

## GPP\_21 Accessibility Conformance Report (Based on VPAT Version 2.4)

Version	Document Number	Approved By	Approval Date	Effective Date	Next Review Date
1.1	GPP_21	Chief Operating Officer	July 20th 2023	July 20 <sup>th</sup> , 2023	July 2025

### Policy Statement

Purpose	SmartSimple Software's Accessibility Conformance Report, based on VPAT Version 2.4. For more information on VPAT, please see: <a href="https://www.itic.org/policy/accessibility/vpat">https://www.itic.org/policy/accessibility/vpat</a>
Scope	SmartSimple Cloud Platform.
Classification	<b>PUBLIC</b>
Users	<b>Employees, Clients, Interested Parties</b>

### Policy

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## 1. Disclaimer

*This document is for informational purposes only. SmartSimple makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of SmartSimple Inc. on the issues discussed as of the date of publication. Testing for this document was obtained under a controlled environment. As such, duplication of tests may yield different results. For purposes of this document, "Supports" means largely satisfies.*

*SmartSimple evolves based on changing market conditions and demands. This document should not be interpreted to be a commitment on the part of SmartSimple, and SmartSimple cannot guarantee the accuracy of any information presented after the date of publication. This document is subject to change without notice.*

*For more information contact 1.866.239.0991 or support@smartsimple.com.*

## 2. General Information

Information	Description
Name of Product/ Version	SmartSimple Cloud Platform
Report Date	07/18/2023
Product Description	SmartSimple is a cloud-based business process automation platform. The platform is highly flexible so you can authentically track, manage and report on your data. SmartSimple is widely used in Granting, Research and Case Management as well as Corporate Social Responsibility Programs such as volunteering and matching gifts.
Contact Information	1.866.239.0991 or support@smartsimple.com
Notes	None
Evaluation Methods Used	<i>We have a dedicated Quality Assurance team that tests the platform, plus we engage outside consultants for both accessibility and usability testing. Screen reader testing includes but are not limited to JAWS and NVDA with the Chrome browser.</i>

## 2.1 Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Yes
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V3.1.1 (2019-11) and <a href="#">EN 301 549 Accessibility requirements for ICT products and services</a> - V3.2.1 (2021-03)	Yes

## 2.2 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 2.0 Level AAA.

## 2.3 WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## 3. Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports	Web: All non-text content has a text alternative that serves the equivalent purpose.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video, the user can upload a closed-captioned file and/or a transcript. Transcripts and Closed Captioning may be uploaded in multiple languages.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video, then users can upload and view closed captions or transcripts for multimedia.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video. The user can also upload and view closed captions and/or transcripts for multimedia.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Information structure and relationships such as tables and headings can be programmatically determined and are available in text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The correct reading sequence can be programmatically determined. Single column layouts are recommended as single column forms can be filled in faster and people feel more comfortable filling them in, especially people using screen magnifiers.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Color is not the only means of conveying information and indicating action. For example, warning messages have warning text and an icon in addition to color. Color settings may be adjusted by a System Administrator.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Audio is not required to use the system. Users may use the media library feature to upload audio but audio will only play when the file is selected. The controls of the media player are used to pause, stop, or otherwise control the audio.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	<p>Web: All functionality of the content seen by end users is operable through a keyboard interface.</p> <p>Please note that some setting pages used by System Administrators configuring the system include “drag and drop” functionality, which depends on the user’s movement.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	<p>Web: Keyboard focus can be moved to and from objects using the arrow and tab keys.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The system provides no unique platform specific character key shortcuts.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: System Administrators can specify the length of time until a timeout will occur. If no time out length is defined, the timeout will be set to 24 hours. When a timeout is reached, the user is warned and given the option to continue working.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	Web: There is no moving, blinking, scrolling information in SmartSimple that would require pause, stop or hide.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No content in SmartSimple flashes.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> </ul>	Web: Supports	Web: You can bypass blocks of information in the system by navigating between headings and content areas. There is also a "Skip Navigation" link.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: All pages within the system have titles. Administrators can modify the titles in areas of the system such as the login and signup pages.
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: Pages within the SmartSimple can be navigated sequentially, receiving focus in

