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# VIPR for JAWS Users – quick references

## Introduction

Visitor Intake Process Re-write (VIPr) is the Web-based version of the Visitor Intake Process (VIP). As a Web-based application, you can use JAWS HTML keystrokes for navigation. The reference materials provided herein support JAWS users in working with VIPr.

Please review [**VIPr for JAWS Users: The Contact Board – Overview**](http://sharepoint.ba.ssa.gov/DCHR/OL/EWD/VICurriculum/SSA%20Applications%20-%20Cross%20Program%20Applications/VIPR%20for%20JAWS%20Users-Contact%20Board%20Overview%20%2812-2012%29.docx) and [**VIPr for JAWS Users: The Contact Board**](http://sharepoint.ba.ssa.gov/DCHR/OL/EWD/VICurriculum/SSA%20Applications%20-%20Cross%20Program%20Applications/VIPr%20for%20JAWS%20Users-Contact%20Board%20%281-2013%29.docx) for more comprehensive information.

# JAWS HTML

## Quick Reference

### Navigation Quick Keys

**We extracted the following JAWS HTML Quick Reference from** [**FCI Windows 7 JAWS and MAGic, A Trainer's Reference Manual**](http://sharepoint.ssa.gov/DCHR/OL/EWD/VICurriculum/JAWS%20Skills/FCI%20%20Windows%207%20Trainers%20Manual%202012%20%289-2012%29.docx)**.**

**Note:** You can use the **Shift** key in combination with many of the keystrokes in the table below to move to the previous unit or element.

| **Description** | **Quick Key** |
| --- | --- |
| Next Anchor | **A** |
| Next Button | **B** |
| Next Combo Box | **C** |
| Next Different Type Element | **D** |
| Next Edit Box | **E** |
| Next Form Control | **F** |
| Next Graphic | **G** |
| Next Heading | **H** |
| Next Heading At Level | **1 through 6** |
| Next Item within a List | **I** |
| Jump to Line | **J** |
| Return to Previous Line | **Shift + J** |
| Next PlaceMarker | **K** |
| Next Temporary PlaceMarker | **Control + Windows key + K** |
| Next List | **L** |
| Next Frame | **M** |
| Next Non-Link Text | **N** |
| Next Object Tag | **O** |
| Next Paragraph | **P** |
| Next Block Quote | **Q** |
| Next Radio Button | **R** |
| Next Same Type Element | **S** |
| Next Table | **T** |
| Next Unvisited Link | **U** |
| Next Visited Link | **V** |
| Next Word from List | **W** |
| Next Check Box | **X** |
| Next Span | **Y** |
| Next Division | **Z** |
| Next Landmark | **Semicolon (;)** |
| Next Element | **Shift + Period** |
| Previous Element | **Shift + Comma** |
| Step Past Element | **Shift + Period** |

Table 1: Navigation Quick Keys

### Internet Explorer Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next clickable element | **Slash** |
| Move to previous clickable element | **Shift + Slash** |
| Select clickable element | **Insert + Control + Slash** |
| Move to next Landmark | **Semicolon** |
| Move to previous Landmark | **Shift + Semicolon** |
| Select a Landmark item | **Insert + Control + Semicolon** |
| Move back a page | **Alt + Left Arrow or Backspace** |
| Move forward a page | **Alt + Right Arrow** |
| Move to Home page | **Alt + Home** |
| Refresh page and cache | **F5** |
| Stop downloading a page | **Escape** |
| Move to Address bar | **Alt + D** |
| Turn Full Screen Mode on/off | **F11** |
| Zoom In | **Control + Plus Key or Control + Mouse Wheel Up** |
| Zoom Out | **Control + Minus or Control + Mouse Wheel Down** |
| Zoom to 100% | **Control + 0** |
| Read Address bar | **Insert + A** |
| List of previously typed addresses | **F4** |
| Move JAWS Cursor to Address bar | **Insert + A twice quickly** |
| Virtual HTML features | **Insert + F3** |
| Open Favorites | **Control + I or Alt + A** |
| Organize Favorites | **Control + B** |
| Add current page to Favorites | **Control + D** |
| Activate Mouse Over | **Insert + Control + Enter** |
| Select a Mouse Over element | **Insert + Windows Key + Semicolon** |
| View basic element information | **Insert + Shift + F1** |
| View advanced element information | **Control + Insert + Shift + F1** |
| Open and select items in the ARIA Drag and Drop dialog box | **Windows Key + Control + Equals** |
| Open ARIA Live Region Text Filter dialog box | **Windows Key + Control + Dash** |

