

Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.3 (Revised)

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About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the International edition of the VPAT for the Siteimprove Intelligence Platform. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.1](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
- [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), - V2.1.2 (2018-08)

If you do not need to report on all the standards/guidelines then use the appropriate standard-specific VPAT edition found on the [ITI Accessibility web page](#).

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on <https://www.itic.org/policy/accessibility/vpat>.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

Conformance Levels

ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.1 Level AAA.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.1 Understanding Conformance](#): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.'

Siteimprove Intelligence Platform (SIP)

International Edition

VPAT® Version 2.3 (Revised) April 2019

Name of Product/Version:

Siteimprove Intelligence Platform (SIP)

Product Description:

Automated crawler testing platform tool:

Accessibility, NextGen Accessibility, Quality Assurance, SEO, Analytics, Ads, Data Privacy, Web Security, Policy, Integrations, Performance

Report Date:

September 22, 2020

Contact Information:

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Notes:

Evaluation Methods Used:

- Manual code inspection
- Test Environment: PC
- Operating System: Windows 10
- Browsers: Chrome, IE, and Firefox
- Assistive technology: JAWS and NVDA, keyboard only

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	Yes

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.1 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Analytics <ul style="list-style-type: none"> • Missing alternative text on the trend arrow
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<p><u>1.2.2 Captions (Prerecorded)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 12.1.2 (Product Docs) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<p><u>1.3.1 Info and Relationships</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Instructions for the widget library • "Last 12 months" visualization need improved compatibility with screen-readers • Analytics Live feature tooltip is not conveyed to screen-reader • Users of the JAWS screen reader might experience the following bug: Sorting a table may result in incorrect row headers being announced. We're working with JAWS on solving the bug in their software
<p><u>1.3.2 Meaningful Sequence</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 12.1.2 (Product Docs) 	Partially Supports	<ul style="list-style-type: none"> • Site Picker "pin" button has two tab-stops

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<u>1.3.3 Sensory Characteristics</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	
<u>1.4.1 Use of Color</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Some links are identified only by color • Some charts only use color to convey meaning/separate different regions
<u>1.4.2 Audio Control</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 12.1.2 (Product Docs) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 		
<u>2.1.1 Keyboard</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> Some tooltips are not keyboard accessible Dashboard Widgets cannot be rearranged using keyboard only Page Report: HTML View is not optimized for screen-reader use Heat Map table links are not focusable Create Campaign page does not support keyboard input of dates Some tooltips contain links Policy Page Report: Settings and Notes button are not keyboard accessible Link sorting in "My policies" is not keyboard accessible Share Widget "Add from group" modal is not keyboard accessible "Visits" chart in Analytics module is not screen-reader accessible
<u>2.1.2 No Keyboard Trap</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> Detail panel in Ads module contains a keyboard trap
<u>2.1.4 Character Key Shortcuts</u> Also applies to: EN 301 549 Criteria	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>2.2.1 Timing Adjustable</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	
<u>2.2.2 Pause, Stop, Hide</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<u>2.3.1 Three Flashes or Below Threshold</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.3.1 (Web) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p><u>2.4.2 Page Titled</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	
<p><u>2.4.3 Focus Order</u></p> Also applies to: EN 301 549 Criteria	Partially Supports	<ul style="list-style-type: none"> • Site and Group selectors, Time and Period selector and Analytics filter selector have illogical focus order

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Budget Analysis page in Ads have image links missing alternative text • Some modules have generic link texts
<p><u>2.5.1 Pointer Gestures</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	
<p><u>2.5.2 Pointer Cancellation</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>2.5.3 Label in Name</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
<u>2.5.4 Motion Actuation</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	
<u>3.1.1 Language of Page</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	
<p><u>3.2.2 On Input</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> Platform tables: Page Size dropdown submits when user presses Esc
<p><u>3.3.1 Error Identification</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Some input fields in Analytics are missing descriptions
<p><u>4.1.1 Parsing</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	
<p><u>4.1.2 Name, Role, Value</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	Partially Supports	<ul style="list-style-type: none"> • Full-screen mode needs instructions for exiting • Some Iframes in Analytics are missing accessible names