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		the order that preserves meaning and operability.
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The purpose of links within the platform can be determined from the link text. Administrators can customize some link text.
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	Web: System administrators configuring systems will need to use Drag and drop to build a sign-up page. Drag and drop is a path-based gesture and is found when you build

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		signup pages. Drag and drop is also optionally available but not required when you re-order lists of items.
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The completion of functions like clicking a target with a mouse (pointer) happens on the up-event. Users are allowed to abort or cancel the action by moving the pointer off the target prior to releasing the mouse (pointer) button.
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Web: Supports	Web: Labels of interface components that include text include the text that is presented visually.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)  Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports	Web: No device motion is required to operate SmartSimple. All functionality can be operated through the user interface.
<a href="#">3.1.1 Language of Page</a> (Level A)  Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The default language of each page is declared and can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)  Also applies to:	Web: Supports	Web: Focus does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: User interface components do not cause a change of context such as launching a new window when the user selects a radio button.
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	Web: If an input error is detected, the error is identified and described in text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Labels and instructions are provided and can be configured by System Administrators.
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> </ul>	Web: Supports	Web: Elements have complete start and end tags with child elements nested according to markup specifications.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Names and roles of interface components can be programmatically determined.

#### 4. Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: There is no live audio content within SmartSimple. Users may choose to upload their own media via the Media Library and they may also add closed captions in multiple languages. SmartSimple can also translate captions into other languages.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Web: Supports	Web: There is no prerecorded audio in SmartSimple. Users and administrators can upload media as well as closed captions and transcripts.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: SmartSimple does not restrict its view and operation to a single display orientation such as portrait or landscape.
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The purpose of each input field collecting information can be programmatically determined.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	Web: Text has a contrast ratio of at least 4.5:1. Administrators can configure the color of text in areas of SmartSimple.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Text in SmartSimple can be resized using browser zoom or other assistive technologies without loss of content or functionality.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> </ul>	Web: Supports	Web: There are no images of text in SmartSimple, with the exception of the client's logo. The client's logo has alternate text which can be customized by the System Administrator.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions. Some configuration pages only seen by System Administrators may require horizontal scrolling on smaller screen sizes.
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Any visual information required to identify user interface components that are not disabled have a contrast ratio of 3:1.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: No loss of content or functionality occurs by setting the following text style properties:</p> <ul style="list-style-type: none"> <li>- Line height to 1.5+ times the font size;</li> <li>- Spacing following paragraphs to 2+ times the font size;</li> <li>- Letter spacing to 0.12+ times the font size;</li> <li>- Word spacing to 0.16+ times the font size.</li> </ul>
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: When you hover or use keyboard focus on an element that has a tooltip it will be persistent, moving the pointer or keyboard focus will dismiss the tooltip. Sub-menus are opened on mouse up or enter key. Sub-menus are dismissed with the escape key or on another mouse up.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Supports	<p>Web: There is more than one way to locate a web page within a set of pages (navigation and search).</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Headings and labels describe topic or purpose. Administrators can also configure and add headings in some areas.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p>	Web: Supports	Web: Keyboard focus indicator is visible.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: If an administrator has added content from multiple languages on the same screen, then coding can be added so the language of each passage can be programmatically determined.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p>	Web: Supports	Web: Navigation mechanisms keep the same relative order each time they are repeated.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Components with the same functionality are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Input error messages provide suggestions to users. Administrators may modify many error messages.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Submissions in the system may be configured to be reversible so that the user has the opportunity to review, confirm and correct submissions. The process flow of submissions is configurable by Administrators.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Status messages may be programmatically determined through role properties so they may be presented to the user by assistive technologies without receiving focus.

