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Part 31: Accessibility of kiosks

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Partie 31: Accessibilité des kiosques

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Foreword

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Introduction

As kiosks are widely used in public and private sectors such as airports, railroad stations, subway stations, restaurants, theatres etc., it is important to make kiosks more accessible to people with disabilities, older persons and people without disabilities.

This document describes requirements and recommendations on design, production, installation, manipulation and operation of the accessible kiosks. If kiosks are designed, implemented and operated as specified in this document, accessibility for users with various special needs can be ensured.

Kiosk manufacturers can produce accessible kiosks by referring to this document in the design, implementation and production of the accessible kiosks. Kiosk purchasing and procurement officers can refer to this document when they purchase kiosks that ensure easy and convenient use for a diverse range of customers. Kiosk installers and operators can improve satisfaction of various customers by providing accessibility to them by referring to this document.

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Information technology — User interface component accessibility —

Part 31: Accessibility of kiosks

1 Scope

This document provides requirements and guidance for kiosk manufacturers, service providers and purchasers to ensure that kiosks can be used by a diverse range of users.

This document specifies requirements and recommendations for designing, manufacturing, installing, and operating kiosks to ensure accessibility across diverse users and varying physical and environmental conditions. The requirements and recommendations pertain to the presentation of information, operation and interaction with users on kiosks. They are applied to hardware, software and content of the kiosks, as well as their installation environment.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
accessibility
extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use

Note 1 to entry: Context of use includes direct use or use supported by assistive technologies.

[SOURCE: ISO 9241-112:2025, 3.11]

3.2
assistive technology
equipment, product system, hardware, software or service that is used to increase, maintain or improve capabilities of individuals

Note 1 to entry: Assistive technology is an umbrella term that is broader than assistive products.

Note 2 to entry: Assistive technology can include assistive services and professional services needed for assessment, recommendation and provision.

[SOURCE: ISO/IEC Guide 71:2014, 2.16]

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3.3
glare
condition of vision in which there is discomfort or a reduction in the ability to see details or objects, caused by an unsuitable distribution or range of luminance or by extreme contrasts

[SOURCE: ISO 16505:2019, 3.8]

3.4
indicator lamp
lamp used to notify a user of specific status of kiosks

3.5
input media
items that users are required to insert into a kiosk during the process of performing and completing a task

EXAMPLE Credit cards, bills, coins, ID cards, vouchers, coupons, etc.

3.6
kiosk
device that is installed at a public place to process tasks such as document issuance, information provision, product ordering and payment in response to user interactions

EXAMPLE Unmanned ticket machine, unmanned ordering machine, unmanned civil application issuance machine, unmanned prescription issuing machine, unmanned certificate issuance machine, unmanned fee settlement machine, ATM, information machine, etc.

3.7
label
descriptive name given a user control for human recognition

Note 1 to entry: A label can be printed on the surface of a kiosk or be provided as content through a display.

[SOURCE: ISO 15836-1:2017, 3.2.2, modified — The word “element” has been replaced by “user control” in the definition, the EXAMPLE has been deleted and Note 1 to entry has been added.]

3.8
meaningful image
image necessary for using the kiosk, whether printed, engraved, adhered to the kiosk surface, or displayed on the screen

3.9
output media
items that a kiosk provides to users as the result of performing and completing a task

EXAMPLE Tickets, receipts, prescriptions, physical products, etc.

3.10
pictogram
graphical composition that may include a symbol plus other graphic elements, such as a border, background pattern or colour that is intended to convey specific information

[SOURCE: ISO 17840-1:2022, 3.15]

3.11
screen
part of the display device that is devoted to displaying visible information

[SOURCE: ISO 9241-302:2008, 3.4.40, modified — The NOTE has been deleted.]

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3.12
user controls
hardware and software components that users need to operate to use a kiosk

EXAMPLE Touch screens, buttons, keys, levers, speakers, microphones, etc.

3.13
user interface element
entity of the user interface that is presented to the user by the software

EXAMPLE 1 User interface elements in a graphical user interface include such things as basic objects (such as icons, window title bars, menu items, push buttons, image maps and editable text fields) or containers (such as windows, grouping boxes, menu bars, menus, groups of mutually-exclusive option buttons and compound images that are made up of several smaller images).

EXAMPLE 2 User interface elements in an audio user interface include such things as menus, menu items, messages and action prompts.

EXAMPLE 3 User interface elements in tactile interfaces include such things as tactile dots, tactile bars, surfaces, knobs and grips.

[SOURCE: ISO/IEC 4933:2026, 3.1.6, modified — Note 1 to entry and Note 2 to entry have been deleted.]

4 User needs

4.1 General

Different users have different sets of user accessibility needs in different contexts to make kiosks accessible to them. This clause specifies the users with special needs and their needs for interactions between users and the kiosks.

4.2 Visual needs

a) Some users need the kiosk to provide at least one method for its use that does not involve seeing.

NOTE 1 Users who are unable to see encompass both visually impaired individuals and those who have temporary visual impairments due to physical or environmental factors.

NOTE 2 Some users need to have visual information available in other modalities (see ISO/IEC 29138-1:2018, 6.5.3).

NOTE 3 Some users need to locate and identify all actionable components without activating them (see ISO/IEC 29138-1:2018, 6.5.21).

NOTE 4 Some users need to be able to distinguish between actionable and non-actionable components in any modality (see ISO/IEC 29138-1:2018, 6.5.22).

b) Some users need the kiosk to provide at least one method for its use that is suitable for being used with low vision.

NOTE 5 A user with very low vision can perceive information through enlarged visual information or visual information provided in high contrast.

NOTE 6 A user with very low vision can get help from a kiosk that is designed for the users who are unable to see.

NOTE 7 Some users need to have presentation attributes specific to the visual modality that match an individual's needs (see ISO/IEC 29138-1:2018, 6.5.10).

c) Some users need the kiosk to provide at least one method for its use that does not rely on colour vision.

NOTE 8 Some users need to have presentation attributes specific to the visual modality that match an individual's needs (see ISO/IEC 29138-1:2018, 6.5.10).

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