Web Accessibility:
Fixing “Headings Not Nested Properly” Issue

Step 1

Log into Site Improve.

Step 2

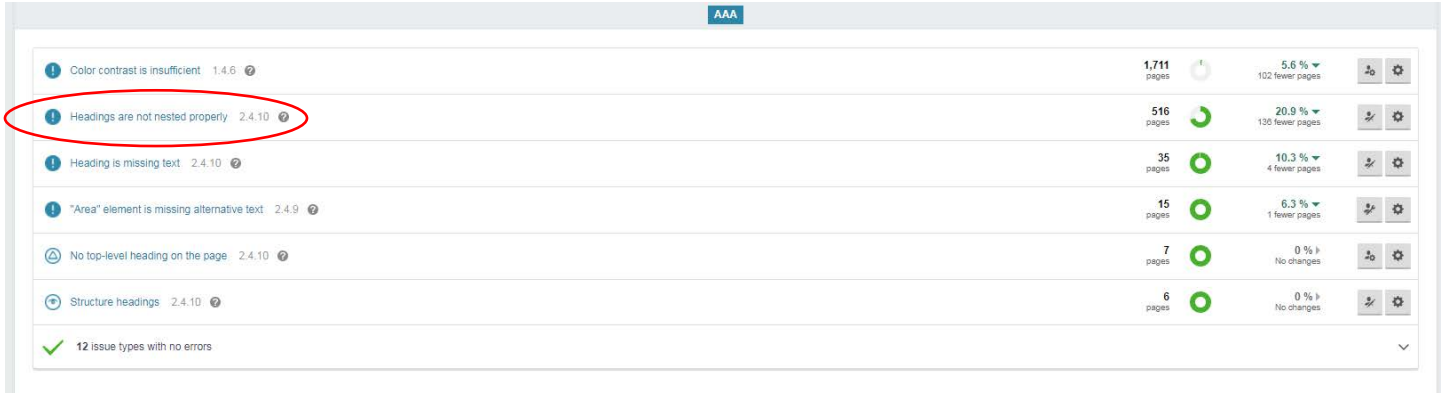
Click “Accessibility” in the navigation panel on the left.

Step 3

Click “Issues” in the navigation panel on the left.

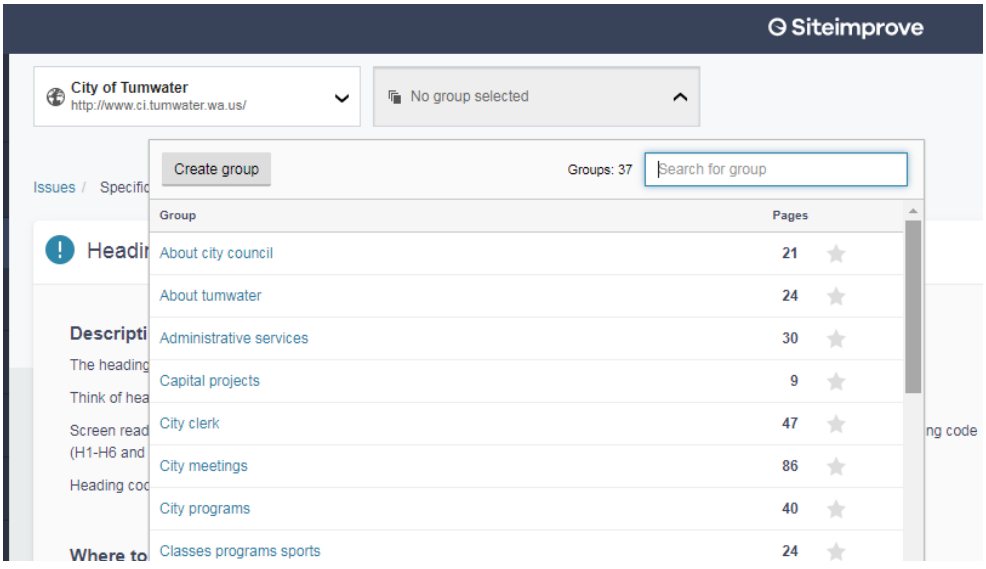
Step 4

Scroll down until you see “Headings are not nested properly” in the list of issues, under AAA. Click.



