



Microsoft Outlook[®]

Accessibility Quick Card

Follow these best practices to ensure your Outlook[®] emails are accessible.

.....

- **Use HTML format when possible.**

Avoid using rich text format (RTF), as it may not be compatible with other email programs. Check this via File → Options → Mail.

- **Choose fonts that maximize readability.**

Use sans serif fonts (without “tails” or “feet”) of at least 12-point size to make your emails easier for anybody to read.

- **Add alt text to images and objects.**

All graphics (photos, images, logos, charts, screenshots) require alt text or captions. If a screenshot shows the steps to complete a task, be sure to describe the steps in the alt text.

- **Make sure attachments are accessible.**

Dragging a document into the body of an email or appointment invitation is not accessible for all versions of Outlook. For emails, use “Attach File” in the ribbon. For appointments, send a separate email with attachments.

- **Use styles.**

When writing longer emails, use built-in formatting styles such as lists and headings.

- **Name your hyperlinks appropriately.**
Your link should contain meaningful text that reflects the link destination or subject, rather than simply saying “click here.”
- **Avoid using repeated blank characters.**
Extra spaces, tabs, and empty paragraphs can cause people using screen readers to repeatedly hear the word “blank.” Instead, use styles with formatting and indenting to create white space.
- **Use color carefully.**
Backgrounds for emails should be white. Custom backgrounds can cause security issues and load slower on mobile devices. They also may prevent people from being able to read the text if there is not high enough color contrast.
- **Ensure signatures are accessible too.**
Do not use tables to format signatures. Contact information should be in real text, not in a graphic. If you use a logo, ensure it has alt text.



WISCONSIN DEPARTMENT
of HEALTH SERVICES
Division of Public Health | P-03450C (05/2023)