# eGovernment Service Certification Checklist

**Name of Service: eGovernment Service Name (Prototype or Final Version)**

**Test URL:**

Tester: Date:

Tester: Date:

Tester: Date:

| **Required Element** | **Explanation** | **Pass/**  **Fail** | Comments/Tracking Number |
| --- | --- | --- | --- |
| Service name | Easy to understand, stands alone |  |  |
| URL | Logical, associated primarily with the service not the agency, own domain, downloadable icon for app store |  |  |
| Home page 1024x768 | No scrolling (for desktop home page) |  |  |
| No client download | No special software or .dll’s required |  |  |
| Clutter-free | Sufficient white space |  |  |
| Links work | Test all links, including footer |  |  |
| Proof read pages | All pages including assistance buttons |  |  |
| Title tags on all pages | Service name – Agency name (agency name optional) |  |  |
| White background | Only highlighted boxes/fields can have a background color |  |  |
| Alt tags on graphics | Descriptive alt tags |  |  |
| Assistance buttons location | Top right corner below the banner |  |  |
| Assistance button order | Instructions, Fees, How Do I?, Search Tips, Feedback |  |  |
| Assistance page navigation | Back button required and a Home button optional |  |  |
| Button names home page | Start, Submit, Continue, Login, Logout Find, Search |  |  |
| Button names interior pages | Home, Search Again, Update, Reset, Back, Print (and the home page names) |  |  |
| Approved footer | <http://template.mt.gov/resources/modules/egovfooter/egovfooter.htm> |  |  |
| Footer link order | Online Services, Department, Division or other (optional), Privacy & Security, Accessibility, Contact Us (must include address, telephone number and e-mail address) |  |  |
| Section 508 compliant | Compliant with federal law Section 508, and 18-5-601 – 18-5-605, MCA |  |  |
| Electronic payment | Electronic payment requires the state electronic payment processing portal (requires a work order) |  |  |
| ePass Montana | If login required,ePass Montana must be used (requires work order) |  |  |
| Demonstration | Test demo (needed on complex and secured services, not necessary on simple services) |  |  |
| Demonstration navigation | A way for customer to return to service |  |  |
| Demonstration banner | Must appear at top throughout demo |  |  |
| “Try the Demo” icon | In bottom left corner above the footer |  |  |
| “Try the Demo” icon | At the top of the Instructions page |  |  |
| Detailed Comments and Other Suggestions | | | |
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