

## **Facilities for Visually Impaired Users on IRCTC eTicketing website and Mobile App**

- **Note:** The keyboard shortcut to open Narrator in Windows is **Windows key + Ctrl + Enter**. This shortcut also turns Narrator off if it's already running.
- For some earlier versions of Windows, you may need to press **Windows key + Enter**.

### ➤ **Facilities for Visually Impaired users on IRCTC eTicketing website**

- The entire e-ticketing booking on IRCTC website can be navigated through keyboard.
- Users have been provided with the option to ask One time password (OTP) in place of CAPTCHA (at Login page and Reservation page). This OTP can be submitted in place of captcha at the time of booking process.
- Along with OTP in place of captcha, Voice based captcha has been implemented on website, Users can listen to voice based captcha and submit on login and reservation page.
- For comfortable viewing experience, option to resize the font of whole eTicketing website has been provided at the header of the website.
- Microsoft Windows based Narrator has been integrated on website to help Person with Disability users to hear out complete website elements and ticket booking process.
- IRCTC Website is compatible with “NVDA” software which is primarily used by Visually Impaired users for booking tickets.

### ➤ **Facilities for Visually Impaired users on IRCTC Rail Connect Android App**

- IRCTC Rail connect mobile app is compatible with “**Google talk back**” accessibility feature (available on all Android devices). The feature allows users to listen to all mobile application elements and assists in booking tickets on mobile app through talk back facility.
- Users have been provided with the option to ask One time password (OTP) in place of CAPTCHA (at Login page and Reservation page). This OTP can be submitted in place of captcha at the time of booking process.

### ➤ **Short-cut keys to open Login screen, home page and registration page through keyboard:**

- Ctrl+shift+x to open user registration page shortcut.
- Ctrl+shift+y to open IRCTC home page
- Ctrl+shift+z to open login page.