Table 2: Internet Explorer Keystrokes

### Tabbed Browsing Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Open a new tab | **Control + T** |
| Open a new tab from the Address bar | **Alt + Enter** |
| Open a new tab from the toolbar Search box | **Alt + Enter** |
| Open duplicate tab | **Control + K** |
| Toggle between Full Screen Mode and Normal View Mode for current web page | **Alt + Enter** |
| Switch to the next tab | **Control + Tab** |
| Switch to the previous tab | **Control + Shift + Tab** |
| Switch to a specific tab number | **Control + n, where n is a digit from 1 to 8** |
| Switch to last tab | **Control + 9** |
| Close current tab | **Control + W or Control + F4** |
| Close all tabs | **Alt + F4** |
| Close other tabs | **Control + Alt + F4** |
| Open link in a new tab in the background | **Control + Enter** |
| Open link in a new tab in the foreground | **Control + Shift + Enter** |

Table 3: Tabbed Browsing Keystrokes

### Links Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List links  | **Insert + F7** |
| Next link  | **Tab** |
| Prior link  | **Shift + Tab** |
| Next visited link  | **V** |
| Prior visited link  | **Shift + V** |
| Open link  | **Enter** |
| Open link in new Window  | **Shift + Enter** |
| Next non-link Text  | **N** |
| Prior non-link Text  | **Shift + N** |

Table 4: Links Keystrokes

### Headings Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| List Headings  | **Insert + F6** |
| Next Heading  | **H** |
| Prior Heading  | **Shift + H** |
| First Heading  | **Alt + Insert + Home** |
| Last Heading  | **Alt + Insert + End** |
| Next Heading at Level  | **1 through 6** |
| Prior Heading at Level  | **Shift + 1 through 6** |
| First Heading at Level  | **Alt + Control + Insert + 1 through 6** |
| Last Heading at Level  | **Alt + Control + Insert + Shift + 1 through 6** |

Table 5: Headings Keystrokes

### Forms Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to first Form Field  | **Insert + Control + Home** |
| Move to next Form Field  | **F** |
| Move to prior Form Field  | **Shift + F** |
| Move to last Form Field  | **Insert + Control + End** |
| Move to next Button  | **B** |
| Move to prior Button  | **Shift + B** |
| Move to next Combo box  | **C** |
| Move to prior Combo box  | **Shift + C** |
| Move To next Edit box  | **E** |
| Move to prior Edit box  | **Shift + E** |
| Move to next Radio button  | **R** |
| Move to prior Radio button  | **Shift + R** |
| Move to next Check box  | **X** |
| Move to prior Check Box  | **Shift + X** |
| Move to next Landmark  | **Semicolon** |
| Move to prior Landmark  | **Shift + Semicolon** |
| Enter Forms Mode  | **Spacebar or Enter** |
| Exit Forms Mode  | **Num Pad Plus** |
| List of Form Fields  | **Insert + F5** |
| List Buttons  | **Control + Insert + B** |
| List Combo boxes  | **Control + Insert + C** |
| List Edit boxes  | **Control + Insert + E** |
| List Radio buttons  | **Control + Insert + R** |
| List Check boxes  | **Control + Insert + X** |
| List Landmarks  | **Control + Insert + Semicolon** |
| Enter/Leave Multi-Select Mode  | **Shift + F8** |