## 5. Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple.
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple. If you choose to upload media, you may add extended audio descriptions.
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple. If you choose to upload media,

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		you could also upload an alternative for the time-based media.
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: There is no live time-based media in SmartSimple.
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The purpose of user interface components, icons, and regions can be programmatically determined.
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The colors in the system can be set by the Administrator to enhance contrast ratios.
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: There is no background audio in SmartSimple.
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The user cannot select foreground and background colors. However, administrators can customize the colors in the system to ensure they exceed contrast ratio standards.
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Other than the client's logo which has alternate text, SmartSimple does not contain images of text. The alternate text for the client's logo is customizable.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All functionality of the content is operable though a keyboard interface with the exception of components that utilize drag and drop functionality found on administrative configuration pages.
<a href="#">2.2.3 No Timing</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Timing is not an essential part of activities presented to the user in SmartSimple. The session time out for user inactivity is customizable by the system Administrator and defaults to 24 hours.
<a href="#">2.2.4 Interruptions</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: SmartSimple does not have interruptions.
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When an authenticated session expires, the user can enter their credentials to continue without the loss of data.
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Users are warned before they are logged out due to inactivity. The duration of inactivity allowed before session timeout is configurable and defaults to 24 hours.
<a href="#">2.3.2 Three Flashes</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: SmartSimple does not contain content that flashes more than three times.
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: There are no superfluous steps between conditions to create the illusion of movement.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.8 Location</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Object pages within SmartSimple have a breadcrumb that shows users their location within the hierarchy of the platform.
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The purpose of each link is identified by text alone. Link text in many locations is configurable by administrators.
<a href="#">2.4.10 Section Headings</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Section headings are used to organize content.
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Pointer targets for buttons and header items are approximately 44 pixels.
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: SmartSimple does not restrict the use of input modalities such as keyboard, pointer device, stylus, or touch screen. The user can switch mechanisms at any point.
<a href="#">3.1.3 Unusual Words</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: System Administrators can add custom instructions and tooltips to define words and phrases that are unusual including but not restricted to jargon and idioms.
<a href="#">3.1.4 Abbreviations</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: System Administrators can add custom instructions and tooltips to define abbreviations in expanded form.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.5 Reading Level</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Text within SmartSimple is configurable in many areas of the system. System Administrators can modify text as needed to meet the appropriate reading level of their community.
<a href="#">3.1.6 Pronunciation</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The pronunciation of words and or clarification may be specified in tooltips or instructions. Links to audio files may be configured.
<a href="#">3.2.5 Change on Request</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Changes of context are initiated by user request.
<a href="#">3.3.5 Help</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Context-sensitive help is available at the field level via instructions and tooltips.
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Field data is validated. Administrators can configure both the validation and the error message. The system may be configured to allow the user to correct or reverse their submission if desired.

## 6. Revised Section 508 Report

### 6.1 Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	SmartSimple is primarily text based, supports keyboard navigation and does not require user vision.
302.2 With Limited Vision	Supports	Administrators may customize colors to increase the contrast in SmartSimple.
302.3 Without Perception of Color	Supports	Users do not require perception of color as color is not solely used to convey meaning.
302.4 Without Hearing	Supports	User hearing is not required to use SmartSimple.
302.5 With Limited Hearing	Supports	If a user uploads audio content, they can also upload closed captioning and control the volume of the content.
302.6 Without Speech	Supports	SmartSimple does not require user speech.
302.7 With Limited Manipulation	Supports	SmartSimple does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	SmartSimple is not prohibitive to users with limited reach or strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The content within SmartSimple is customizable by Administrators. Administrators have control over what is displayed and as such they can ensure the content and options

Criteria	Conformance Level	Remarks and Explanations
		are usable by people with limited language, cognitive or learning abilities.