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<p><u>1.2.5 Audio Description (Prerecorded)</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<p><u>1.3.4 Orientation</u> Also applies to: EN 301 549 Criteria</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.3.5 Identify Input Purpose</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	
<p><u>1.4.3 Contrast (Minimum)</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Input field placeholders have insufficient color contrasts • Feedback feature has insufficient color contrast
<p><u>1.4.4 Resize text</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) 	Partially Supports	<ul style="list-style-type: none"> • Information in the Guides and FAQs fly-out tutorials becomes obscured off-screen when zoomed in to 125% or higher

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.4.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 		
<p><u>1.4.5 Images of Text</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	
<p><u>1.4.10 Reflow</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Analytics Module: <ul style="list-style-type: none"> • Feedback form cannot reflow to 1280x1024 with 400% zoom.
<p><u>1.4.11 Non-text Contrast</u></p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 12.1.2 (Product Docs) 	Partially Supports	Analytics Module: <ul style="list-style-type: none"> • Contrast ratio between chart areas is lower than 3:1

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>1.4.12 Text Spacing</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	
<u>1.4.13 Content on Hover or Focus</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	
<u>2.4.5 Multiple Ways</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Textarea in Pendo feedback dialog has no label • Close button in Pendo Feedback dialog has no label
<p><u>2.4.7 Focus Visible</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Partially Supports	<ul style="list-style-type: none"> • Some interactive components in Ads lack visible focus indicators
<p><u>3.1.2 Language of Parts</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	<ul style="list-style-type: none"> • Navigation differs in Policy Page Report compared to Accessibility, SEO and Quality Assurance
<p><u>3.2.4 Consistent Identification</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p><u>3.3.3 Error Suggestion</u> Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	
<p><u>4.1.3 Status Messages</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 11.4.1.3 (Closed Software) – Does not apply 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<ul style="list-style-type: none"> Notifications are not always properly announced

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.6 Sign Language (Prerecorded)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Evaluated	
<p><u>1.2.7 Extended Audio Description (Prerecorded)</u></p> <p>Also applies to:</p>	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<u>1.2.8 Media Alternative (Prerecorded)</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.2.9 Audio-only (Live)</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.3.6 Identify Purpose</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.6 Contrast Enhanced</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.7 Low or No Background Audio</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.8 Visual Presentation</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>1.4.9 Images of Text (No Exception) Control</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.1.3 Keyboard (No Exception)</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.2.3 No Timing</u> Also applies to: EN 301 549 Criteria – Does not apply	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>2.2.4 Interruptions</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.2.5 Re-authenticating</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.2.6 Timeouts</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.3.2 Three Flashes</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.3.3 Animation from Interactions</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.4.8 Location</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.4.9 Link Purpose (Link Only)</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.4.10 Section Headings</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>2.5.5 Target Size</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.6 Concurrent Input Mechanisms</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.1.3 Unusual Words</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.1.4 Abbreviations</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.1.5 Reading Level</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.1.6 Pronunciation</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.2.5 Change on Request</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.3.5 Help</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<u>3.3.6 Error Prevention (All)</u> Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	See WCAG 2.1 Report
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	See WCAG 2.1 Report
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Partially Supports	See WCAG 2.1 Report
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7 With Limited Manipulation	Partially Supports	See WCAG 2.1 Report

Criteria	Conformance Level	Remarks and Explanations
Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.		
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	

Chapter 4: [Hardware](#)

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
405.1 General	Not Applicable	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Not Applicable	
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>502.2.1 User Control of Accessibility Features</p> <p>Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.</p>	Supports	<ul style="list-style-type: none"> There are no separate accessibility features or settings; the platform has been coded as accessible.
<p>502.2.2 No Disruption of Accessibility Features</p> <p>Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.</p>	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
<p>502.3.1 Object Information</p> <p>The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.</p>	Supports	
<p>502.3.2 Modification of Object Information</p> <p>States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.3 Row, Column, and Headers</p> <p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.</p>	Supports	
<p>502.3.4 Values</p> <p>Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.</p>	Supports	
<p>502.3.5 Modification of Values</p> <p>Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.6 Label Relationships</p> <p>Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.</p>	Partially Supports	See WCAG 2.1 Report