Table 6: Forms Keystrokes

### Tables Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Move to next Table  | **T** |
| Move to prior Table  | **Shift + T** |
| Select Table  | **F8 (when on the line that announces the number of rows and columns)** |
| List Tables  | **Control + Insert + T** |
| Jump to Table cell (from within a table)  | **Control + Windows Key + J** |
| Return to previous cell  | **Control + Shift + Windows Key + J** |
| Read current cell  | **Control + Alt + Num Pad 5** |
| Move to and read next cell  | **Control + Alt + Right Arrow** |
| Move to and read prior cell  | **Control + Alt + Left Arrow** |
| Move to and read cell above  | **Control + Alt + Up Arrow** |
| Move to and read cell below  | **Control + Alt + Down Arrow** |
| Move to and read first cell  | **Control + Alt + Home** |
| Move to and read last cell  | **Control + Alt + End** |
| Read next row  | **Windows Key + Alt + Down Arrow** |
| Read prior row  | **Windows Key + Alt + Up Arrow** |
| Read current row  | **Windows Key + Comma or Windows Key + Num Pad 5** |
| Read from beginning of row to current cell  | **Insert + Shift + Home** |
| Read from current cell to end of row  | **Insert + Shift + Page Up** |
| Read current column  | **Windows Key + Period** |
| Read from top of column to current cell  | **Insert + Shift + End** |
| Read from current cell to bottom of column  | **Insert + Shift + Page Down** |
| Read next column  | **Windows Key + Alt + Right Arrow** |
| Read prior column  | **Windows Key + Alt + Left Arrow** |
| Jump to cell (Within Table)  | **Control + Windows Key + J** |
| Return to previous table cell  | **Control + Shift + J** |

Table 7: Tables Keystrokes

### Table Layer Commands

Press **Insert + Spacebar, T** to enter the **Table Layer**. Once in the layer, use the following:

| **Description** | **Keystroke** |
| --- | --- |
| Move by cell  | **Arrow Key** |
| Move to beginning of a row  | **Control + Left Arrow** |
| Move to end of a row  | **Control + Right Arrow** |
| Move to the beginning of a column  | **Control + Up Arrow** |
| Move to the bottom of a column  | **Control + Down Arrow** |
| Move to the beginning of the current row  | **Home** |
| Move to the end of the current row  | **End** |
| Move to the first cell in a table  | **Control + Home** |
| Move to the last cell in a table  | **Control + End** |
| List the Keystrokes you can use in the Layer  | **H** |
| Exit the Layer  | **Escape or Tab or Spacebar** |

Table 8: Table Layer Commands

### PlaceMarkers Keystrokes

| **Description**  | **Keystroke** |
| --- | --- |
| Move to next PlaceMarker  | **K** |
| Move to prior PlaceMarker  | **Shift + K** |
| Add a temporary PlaceMarker  | **Control + Windows key + K** |
| List PlaceMarkers  | **Control + Shift + K** |
| Read PlaceMarker 1 – 4  | **Numbers Row 7 through 0** |
| Move to PlaceMarker 1 – 4  | **Shift + 7 through 0 (to move to PlaceMarkers 1 through 4)** |
| Listen to PlaceMarker content 1 – 4  | **Shift + Numbers row 7 through 0** |
| Add, delete, edit, or rename permanent PlaceMarker  | **Control + Shift + K** |

Table 9: PlaceMarkers Keystrokes

### Frames Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next Frame  | **M** |
| Prior Frame  | **Shift + M** |
| Move to Frame 1 to 10  | **Unassigned** |
| List Frames  | **Insert + F9** |

Table 10: Frames Keystrokes

### Elements Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Next same element  | **S** |
| Prior same element  | **Shift + S** |
| Next different element  | **D** |
| Prior different element  | **Shift + D** |
| Next element  | **Shift + Period** |
| Previous element  | **Shift + Comma** |
| Select entire element  | **F8** |
| Move to the beginning of the current table, list or element  | **Windows key + Home** |
| Move to the end of the current table, list or element  | **Windows key + End** |
| Display element information  | **Shift + Insert + F1** |
| Display detailed element information  | **Control + Shift + Insert + F1** |
| Activate Mouse Over  | **Insert + Control + Enter** |