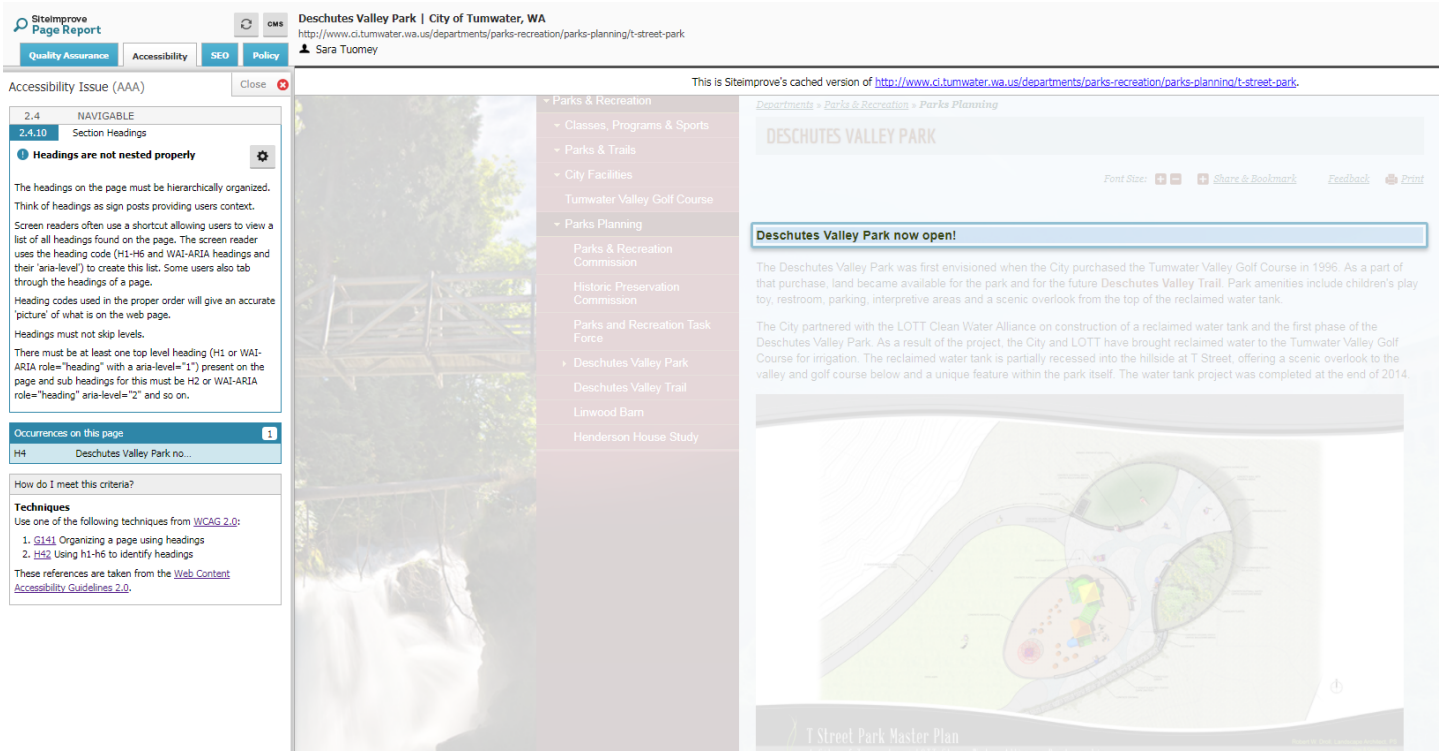
Step 5

Use the drop down menu at the top of the page to select an appropriate group. For example: Melody might choose City Clerk, while Marisa might choose Parks and Recreation.



Step 6

Click on a page from the list to be brought to a report window. You will recognize this from our recent web training. This report window will allow you to see where the issue is *first* occurring on the page.