Criteria	Conformance Level	Remarks and Explanations
<p>502.3.7 Hierarchical Relationships</p> <p>Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.</p>	Supports	
<p>502.3.8 Text</p> <p>The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.</p>	Supports	
<p>502.3.9 Modification of Text</p> <p>Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.10 List of Actions</p> <p>A list of all actions that can be executed on an object shall be programmatically determinable.</p>	Supports	
<p>502.3.11 Actions on Objects</p> <p>Applications shall allow assistive technology to programmatically execute available actions on objects.</p>	Supports	
<p>502.3.12 Focus Cursor</p> <p>Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.</p>	Partially Supports	See WCAG 2.1 Report
<p>502.3.13 Modification of Focus Cursor</p> <p>Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.</p>	Supports	
<p>502.3.14 Event Notification</p> <p>Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.</p>	Partially Supports	
<p>502.4 Platform Accessibility Features</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>		
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
<p>503.2 User Preferences</p> <p>Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.</p> <p>EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.</p>	Supports	
<p>503.3 Alternative User Interfaces</p> <p>Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.</p>	Not Applicable	<ul style="list-style-type: none"> • There is no alternative user interface
<u>503.4 User Controls for Captions and Audio Description</u>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.		
<p>503.4.2 Audio Description Controls</p> <p>Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	
<p>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</p> <p>Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.</p>	Not Applicable	
<p>504.2.2 PDF Export</p> <p>Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	
<p>504.3 Prompts</p> <p>Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	
504.4 Templates	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.		

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	<ul style="list-style-type: none"> The platform does not have specific accessibility features that can be enabled/disabled.
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Partially Supports	<ul style="list-style-type: none"> Help Center support articles have not been assessed for compliance
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>603.3 Accommodation of Communication Needs</p> <p>Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.</p>	Supports	

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>4.2.1 Usage without vision</p> <p>Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.</p> <p>NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.</p> <p>NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.</p>	Supports	<ul style="list-style-type: none"> NOTE 2 is Not Applicable
<p>4.2.2 Usage with limited vision</p> <p>Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.</p> <p>NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p> <p>NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).</p>		
<p>4.2.3 Usage without perception of colour</p> <p>Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.</p> <p>NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p>	Partially Supports	<ul style="list-style-type: none"> • See WCAG 2.1 1.4.1 Use of Color
<p>4.2.4 Usage without hearing</p> <p>Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.</p> <p>NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.</p>	Not Applicable	
<p>4.2.5 Usage with limited hearing</p> <p>Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.</p> <p>NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).		
<p>4.2.6 Usage without vocal capability</p> <p>Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.</p> <p>NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.</p> <p>NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.</p>	Not Applicable	
<p>4.2.7 Usage with limited manipulation or strength</p> <p>Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.</p> <p>NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependent gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.</p> <p>NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.</p> <p>NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.</p>	Supports	
<p>4.2.8 Usage with limited reach</p> <p>Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause		
<p>4.2.9 Minimize photosensitive seizure triggers</p> <p>Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.</p> <p>NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.</p>	Supports	
<p>4.2.10 Usage with limited cognition</p> <p>Some users will need the ICT to provide features that make it simpler and easier to use.</p> <p>NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.</p> <p>NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.</p>	Supports	<ul style="list-style-type: none"> NOTE 2: Error Suggestion and Adjustable Timing are Not Applicable
<p>4.2.11 Privacy</p> <p>Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.</p> <p>NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.</p>	Not Applicable	

