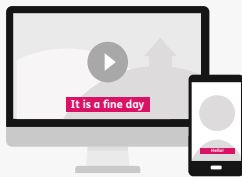# Creating websites and apps that can be used by older people
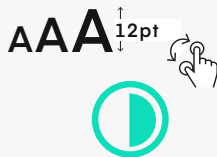
Older People

- May have multiple minor impairments – sight, hearing, touch, understanding, and memory
- May not want to use specialist assistive technologies - so screen readers aren't a help, but simple accessibility settings can be, if someone they know helps set them up
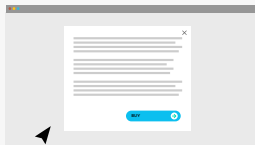
They may have hearing loss

- Make sure your videos have captions
- Consider providing customer service via video calls with automated captions

They may have impaired vision

- Minimum 12pt text size
- Adjustable text size & pinch zoom
- Good colour contrast

They may have poor hand control

- Make your buttons big enough to tap with an unsteady hand

They may need help with comprehension

- Ensure icons and content don't assume you use websites all the time
- Use clear layout & good use of white space
- Use clear labels for navigation
- Make forms as easy to complete as possible

They may need help remembering things

- Provide alternatives to having to remember passwords (e.g. Touch ID)

hassell inclusion

access for everyone