## 6.2 Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	N/A	N/A
402.2.2 Transactional Outputs	N/A	N/A
402.2.3 Speech Delivery Type and Coordination	N/A	N/A
402.2.4 User Control	N/A	N/A
402.2.5 Braille Instructions	N/A	N/A
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	N/A	N/A
402.3.2 Non-private Listening	N/A	N/A
402.4 Characters on Display Screens	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
402.5 Characters on Variable Message Signs	N/A	N/A
<a href="#">403 Biometrics</a>	Heading cell – no response required	Heading cell – no response required
403.1 General	N/A	N/A
<a href="#">404 Preservation of Information Provided for Accessibility</a>	Heading cell – no response required	Heading cell – no response required
404.1 General	N/A	N/A
<a href="#">405 Privacy</a>	Heading cell – no response required	Heading cell – no response required
405.1 General	N/A	N/A
<a href="#">406 Standard Connections</a>	Heading cell – no response required	Heading cell – no response required
406.1 General	N/A	N/A
<a href="#">407 Operable Parts</a>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	N/A	N/A
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	N/A	N/A
407.3.2 Alphabetic Keys	N/A	N/A
407.3.3 Numeric Keys	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
407.4 Key Repeat	N/A	N/A
407.5 Timed Response	N/A	N/A
407.6 Operation	N/A	N/A
407.7 Tickets, Fare Cards, and Keycards	N/A	N/A
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A	N/A
407.8.1.1 Vertical Plane for Side Reach	N/A	N/A
407.8.1.2 Vertical Plane for Forward Reach	N/A	N/A
407.8.2 Side Reach	N/A	N/A
407.8.2.1 Unobstructed Side Reach	N/A	N/A
407.8.2.2 Obstructed Side Reach	N/A	N/A
407.8.3 Forward Reach	N/A	N/A
407.8.3.1 Unobstructed Forward Reach	N/A	N/A
407.8.3.2 Obstructed Forward Reach	N/A	N/A
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A	N/A
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A	N/A
<a href="#">408 Display Screens</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
408.2 Visibility	N/A	N/A
408.3 Flashing	N/A	N/A
<a href="#">409 Status Indicators</a>	Heading cell – no response required	Heading cell – no response required
409.1 General	N/A	N/A
<a href="#">410 Color Coding</a>	Heading cell – no response required	Heading cell – no response required
410.1 General	N/A	N/A
<a href="#">411 Audible Signals</a>	Heading cell – no response required	Heading cell – no response required
411.1 General	N/A	N/A
<a href="#">412 ICT with Two-Way Voice Communication</a>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	N/A	N/A
412.2.2 Volume Gain for Non-Wireline ICT	N/A	N/A
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A	N/A
412.3.2 Wireline Handsets	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
412.4 Digital Encoding of Speech	N/A	N/A
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	N/A	N/A
412.7 Video Communication	N/A	N/A
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	N/A	N/A
412.8.2 Voice and Hearing Carry Over	N/A	N/A
412.8.3 Signal Compatibility	N/A	N/A
412.8.4 Voice Mail and Other Messaging Systems	N/A	N/A
<a href="#"><u>413 Closed Caption Processing Technologies</u></a>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	N/A	N/A
413.1.2 Pass-Through of Closed Caption Data	N/A	N/A
<a href="#"><u>414 Audio Description Processing Technologies</u></a>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A	N/A
414.1.2 Other ICT	N/A	N/A
<a href="#"><u>415 User Controls for Captions and Audio Descriptions</u></a>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
415.1.2 Audio Description Controls	N/A	N/A

### 6.3 Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See WCAG 2.x section	See information in WCAG 2.x section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	N/A	N/A
502.2.2 No Disruption of Accessibility Features	N/A	N/A
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	N/A	N/A
502.3.2 Modification of Object Information	N/A	N/A
502.3.3 Row, Column, and Headers	N/A	N/A
502.3.4 Values	N/A	N/A
502.3.5 Modification of Values	N/A	N/A
502.3.6 Label Relationships	N/A	N/A
502.3.7 Hierarchical Relationships	N/A	N/A
502.3.8 Text	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	N/A	N/A
502.3.10 List of Actions	N/A	N/A
502.3.11 Actions on Objects	N/A	N/A
502.3.12 Focus Cursor	N/A	N/A
502.3.13 Modification of Focus Cursor	N/A	N/A
502.3.14 Event Notification	N/A	N/A
502.4 Platform Accessibility Features	N/A	N/A
<a href="#">503 Applications</a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	N/A	N/A
503.3 Alternative User Interfaces	N/A	N/A
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	N/A	N/A
503.4.2 Audio Description Controls	N/A	N/A
<a href="#">504 Authoring Tools</a>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	N/A	N/A
504.3 Prompts	N/A	N/A
504.4 Templates	N/A	N/A

