



Help Desk Intake Instructions

Submit OS owned or managed content to the HHS & OS Accessibility Program for review using this form. Fields marked with an asterisk (*) are required.

→ Contact Information

All fields are required. Enter the primary Point of Contact's (POC): **First Name, Last Name, Email Address** (*name@domain.gov*), **Phone Number** (###-###-####), and **OS StaffDiv** (*Select OpDiv Outside OS for other OpDivs*).

→ Content Information

The following information assists us in best planning for the content.

- **Content Name***: A title to sufficiently describe the project or content.
- **Content Type***: Select the content format that best describes the product. For the submission of multiple content types (such as PowerPoint, PDF, etc.), list the formats in the **Notes** field.
- **Total # of Pages***: Total the number of pages across products being submitted.
- **Expected Release Date** (mm/dd/yyyy): If applicable, enter an anticipated distribution or deployment date.
- **Intended Audience***: Indicate who is the primary user of the content.
- **Estimated Total End Users***: Total number of expected users.
- **Estimated Users with Disabilities**: Anticipated number of users with disabilities.
- **URL**: If applicable, enter address where content can be accessed.
- **Notes**:
 - If applicable, enter technical POC information (First & Last Name; Email) for someone who can address content functionality and constraint queries.
 - For browser accessed content, if applicable, enter credentials and any further instructions.
 - If the product contains multiple content types, list all formats.
 - For eLearning, data visualizations, mobile apps, web apps (not already specified), and others, list the authoring tool(s).
 - If Other is selected for Intended Audience, please specify.
 - If content has previously gone through a review, list the prior ticket #.

→ Submitting the Intake Form

Review all fields for completeness and then activate the **Submit Content** button. A new Microsoft Outlook email will open with the intake form attached. As an alternative to using the submit button, an email can be sent directly to the [HHS & OS Accessibility Service Desk](mailto:508HelpDesk@HHS.gov) with the form attached. Important: Ensure all content attachments are included when submitting the form.



Help Desk Intake Form

Fields marked with an asterisk (*) are required.

→ Point of Contact (POC) Information

POC First Name*:

POC Last Name*:

POC Email* (*name@domain.gov*):

POC Phone Number* (*###-###-####*):

POC StaffDiv*:

→ Content Information

Content Name*:

Content Type*:

Total # of Pages*:

Expected Release Date:
(*mm/dd/yyyy*)

Intended Audience*:

(Estimated) Total End Users*:

(Estimated) Users with Disabilities:

URL (if applicable):

Notes: