concentrate on scrolling and reading at the same time.

Unfortunately, Mr. Yunus discovered that many websites are not designed to support text enlarging. For instance, sometimes the text can not be resized, or the text on the web pages starts to overlap each other as he increases the text size. Another barrier that he encounters is CAPTCHA images that he finds on several social networking websites. These distorted images of text are intended to tell computers and humans apart, but Mr. Yunus cannot read the small and distorted text, even if he enlarges the image. Only a few websites provide alternatives to CAPTCHA images that are more accessible to him.

Mr. Yunus has gradually found and bookmarked websites that work well for him. He also found a web browser that helps him organize these bookmarks, and that shows him pictures of his favorite websites so that he does not need to remember their web address or name.

Draft proposed revision-

Yun, retiree with low vision, hand tremor, and mild short-term memory loss

Yun is an 85 year-old with reduced vision, hand-tremor, and mild memory loss, common age- related impairments for someone his age. Yun regularly browses the web reading news sites and in recent years he started using social media to stay in touch with his family. He even has his own blog where he posts articles on art history and other topics he enjoys.

Like many older individuals, Yun has difficulty reading small text and clicking on small links and form elements. His daughter showed him how to enlarge text in the web browser, which works well on many websites. He encounters problems when text does not reflow when it is enlarged and he is forced to scroll back and forth to read the enlarged content, which means he easily loses track of his place. He also has problems with CAPTCHA images found on many social media sites. The text is so distorted even when he enlarges it he often cannot accurately enter the text. He has a better experience on sites that use alternative CAPTCHA options, unfortunately only a small number currently do.

Yun’s daughter gave him a special mouse that is easier to control with his hand tremors. He also uses a web browser that saves thumbnail images of his frequently visited sites, which makes it easier for him to keep track of the sites he goes to most often.

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

**Diversity of web users (Diverse Abilities):**

* [Low vision (Visual disabilities)](https://www.w3.org/WAI/intro/people-use-web/diversity#visual)
* [Hand tremor (Physical disabilities)](https://www.w3.org/WAI/intro/people-use-web/diversity#physical)
* [Mild short-term memory loss (Cognitive disabilities)](https://www.w3.org/WAI/intro/people-use-web/diversity#cognitive)

**Diversity in web use (Tools and Techniques):**

* [Screen magnification (Presentation)](https://www.w3.org/WAI/intro/people-use-web/browsing#presentation)
* [Alternative keyboard and mouse (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Keyboard and mouse filters (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Mouse customization (Input)](https://www.w3.org/WAI/intro/people-use-web/browsing#input)
* [Bookmarks and history (Interaction)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)
* [Consistency and predictability (Interaction)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)
* [Descriptive titles, headings, and labels (Interaction)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)
* [Helpful error and success messages (Interaction)](https://www.w3.org/WAI/intro/people-use-web/browsing#interaction)