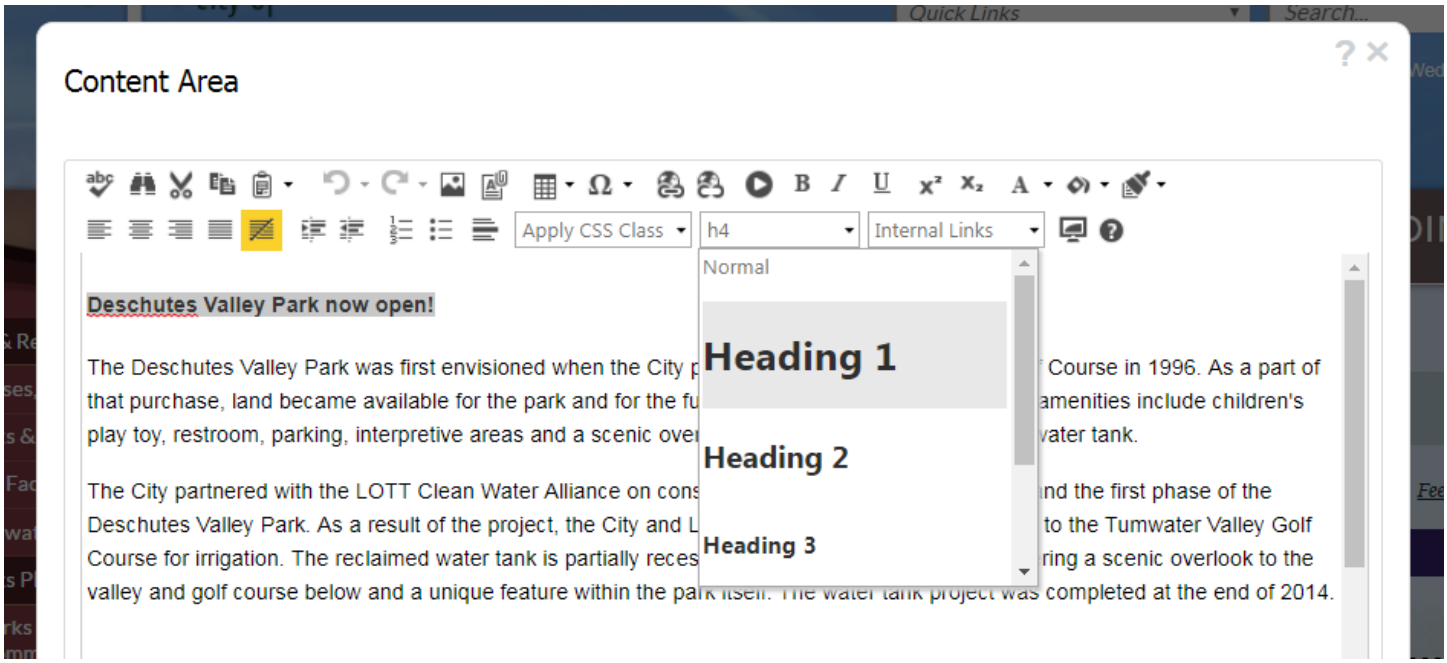
Step 7

Click the CMS button in the upper left to be taken the edit mode of that page. If you were not taken directly to the page, this is likely because the page is locked. If this happens, contact Sara or Ann. Click “Save and Continue” after checking that all page details are correct. From this screen, click the small wrench to open the content window, in order to edit.

Step 8

Each page **MUST BEGIN** with an H1 heading style. Headings that follow must not skip heading style levels. For example, H1, H2, H2, H3, H4 would be an acceptable order. H1, H3, H4 would *not* be an acceptable order (because H2 was skipped). Highlight heading text within the content area to see which Heading Style is already there. Change the heading to the appropriate heading style, making sure to check every heading on the page.

In the example below, you can see that the "Deschutes Valley Park now open!" heading is an H4, and needs to be changed to an H1.



Step 8

Save and publish your changes. You are now done with one page! ☺ Continue on for all of the pages on the Site Improve list for your group.

If your changes did not clear the page from your Site Improve list, you may simply move on to another page. Communications will see to any pages that you cannot clear.