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	N/A	N/A
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	N/A	N/A
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	N/A	N/A
603.3 Accommodation of Communication Needs	N/A	N/A

## 7. EN 301 549 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	SmartSimple is primarily text based, supports keyboard navigation and does not require user vision.
4.2.2 Usage with limited vision	Supports	Administrators may customize colors to improve contrast in SmartSimple.
4.2.3 Usage without perception of colour	Supports	User does not require perception of color as color is not the only indicator used to convey meaning.
4.2.4 Usage without hearing	Supports	User hearing is not required to use SmartSimple.
4.2.5 Usage with limited hearing	Supports	If audio content is uploaded, closed captioning can also be uploaded. Users can also control the volume of the content.
4.2.6 Usage with no or limited vocal capability	Supports	SmartSimple does not require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	SmartSimple is not prohibitive to users with limited manipulation or strength.
4.2.8 Usage with limited reach	Supports	SmartSimple is not prohibitive to users with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Nothing in SmartSimple flashes or could induce photosensitive seizures. It is possible to configure the system to allow users to upload multimedia content.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Supports	The content within SmartSimple is customizable by Administrators. Administrators have control over what is displayed and they can ensure the content and options are usable by people with limited cognitive abilities.
4.2.11 Privacy	Supports	SmartSimple supports user-supplied hardware such as the use of headsets for private listening to screen reader content.

## 7.2 Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 <i>Closed functionality</i>	Heading cell – no response required	Heading cell – no response required
5.1.2 <i>General</i>	Heading cell – no response required	Heading cell – no response required
5.1.2.1 <i>Closed functionality</i>	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 <i>Assistive technology</i>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 <i>Non-visual access</i>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Supports	Visual access is not required to use SmartSimple
5.1.3.2 Auditory output delivery including speech	Supports	Auditory output of screen readers is correlated with the onscreen behavior.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.3 Auditory output correlation	Supports	Control of auditory output for content is controlled by the assistive technology of the user's choice (Example: JAWS screen reader with Google Chrome).
5.1.3.4 Speech output user control	Supports	Control of auditory output for content is controlled by the assistive technology of the user's choice (Example: JAWS screen reader with Google Chrome).
5.1.3.5 Speech output automatic interruption	Supports	Speech output is controlled by the assistive technology of the user's choice.
5.1.3.6 Speech output for non-text content	Supports	SmartSimple does not include non-text content, except for client-supplied logos that have alt text and user uploaded multimedia which supports closed captions and transcripts.
5.1.3.7 Speech output for video information	Supports	If users upload video, they may also upload transcripts and closed captions.
5.1.3.8 Masked entry	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.9 Private access to personal data	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.10 Non-interfering audio output	Supports	There is no media set to automatically play in SmartSimple.
5.1.3.11 Private listening volume	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.12 Speaker volume	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.13 Volume reset	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.14 Spoken languages	Supports	Speech output is controlled by the assistive technology of the user's choice. Language is declared at the page level and may be specified at levels that are more granular.
5.1.3.15 Non-visual error identification	Supports	Speech output of errors is controlled by the assistive technology of the user's choice. When a user encounters an error,

Criteria	Conformance Level	Remarks and Explanations
		(such as submitting a form) the message will be displayed on screen explaining the error. The message may also be a link to the input associated with the error.
5.1.3.16 Receipts, tickets, and transactional outputs	Supports	Speech output is controlled by the assistive technology of the user's choice.
5.1.4 Functionality closed to text enlargement	Supports	Text enlargement is controlled by the assistive technology of the user's choice (such as web browser zoom).
5.1.5 Visual output for auditory information	Supports	If a user uploads auditory media, they can also upload 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
5.1.6.2 Input focus		SmartSimple is operable with a keyboard or other user supplied devices (switch, mouse, touch screen) and avoids trapping.
5.1.7 Access without speech	Supports	Speech is not required to operate SmartSimple.

