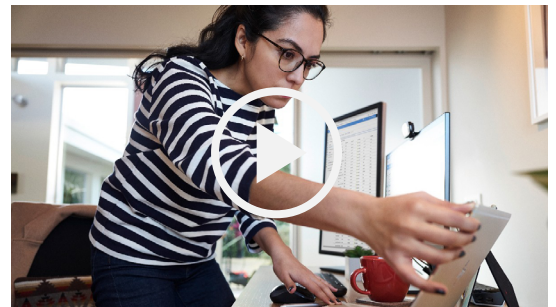# Microsoft 365
Accessibility Adoption Guide

Welcome! In this guide, you'll learn how embracing digital accessibility can create a more inclusive environment for everyone in your organization—beginning with Microsoft 365. Here you'll find implementation tips, adoption information, and links to helpful resources to get you started.

Use the navigation bar at the bottom to quickly jump to the sections that interest you most.

Link to video transcript

Why accessibility matters

The World Health Organization (WHO) estimates that more than 1 billion people worldwide live with a disability—but not all disabilities are visible. Often referred to as the "social model," the WHO refers to a disability as "a mismatch in interaction between the features of a person's body and the features of the environment in which they live." This includes vision, hearing, how someone learns, memory loss, and mental health.

62%
of employees
with disabilities classified their disabilities as invisible[1]

More than
1 billion
people today experience some form of disability[2]

Only
1 in 10
have access to the assistive technology they need[2]

Research shows that inclusive practices drive greater success

Organizations that advocate diversity and inclusive behaviors experience:

89% higher employee retention rates[3]

72% increase in employee productivity[3]

29% increase in profitability[3]

2x the net income[3]

There are no limits to what persons can achieve when everyone has the tools they need to be productive. Technology reflects the diversity of all who use it.

Achieve compliance Our commitment to accessibility is guided by three main principles: transparency, inclusivity, and accountability. In developing our products and services, we consider leading global accessibility standards, including:

- Web Content Accessibility Guidelines (WCAG)
- U.S. Section 508
- EN 301 549

Microsoft also works with governments and organizations around the world to deliver the benefits of digital technology to people with disabilities.

Accessibility in Microsoft 365

Microsoft 365 builds accessibility to meet the needs of people around the globe with a range of disabilities, from permanent, to temporary, to situational. Whether you have a vision, learning, mental health, hearing, or memory loss disability, the features within Microsoft 365 help you create, communicate, and collaborate on any device.

Improve employee productivity and retention

Provide flexible ways for employees to consume and create content and collaborate with tools like Immersive Reader, Dictation, and Live Captions and transcripts.

Drive business innovation

Empower workers to share their personal experiences with development teams to identify accessibility barriers in products and services. Ensure diverse points-of-view are represented in reviews and/or testing activities.

Attract diverse talent

Create a disability-confident culture and become an employer of choice for many by prioritizing inclusion. Use the Accessibility Checker to create accessible application materials and use inclusive meetings to host accessible interviews.

Grow your business and customer loyalty

Use the Accessibility Checker to identify issues in your emails, and content so you can create accessible materials. Create inclusive events for customers with live captions, transcripts, and flexible ways of participating and consuming content using Teams and PowerPoint.

Microsoft 365 accessibility features

See Microsoft 365's accessibility features in action with these Day in the Life flyers.

Vision

Collaborate by using the accessibility checkers, accessible templates, autogenerated alt text for images, magnifiers, and text read-aloud functionality.

Download flyer

Hearing

Create presentations and videos that are engaging and accessible with closed captions and subtitles in PowerPoint and Stream.

Download flyer

Learning

Simplify document creation using the speech-to-text dictate feature in Word, PowerPoint, and Office. Improve writing quality with spelling, grammar, and style assistance from the editor tool. Leverage the immersive reader in Teams, OneNote, and Edge.

Download flyer

Mental health

Manage tasks and deadlines with OneNote and Outlook. Build better work habits with focus time features and MyAnalytics in Microsoft 365. Minimize distractions with focus time.

Download flyer

Case studies

Organizations around the world are using Microsoft 365 to provide a more accessible, inclusive environment for staff and customers. Here are just a few of their stories:

Sodexo and Microsoft

An inclusive digital partnership assisting persons with disabilities.

Dell Technology

Empowering employees to accelerate customer support with Microsoft Teams.

Fannie Mae

Building an inclusive workplace with Microsoft 365, helping all employees reach their potential.

GlaxoSmithKline

A global deployment achieved in weeks.

Imperial College London

Microsoft Teams accessibility bot used by 30,000 people.

Cahoots

This nonprofit responds to community challenges in Western Australia by pivoting its business and growing its team with Microsoft 365.

Intro to Accessibility	Why Accessibility?	**Microsoft 365 + Accessibility**	Adoption	Resources

Adoption phases

Every technology adoption project varies in size and complexity based on your culture and environment, but the initial steps are similar across the board. We believe breaking the process down into three distinct phases—startup, experiment, and scale—will streamline adoption for everyone. In this adoption plan, we've broken down the journey:

Phase 1: Start

Phase 2: Experiment

Phase 3: Scale

Phase 1
Start

- ✓ **Starting your journey**
- ✓ Assembling your team
- ✓ Assessing technical readiness and disability confidence
- ✓ Creating your plan

Download guide >

Phase 2
Experiment

- ✓ Creating accessibility champions
- ✓ Gathering feedback
- ✓ Selecting early adopters
- ✓ Defining usage scenarios
- ✓ Onboarding your support team

Download guide >

Phase 3
Scale

- ✓ Launching awareness and training campaigns
- ✓ Building and connecting around communities
- ✓ Defining outcomes and success measures
- ✓ Managing ongoing progress

Download guide >

Learn how to streamline adoption by clicking the links above.

Microsoft is here to support you

→ Bookmark these resources to continue driving end-user engagement throughout your accessibility features adoption process.

Accessibility resources

[Accessibility terms](#) (A–Z)

[Microsoft accessibility](#) (blog)

[MSFTEnable](#) (YouTube channel)

[Accessibility Technology & Tools](#)

Microsoft 365 adoption help

[Driving Office 365 Adoption](#) (forum)

[Microsoft 365 Adoption Guide](#)

[Microsoft Mechanics Accessibility Playlist](#) (YouTube)

[Office Insider](#)

Resources for employees with disabilities

[Microsoft accessibility features](#)

[Office Accessibility Center — Resources for people with disabilities](#)

[An inclusive, accessible Microsoft 365](#)

[Disability Answer Desk](#) (support for customers with disabilities)

Intro to Accessibility | Why Accessibility? | Microsoft 365 + Accessibility | Adoption | **Resources**