Table 11: Elements Keystrokes

### Other HTML Keystrokes

| **Description** | **Keystroke** |
| --- | --- |
| Feeds menu  | **Alt + J** |
| Open Download Manager  | **Control + J** |
| Feeds list in Internet Explorer  | **Control + G** |
| Search box in Internet Explorer  | **Control + E** |
| Search button  | **Alt + Enter** |
| Create Custom Label  | **Control + Insert + Tab** |
| Create temporary PlaceMarker  | **Control + Windows Key + K** |
| List, Go To, Create Permanent, Rename, or Remove PlaceMarker  | **Control + Shift + K** |
| Move to next PlaceMarker  | **K** |
| Move to previous PlaceMarker  | **Shift + K** |
| Move to next list  | **L** |
| Move to prior list  | **Shift + L** |
| Select list  | **F8** |
| List All ordered, unordered, and definition Lists  | **Control + Insert + L** |
| Move to next item in a list  | **I** |
| Move to prior item in a list  | **Shift + I** |
| Reload Web page  | **F5** |
| Refresh JAWS Virtual Mode  | **Insert + ESC** |
| List Toolbar buttons  | **Insert + F8** |
| Route Virtual to PC cursor  | **Insert + Delete** |
| Route PC to Virtual cursor  | **Control + Insert + Delete** |
| Route Virtual to JAWS cursor  | **Insert + Num Pad Plus** |
| Virtual Cursor toggle  | **Insert + Z** |
| Personalize Web page  | **Shift + Insert + V** |
| JAWS Find  | **Insert + Control + F or Control + F** |
| JAWS Find next  | **Insert + F3 or F3** |
| JAWS Find previous  | **Insert + Shift + F3 or Shift + F3** |
| Jump to line  | **J** |
| Return to previous line  | **Shift + J** |
| Move to next division  | **Z** |
| Move to prior division  | **Shift + Z** |
| List divisions  | **Control + Insert + Z** |

Table 12: Other HTML Keystrokes

### Lists of Elements

**Note:** You can also press **Insert + F3** to select the type of HTML element list you want to view.

| **Element** | **Keystroke** |
| --- | --- |
| Form fields  | **Insert + F5** |
| Headings  | **Insert + F6** |
| Links  | **Insert + F7** |
| Frames  | **Insert + F9** |
| Anchors  | **Control + Insert + A** |
| Buttons  | **Control + Insert + B** |
| Combo boxes  | **Control + Insert + C** |
| Edit boxes  | **Control + Insert + E** |
| Lists  | **Control + Insert + L** |
| Graphics  | **Control + Insert + G** |
| Paragraphs  | **Control + Insert + P** |
| Block quotes  | **Control + Insert + Q** |
| Radio buttons  | **Control + Insert + R** |
| Tables  | **Control + Insert + T** |
| Check boxes  | **Control + Insert + X** |
| Divisions  | **Control + Insert + Z** |
| Landmarks  | **Control + Insert + Semicolon** |

Table 13: List of Elements

# VIPr Shortcut Keys by Section

## Quick Reference

### Primary Bar Navigation Links

| **Action** | **Shortcut Key** |
| --- | --- |
| Contact Board | **Alt + 1, Enter** |
| Appointment Board | **Alt + 2, Enter** |
| Employee Schedule | **Alt + 3, Enter** |
| Broadcast Messages | **Alt + 4, Enter** |
| Reports | **Alt + 5, Enter** |
| Admin | **Alt + 6, Enter** |
| User Guide | **Alt + 7, Enter** |
| Profile | **Alt + 8, Enter** |

Table 14: Primary Bar Navigation Links

### Contact Board

| **Action** | **Shortcut Key** |
| --- | --- |
| Add Appointment | **Alt + A** |
| Add Visitor | **Alt + V** |
| Call Contact | **Alt + O** |
| Completed | **Alt + M** |
| Contact Info | **Alt + C** |
| No Response | **Alt + N** |
| Print | **Alt + P** |
| Refer | **Alt + R** |

Table 15: Contact Board

### Customer Service Record Query

| **Action** | **Shortcut Key** |
| --- | --- |
| Back to Contact Board | **Alt + C** |
| Cancel | **Alt + L** |
| Ok | **Alt + O** |
| Print | **Alt + P** |

Table 16: Customer Service Record Query

### Appointment Board

| **Action** | **Shortcut Key** |
| --- | --- |
| Add Appointment | **Alt + A** |
| Appointment Info | **Alt + T** |
| Print | **Alt + P** |
| Queries | **Alt + Q** |

Table 17: Appointment Board

### Employee Schedule

| **Action** | **Shortcut Key** |
| --- | --- |
| Cancel | **Alt + C** |
| Modify Schedule | **Alt + M** |
| Print | **Alt + P** |
| Save | **Alt + S** |

Table 18: Employee Schedule

### Reports

| **Action** | **Shortcut Key** |
| --- | --- |
| Appointment Info | **Alt + A** |
| Back to Reports | **Alt + B** |
| Close | **Alt + C** |
| Contact Info | **Alt + C** |
| Count | **Alt + O** |
| Export All to Excel | **Alt + E** |
| List | **Alt + L** |
| Print Report | **Alt + P** |
| Reset | **Alt + R** |

Table 19: Reports

# Visitor Intake Process (VIP) User Guide Glossary

**Contact Board**: The Contact Board is the default view on VIP’s Main Menu. The Contact Board contains information on each visitor waiting to be seen.

**Contact Waiting List**: The Contact Waiting List consists of individuals in the office waiting to be seen by an interviewer and telephone appointments waiting to be called.

**Contact Interview List**:The Contact Waiting List consists of individuals currently being interviewed.

**Interview Group**: A group of interviewers categorized by a specific type of interview. For example, T2 and T16 are two separate Interview Groups in specialized offices but is one Interview Group in generalist offices.

**Appointment Board**: The Appointment Board contains information on employees’ appointments. Employees use the appointment board to manage their assigned appointments.

**Employee Schedule**: The Employee Schedule informs which employees are available to interview. For example, it indicates when an employee is on leave or when an employee has a scheduled interview.

**Broadcast Message**: A Broadcast Message is an informational message that pops up on a user’s screen. There are three types of Broadcast Messages:

* The Initial Alert Message sent when a new interview is posted or a visitor checks in for an appointment
* A Follow-up Alert Message sent when certain follow-up criteria are met (e.g. visitor has waited too long or too many interviews posted to the Contact Board)
* A customized message sent from one user to another, to a group of users, or to an entire office

**VIP and Protecting Personally Identifiable Information (PII)**: Safeguarding sensitive information is one of the most important responsibilities we have as an agency.  Employees must properly protect any personally identifiable information (PII) collected from visitors.

# FEEDBACK SHEET

Request to the instructor:

As you use this training package, please document errors, omissions, and revisions and notify us of any required editing. At the completion of this segment, you should mail this form to the address on the next page.

**Source of report:**

Location of training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Your phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Timeframes:**

How much time did it take to present this material?

**Topics:**

Is there any material in the lesson that is covered but not relevant to your position that we should remove? If so, what?

Can you identify any topic not covered in this lesson that should be included?

**Complexity level:**

Are there any lessons that appear either too simple or too complex? Which ones? Why?

**Testing:**

How would you rate the usefulness of the tests and exercises?

1 2 3 4 5

Irrelevant Adequate Quite Helpful

Please note your corrections below or attach a photocopy of corrected pages.

Page # Correction Needed

**Comments:**

Use the space below for your comments on how we can improve this material.

**Mail to:**

Gregory Gill

Social Security Administration

EHR Ste 100

6401 Security Blvd.

Baltimore, MD 21235

Or email comments to gregory.gill@ssa.gov