Criteria	Conformance Level	Remarks and Explanations
5.2 Activation of accessibility features	Supports	Accessibility features are controlled by the assistive technology of the user's choice.
5.3 Biometrics	Supports	SmartSimple does not rely on biometrics.
5.4 Preservation of accessibility information during conversion	Supports	SmartSimple does not convert information provided for accessibility.
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	SmartSimple does not require grasping, pinching, twisting, etc.
5.5.2 Operable parts discernibility	Supports	SmartSimple does not have operable parts that require grasping, pinching or twisting.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	Audio status of locking toggles such as Caps Lock is handled by the assistive technology of the user's choice.

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Supports	Visual status of locking toggles such as Caps Lock are handled by the hardware of the user's choice.
5.7 Key repeat	Supports	Key repeat is controlled by the hardware of the user's choice and possibly the users operating system.
5.8 Double-strike key acceptance	Supports	Double-strike key acceptance is controlled by the hardware of the user's choice and possibly the user's operating system.
5.9 Simultaneous user actions	Supports	Simultaneous user actions are not required in SmartSimple.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech		
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	N/A	N/A
6.2.1.2 Concurrent voice and text	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
6.2.2.1 Visually distinguishable display	N/A	N/A
6.2.2.2 Programmatically determinable send and receive direction	N/A	N/A
6.2.2.3 Speaker identification	N/A	N/A
6.2.2.4 Visual indicator of Audio with RTT	N/A	N/A
6.2.3 Interoperability	N/A	N/A
6.2.4 RTT responsiveness	N/A	N/A
6.3 Caller ID	N/A	N/A
6.4 Alternatives to voice-based services	N/A	N/A
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	N/A	N/A
6.5.3 Frame rate	N/A	N/A
6.5.4 Synchronization between audio and video	N/A	N/A
6.5.5 Visual indicator of audio with video	N/A	N/A
6.5.6 Speaker identification with video (sign language) communication	N/A	N/A
<b>6.6 Alternatives to video-based services (advisory only)</b>	Advisory – no response required	Advisory – no response required

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	N/A	N/A
7.1.2 Captioning synchronization	N/A	N/A
7.1.3 Preservation of captioning	N/A	N/A
7.1.4 Captions characteristics	N/A	N/A
7.1.5 Spoken subtitles	N/A	N/A
7.2.1 Audio description playback	N/A	N/A
7.2.2 Audio description synchronization	N/A	N/A
7.2.3 Preservation of audio description	N/A	N/A
7.3 User controls for captions and audio description	N/A	N/A