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
<p>5.1.3.1 General</p> <p>Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions.</p> <p>NOTE 1: Non-visual access may be in an audio form, including speech, or a tactile form.</p> <p>NOTE 2: The visual information needed to enable use of some functions may include operating instructions and orientation, transaction prompts, user input verification, error messages and non-text content.</p>	Supports	
<p>5.1.3.2 Auditory output delivery including speech</p> <p>Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered:</p> <p>a) either directly by a mechanism included in or provided with the ICT; or b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision.</p> <p>NOTE 1: Mechanisms included in or provided with ICT may be, but are not limited to, a loudspeaker, a built-in handset/headset, or other industry standard coupled peripheral.</p> <p>NOTE 2: An industry standard connection could be a wireless connection.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
NOTE 3: Some users may benefit from the provision of an inductive loop.		
<p data-bbox="98 212 541 248">5.1.3.3 Auditory output correlation</p> <p data-bbox="98 285 961 415">Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.</p> <p data-bbox="98 453 961 651">NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.</p> <p data-bbox="98 688 961 786">NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.</p>	Not Applicable	
<p data-bbox="98 786 548 821">5.1.3.4 Speech output user control</p> <p data-bbox="98 859 932 992">Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements.</p> <p data-bbox="98 1029 974 1094">NOTE 1: It is best practice to allow the user to pause speech output rather than just allowing them to interrupt it.</p> <p data-bbox="98 1131 974 1192">NOTE 2: It is best practice to allow the user to repeat only the most recent portion rather than requiring play to start from the beginning.</p>	Not Applicable	
<p data-bbox="98 1192 674 1227">5.1.3.5 Speech output automatic interruption</p> <p data-bbox="98 1265 942 1365">Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>NOTE: Where it is essential that the user hears the entire message, e.g. a safety instruction or warning, the ICT may need to block all user action so that speech is not interrupted.</p>		
<p>5.1.3.6 Speech output for non-text content</p> <p>Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.</p>	Supports	
<p>5.1.3.7 Speech output for video information</p> <p>Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content.</p> <p>NOTE: This speech output can take the form of an audio description or an auditory transcript of the video content.</p>	Not Applicable	
<p>5.1.3.8 Masked entry</p> <p>Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output.</p> <p>NOTE 1: Masking characters are usually displayed for security purposes and include, but are not limited to asterisks representing personal identification numbers.</p> <p>NOTE 2: Unmasked character output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>5.1.3.9 Private access to personal data</p> <p>Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user.</p> <p>NOTE 1: This requirement does not apply in cases where data is not defined as being private according to the applicable privacy policy or where there is no applicable privacy policy.</p> <p>NOTE 2: Non-private output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>	Not Applicable	
<p>5.1.3.10 Non-interfering audio output</p> <p>Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.</p>	Not Applicable	
<p>5.1.3.11 Private listening</p> <p>Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.</p>	Not Applicable	
<p>5.1.3.12 Speaker volume</p> <p>Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA).</p> <p>NOTE: For noisy environments, 65 dBA may not be sufficient.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>5.1.3.13 Volume reset</p> <p>Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user.</p> <p>NOTE: A feature to disable the volume reset function may be provided in order to enable the single-user exception to be met.</p>	Not Applicable	
<p>5.1.3.14 Spoken languages</p> <p>Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except:</p> <p>a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text;</p> <p>b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT's speech synthesizer;</p> <p>c) for displayed languages that cannot be selected using non-visual access;</p> <p>d) where the user explicitly selects a speech language that is different from the language of the displayed content.</p>	Not Applicable	<ul style="list-style-type: none"> The platform does not have a speech synthesizer but it is compatible with screen reader software.
<p>5.1.3.15 Non-visual error identification</p> <p>Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.</p>	Not Applicable	
<p>5.1.3.16 Receipts, tickets, and transactional outputs</p> <p>Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible.</p> <p>NOTE: The speech output may be provided by any element of the total ICT system.</p>		
<p>5.1.4 Functionality closed to text enlargement</p> <p>Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier.</p> <p>The subtended angle, in degrees, may be calculated from: $\Psi = (180 \times H) / (\pi \times D)$</p> <p>Where:</p> <ul style="list-style-type: none"> • ψ is the subtended angle in degrees • H is the height of the text • D is the viewing distance • D and H are expressed in the same units <p>NOTE 1: The intent is to provide a mode of operation where text is large enough to be used by most users with low vision.</p> <p>NOTE 2: Table 5.1 and Figure 1 illustrate the relationship between the maximum viewing distance and minimum character height at the specified minimum subtended angle.</p>	Not Applicable	<ul style="list-style-type: none"> • The platform does not contain a mode of operation for text magnification but is compatible with magnification software.
<p>5.1.5 Visual output for auditory information</p> <p>Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
NOTE: This visual information can take the form of captions or text transcripts.		
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
<p>5.1.6.2 Input focus</p> <p>Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus.</p>	Supports	
<p>5.2 Activation of accessibility features</p> <p>Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.</p>	Supports	
<p>5.3 Biometrics</p> <p>Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT.</p> <p>NOTE 1: Alternative means of user identification or for control of ICT could be non-biometric or biometric.</p> <p>NOTE 2: Biometric methods based on dissimilar biological characteristics increase the likelihood that individuals with disabilities possess at least one of the specified biological characteristics. Examples of dissimilar biological characteristics are fingerprints, eye retinal patterns, voice, and face.</p>	Not Applicable	
<p>5.4 Preservation of accessibility information during conversion</p> <p>Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
accessibility, to the extent that such information can be contained in or supported by the destination format.		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
<p>5.5.1 Means of operation</p> <p>Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.</p>	Not Applicable	
<p>5.5.2 Operable parts discernibility</p> <p>Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part.</p> <p>NOTE: One way of meeting this requirement is by making the operable parts tactilely discernible.</p>	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
<p>5.6.1 Tactile or auditory status</p> <p>Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control.</p> <p>NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. Another example is the volume button on a pay telephone, which can be set at normal, loud, or extra loud volume.</p>	Not Applicable	
<p>5.6.2 Visual status</p> <p>Where ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>determined when the control is presented.</p> <p>NOTE 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>NOTE 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. An example of making the status of a control determinable is a visual status indicator on a keyboard</p>		
<p>5.7 Key repeat</p> <p>Where ICT has a key repeat function that cannot be turned off:</p> <p>a) the delay before the key repeat shall be adjustable to at least 2 seconds; and</p> <p>b) the key repeat rate shall be adjustable down to one character per 2 seconds.</p>	Not Applicable	
<p>5.8 Double-strike key acceptance</p> <p>Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.</p>	Not Applicable	
<p>5.9 Simultaneous user actions</p> <p>Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT.</p> <p>NOTE: Having to use both hands to open the lid of a laptop, having to press two or more keys at the same time or having to touch a surface with more than one finger are examples of simultaneous user actions.</p>	Not Applicable	

