

# Giving Day accessibility help

On our [Giving Day website](#), we have a new link in the footer: *Accessibility*. This link takes us to a page that will include the [givingday@cornell.edu](mailto:givingday@cornell.edu) email address for users to express their need for help or related accessibility issues.

Some suggestions that may help if a user contacts AAD for accessibility help:

1. Answer emails related to accessibility as quickly as possible – preferably immediately.
2. Sometimes a person who faces an accessibility issue may be extremely upset. They may feel as if they don't matter, and their feelings might trigger a strong, negative reaction toward others. Finding the words to help each user understand they are valued will help them feel respected and supported by AAD, and help attenuate any difficult feelings. (Please remember that if a user has a negative response, it isn't personal, and it isn't your fault.)
3. Do your best to immediately help users with accessibility challenges in any way that they ask. This might include assisting them with the task they were attempting to do on the website, reading the site aloud, walking them through navigation, describing something they might not understand, and providing help with payment tasks.
4. If you're unable to help, "stay with them" in however that makes sense (sending regular emails with updates) until help can be found.
5. Document all reported issues in detail, including the name (if possible), and response of the user.
6. Send each web accessibility issue to AAD-WSUX: [aad-wsux@cornell.edu](mailto:aad-wsux@cornell.edu)

Thank you so much for your help!