## 7.5 Chapter 8: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>8.1.1 Generic requirements</b>	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	N/A	N/A
8.1.3 Colour	N/A	N/A
<b>8.2 Hardware products with speech output</b>	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	N/A	N/A
8.2.1.2 Incremental volume control	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
8.2.2.1 Fixed-line devices	N/A	N/A
8.2.2.2 Wireless communication devices	N/A	N/A
<b>8.3 Stationary ICT</b>	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	N/A	N/A
8.3.2.2 Unobstructed low forward reach	N/A	N/A
8.3.2.3.1 Clear space	N/A	N/A
8.3.2.3.2 Obstructed (< 510 mm) forward reach	N/A	N/A
8.3.2.3.3 Obstructed (< 635 mm) forward reach	N/A	N/A
8.3.2.4 Knee and toe clearance width	N/A	N/A
8.3.2.5 Toe clearance	N/A	N/A
8.3.2.6 Knee clearance	N/A	N/A
8.3.3.1 Unobstructed high side reach	N/A	N/A
8.3.3.2 Unobstructed low side reach	N/A	N/A
8.3.3.3.1 Obstructed ( $\leq 255$ mm) side reach	N/A	N/A
8.3.3.3.2 Obstructed ( $\leq 610$ mm) side reach	N/A	N/A
8.3.4.1 Change in level	N/A	N/A
8.3.4.2 Clear floor or ground space	N/A	N/A
8.3.4.3.2 Forward approach	N/A	N/A
8.3.4.3.3 Parallel approach	N/A	N/A
8.3.5 Visibility	N/A	N/A
8.3.6 Installation instructions	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
<b>8.4 Mechanically Operable parts</b>	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	N/A	N/A
8.4.2.1 Means of operation of mechanical parts	N/A	N/A
8.4.2.2 Force of operation of mechanical parts	N/A	N/A
8.4.3 Keys, tickets and fare cards	N/A	N/A
8.5 Tactile indication of speech mode	N/A	N/A

## 7.6 Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	Closed captions for user uploaded media appear over a translucent grey box on the bottom of the media player.
10.6 Audio description timing	Supports	User uploaded audio with descriptions need not interfere with relevant media.

Criteria	Conformance Level	Remarks and Explanations

## 7.8 Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>11.0 General (informative)</i>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<i>11.5 Interoperability with assistive technology</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.1 Closed functionality</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.2 Accessibility services</i>	Heading cell – no response required	Heading cell – no response required
<i>11.5.2.1 Platform accessibility service support for software that provides a user interface</i>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
<i>11.5.2.2 Platform accessibility service support for assistive technologies</i>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	N/A	N/A
11.5.2.4 Assistive technology	N/A	N/A
11.5.2.5 Object information	N/A	N/A
11.5.2.6 Row, column, and headers	N/A	N/A
11.5.2.7 Values	N/A	N/A
11.5.2.8 Label relationships	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	N/A	N/A
11.5.2.10 Text	N/A	N/A
11.5.2.11 List of available actions	N/A	N/A
11.5.2.12 Execution of available actions	N/A	N/A
11.5.2.13 Tracking of focus and selection attributes	N/A	N/A
11.5.2.14 Modification of focus and selection attributes	N/A	N/A
11.5.2.15 Change notification	N/A	N/A
11.5.2.16 Modifications of states and properties	N/A	N/A
11.5.2.17 Modifications of values and text	N/A	N/A
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	N/A	N/A
11.6.2 No disruption of accessibility features	N/A	N/A
11.7 User preferences	N/A	N/A
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See <a href="#">WCAG 2.x</a> section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	N/A	N/A
11.8.4 Repair assistance	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	N/A	N/A

## 7.9 Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	N/A	N/A
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	N/A	N/A
12.2.3 Effective communication	N/A	N/A
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

## 7.10 Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>13.1 Relay services requirements</b>	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
13.1.3 Sign relay services	N/A	N/A
13.1.4 Lip-reading relay services	N/A	N/A
13.1.5 Captioned telephony services	N/A	N/A
13.1.6 Speech to speech relay services	N/A	N/A
13.2 Access to relay services	N/A	N/A
13.3 Access to emergency services	N/A	N/A

## 8. Records for Policy

Record Name	Storage Location	Individual Responsible for Storage	Retention Time
N/A			

### Accountabilities

Responsible Officer                      GRC Manager

Contact Officer                            GRC Manager

### Supporting Information

Parent Document (Policy)            N/A

Related Document(s)

Relevant Legislation(s)                See <https://www.w3.org/WAI/policies/>

### Revision History

Version	Modified By	Approved By	Approval Date	Effective Date	Sections Modified
1.0	GRC Manager	COO	July 23, 2021	July 23, 2021	Document created
1.1	GRC Manager, Design Team Lead	COO	July 20, 2023	July 20, 2023	Bi-annual Update