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display	Not Applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 Real-time text responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: [ICT with Video Capabilities](#)

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

Chapter 8: Hardware

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	Not Applicable	
8.3.2.2 Clear floor or ground space	Not Applicable	
8.3.2.3.1 General	Not Applicable	
8.3.2.3.2 Forward approach	Not Applicable	
8.3.2.3.3 Parallel approach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1.1 Unobstructed high forward reach	Not Applicable	
8.3.3.1.2 Unobstructed low forward reach	Not Applicable	
8.3.3.1.3.1 Clear floor space	Not Applicable	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.3.2.1 Unobstructed high side reach	Not Applicable	
8.3.3.2.2 Unobstructed low side reach	Not Applicable	
8.3.3.2.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.2.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
8.3.4 Visibility	Not Applicable	
8.3.5 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of Operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

Chapter [9: Web](#) (see [WCAG 2.1 section](#))

Notes:

Chapter [10: Non-Web Software](#)

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	Not Applicable	
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
<p>11.5.2.3 Use of accessibility services</p> <p>Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology.</p> <p>NOTE: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2.</p> <p>It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.</p>	Not Applicable	
<p>11.5.2.4 Assistive technology</p> <p>Where the ICT is assistive technology it shall use the documented platform accessibility services.</p> <p>NOTE 1: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2.</p> <p>NOTE 2: Assistive technology can also use other documented accessibility services</p>	Not Applicable	<ul style="list-style-type: none"> The Platform is not an assistive technology but it is designed to be compatible with assistive technologies
<p>11.5.2.5 Object information</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface</p>	Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.		
<p>11.5.2.6 Row, column, and headers</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.</p>	Supports	
<p>11.5.2.7 Values</p> <p>Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.</p>	Not Applicable	
<p>11.5.2.8 Label relationships</p> <p>Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.</p>	Partially Supports	
<p>11.5.2.9 Parent-child relationships</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.</p>	Supports	
<p>11.5.2.10 Text</p> <p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.</p>	Supports	
11.5.2.11 List of available actions	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies.</p>		
<p>11.5.2.12 Execution of available actions</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	Not Applicable	
<p>11.5.2.13 Tracking of focus and selection attributes</p> <p>Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.</p>	Supports	
<p>11.5.2.14 Modification of focus and selection attributes</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>		
<p>11.5.2.15 Change notification</p> <p>Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13.</p>	Supports	
<p>11.5.2.16 Modifications of states and properties</p> <p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	Not Applicable	
<p>11.5.2.17 Modifications of values and text</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology.</p> <p>NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>		
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
<p>11.6.1 User control of accessibility features</p> <p>Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.</p>	Supports	
<p>11.6.2 No disruption of accessibility features</p> <p>Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.</p>	Not Applicable	
<p>11.7 User preferences</p> <p>Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
NOTE: Software that is isolated from its underlying platform has no access to user settings in the platform and thus cannot adhere to them.		
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”) Authoring tools shall conform to clauses 11.8.2 to 11.8.5 to the extent that information required for accessibility is supported by the format used for the output of the authoring tool.	Not Applicable	
11.8.3 Preservation of accessibility information in transformations If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. NOTE 1: Restructuring transformations are transformations in which the content technology stays the same, but the structural features of the content are changed (e.g. linearizing tables, splitting a document into pages). NOTE 2: Re-coding transformations are transformations in which the technology used to encode the content is changed.	Not Applicable	
11.8.4 Repair assistance If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).	Not Applicable	
11.8.5 Templates When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such.	Not Applicable	

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
<p>12.1.1 Accessibility and compatibility features</p> <p>Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Not Applicable	
<p>12.1.2 Accessible documentation</p> <p>Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:</p> <p>a) a Web format that conforms to the requirements of clause 9, or b) a non-web format that conforms to the requirements of clause 10.</p> <p>NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.</p> <p>NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	Not Evaluated	
12.2 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>12.2.2 Information on accessibility and compatibility features</p> <p>ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.</p> <p>NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Not Applicable	
<p>12.2.3 Effective communication</p> <p>ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	Supports	
<p>12.2.4 Accessible documentation</p> <p>Documentation provided by support services shall be made available in at least one of the following electronic formats:</p> <ul style="list-style-type: none"> a) a Web format that conforms to clause 9; or b) a non-web format that conforms to clause 10. <p>NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>	Support	

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

Product History

Date	Remediation and Improvements
September 2020	<ul style="list-style-type: none"> • Dashboard Picker has invisible table column and needs some semantic improvements • Asset Location Map needs accessibility mark-up improvements • Keyboard navigation for tooltips in Policy module needs improvement • Login page and Switch account lacks keyboard navigation • Policy details tooltips are not keyboard accessible • Page Report: Low contrast on printed HTML attributes • In "Essentials", 'All tags' is hidden in column but still focusable • Linked Account dialog checkboxes need labels • Search notification is not announced by screen-reader within Top Ranking Pages
August 2020	<ul style="list-style-type: none"> • Added name of site to "Open in new window" and "Edit" links in the Site Picker • Added keyboard navigation to spelling mistake summary in the Quality Assurance module • Optimized screen reader label for the site picker • Added proper label to "Edit tags" buttons in the Accessibility module
July 2020	<ul style="list-style-type: none"> • Improved heading structure for Web Security pages • Added visual patterns to all chart legends in Accessibility module • Improved labels for icon-only buttons in Ads module

Date	Remediation and Improvements
	<ul style="list-style-type: none"> • Added keyboard navigation to maps and tooltips in Performance module • Align keyboard tabbing with natural reading order for maps in Performance module
June 2020	<ul style="list-style-type: none"> • Improved tooltip screen reader labels and added keyboard tabbing in Accessibility NextGen Page Reports • Changed site picker and filter bar to also be a landmark in newer products • Improved all new tables for screen reader users by marking key cells as row headers • Improved keyboard navigation for Siteimprove CMS plugin • Improved screen reader error announcements for Dashboard Reports • Improved keyboard navigation for SEO tags in "Add keywords" modal • Added closing the Feedback module with the Escape key
April 2020	<ul style="list-style-type: none"> • Map Chart and search panel in Data Privacy are no longer keyboard inaccessible
February 2020	<ul style="list-style-type: none"> • Improved color contrasts for dropdowns and Status tags in Analytics module • Improved icon and button labels in Feedback module • Connected labels with checkboxes on "Manage Account" page in Ads module
January 2020	<ul style="list-style-type: none"> • Improved color contrasts in Performance module • Improved site picker dropdown semantics • Improved difficulty level labels in SEO module
December 2019	<ul style="list-style-type: none"> • Added missing alt texts to icon buttons • Improved screen reader experience in the Cookie Banner • Improved contrast for "Create Activity Plan" in Analytics module
October 2019	<ul style="list-style-type: none"> • Improved keyboard navigation for tooltips in the Quality Assurance Page Report • Improved keyboard navigation and semantics for "Edit readability" modal in the Quality Assurance module
September 2019	<ul style="list-style-type: none"> • Improved semantics and keyboard navigation for components' Help and Export tabs

Date	Remediation and Improvements
	<ul style="list-style-type: none"> • Improved contrast for probability/severity icons
August 2019	<ul style="list-style-type: none"> • Improved tab-order for Site and Group dropdowns • Improved keyboard navigation for Title/URL dropdowns • Fixed keyboard navigation on responsibility filter in the Accessibility module • Fixed semantics on decision widget in the Accessibility module • Added visible focus to interactive modal elements in the Settings module • Added proper role to Notification area • Added label to progress gauges in the Accessibility module
July 2019	<ul style="list-style-type: none"> • Exposed Modal close button to screen-readers • Added keyboard navigation to filter popover tooltips in the Analytics module • Added keyboard navigation to misspelling filter dropdown in the Quality Assurance module • Added keyboard navigation to search filter dropdowns in the SEO module • Added keyboard navigation to table tooltips for Page-Level data • Added text alternative to icons in site picker • Added labels to progress-indicating gauges • Improved keyboard navigation for search filter dropdowns • Improved screen-reader usability for Help and Export tabs • Improved screen-reader usability for menu toggle button • Improved tab order for Close button in notifications • Improved table filter labels • Improved focus state color contrast for buttons • Improved focus order for search popover
June 2018 – June 2019	<ul style="list-style-type: none"> • Fixed all issues regarding empty table columns • Fixed all issues with low contrast • Fixed issues with keyboard functionality for the Analytics Date Picker and Export Tables • Fixed issues with functionality for the Sites and Groups drop-down menus • Fixed issues with the Analytics Filters drop-down

Date	Remediation and Improvements
	<ul style="list-style-type: none"> • Fixed issues with focus order for tables, the Site and group selector, Time and period selector and Analytics filter selector • Fixed issues with the role and state information for Expandable tables, Export option, Help and Table Data Search and Picker components
May 2018	<ul style="list-style-type: none"> • Fixed all instances across the platform of elements with missing alt attributes • Fixed all instances across the platform of labels not connected to a form field • Reduced form fields with no description from 60 to 15 instances and still work on the remaining • Reduced low contrast issues from 106 to 12 instances and still work on the remaining • Revised wrong aria states on some buttons in the Accessibility Issues tables
February 2018	<ul style="list-style-type: none"> • Added navigational landmarks in page reports • Solved issues with how screen readers read the issues lists in page reports • Added labels to numerous input fields across the platform • Fixed numerous contrast issues across the platform • Fixed links only identified by color issues in page reports
January 2018	<ul style="list-style-type: none"> • Changed all tab-panel components to follow ARIA-role and keyboard navigation recommendations from WAI-ARIA Authoring Practices • Solved several instances of missing visible keyboard focus • Added label and state to "Add as favorite" buttons in site picker • Added alternative text to severity icons in the Accessibility and SEO modules
December 2017	<ul style="list-style-type: none"> • Solved an issue where keyboard and screen reader users could not navigate past the first 200 pages in a result set

Date	Remediation and Improvements
	<ul style="list-style-type: none">• Solved an issue where keyboard and screen reader users could not close splash-screens and tutorial windows
November 2017	<ul style="list-style-type: none">• Solved issues with invisible keyboard focus, bad contrast and missing accessible names for buttons in the Feedback and Share modules
October 2017	<ul style="list-style-type: none">• Improved landmark structure• Released new main navigation with improved semantics and states