



Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version:

SmartSimple

Report Date:

August 25, 2026

Product Description:

SmartSimple is a cloud-based business process automation platform designed to help organizations track, manage, and report on their data with flexibility and ease. Its highly configurable framework supports a wide range of use cases, including grants management, research administration, case management, and corporate social responsibility programs.

Contact Information:

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Scope

The focus of this document is based on testing compliance with WCAG 2.0, WCAG 2.1, and WCAG 2.2 criteria, Section 508 Refresh, ADA Compliance, EN301 549 (EU), or ISO 32000 (2008) & 14289-1 (2014) standards and overall accessibility of the website to users with disabilities and their Assistive Technology (AT). Please note if any single page, portion, or point of the testing reports failure the entire site fails compliance testing.

Method

The site pages were tested with color and evaluation tools, multiple browsers, and a screen reader against WCAG 2.0, WCAG 2.1, and WCAG 2.2 criteria, ADA Compliance, EN301 549 (EU), or ISO 32000 (2008) & 14289-1 (2014) standards, and Section 508 Refresh Standards. This includes both automated and manual procedures.

Evaluation Methods Used:

Primary URL:	https://productbaseline.demo.smartsimple.com/s_Login.jsp
VPAT Requested by:	Foundant
VPAT Participants:	Matthew Dempsey , 508/ISO/ADA Accessibility Expert
Date(s) of Review:	8/25/2026
Specific Testing Tools Used:	Browsers Tested: Internet Explorer, Microsoft Edge, Chrome, & Firefox; WAVE Color Analyzer and Evaluation Tools ; Colour Contrast Analyser ; AXE DevTools ; HeadingsMap ; Dragon Home (Windows) ; & NVDA Screen Reader .

Expectations:	If one instance of the WCAG 2.0, WCAG 2.1, and WCAG 2.2 AA, Section 508, or ISO 32000 (2008) & 14289-1 (2014) standard fails, the site fails for that standard.
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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 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	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 for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - 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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Within WCAG 2.x guidelines, Level A is the minimum level of conformance.

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application uses alternative text attributes with images as well as offering aria-labels and screen reader text for page content.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to:	Web: Not Applicable	Web: Application does not currently use video or audio media content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: (Headings and Content) Hierarchy is logical and semantically correct allowing assistive technology to organize content appropriately. Impacted by the left menu list markup.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: (Headings and Content) Hierarchy is laid-out per objectives and scope.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Sensory characteristics not used.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Color is not used as a sole means to convey information.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: See information in 5.1.3.1 through 5.1.3.16	Web: Pages are fully navigable by keyboard alone. Closed: See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Authoring Tool: Not Applicable	
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Content does not contain keyboard traps. All content can be navigated into and out of via standard keyboard keys used in navigation – tab, tab+shift (reverse navigation), escape, space, enter, page down, page up, etc.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: Not Applicable	Web: Pages supports device and browser shortcut keys, no specific shortcut keys set in application. Closed: See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable	Web: Application does not currently use video or audio media content.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Authoring Tool: Not Applicable	
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: The user interface is intentionally simplified with minimal global navigation. The platform utilizes semantic HTML structure and ARIA landmarks, allowing assistive technology users to efficiently navigate directly to the primary content areas without the need for an explicit "skip" link.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria ● 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 ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Each Page of the application contains its own title tag <title> as well as appropriate and logical heading structure organizing content on page.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Each page maintains logical order of focus elements.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: All links/controls are clear in their purpose and intent as well as complying with appropriate WCAG guidelines for non-color dependent and 3.1 ratio to identify them from surrounding content. Impacted by redundant/duplicate menu links.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.1 (Web)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Only simple clicks or keypresses are used, gestures are optional and would be related to browser zoom level without impact on how modules are presented or navigated.

Criteria	Conformance Level	Remarks and Explanations
10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Closed: Not Applicable Authoring Tool: Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The down-event of the pointer is not used for any purpose within the application. This does not apply to actions that are required to operate by the user or their assistive technology.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Text of labels present at the start of the name.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable	Web: Application does not use motion events.

Criteria	Conformance Level	Remarks and Explanations
11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Authoring Tool: Not Applicable	
<u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Page attributes contain language attributes for page – lang="en" for English.
<u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application uses focus as expected and is clear on page nor does it activate events on its own – for example receiving focus does not change context of element.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Any input elements within module do not alter focus or change. Input behavior is as expected.
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: help link is consistent on all pages.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Any input errors are identified by text feedback to the user.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Not Applicable	Web: Labels and instructions are provided as needed.

Criteria	Conformance Level	Remarks and Explanations
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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Inputs are individual and not repeated.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 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 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web)	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Standard HTML elements are used therefore default roles apply; in exceptional cases where standard HTML aren’t used for an element the use of aria-roles within html element attribute are used to

Criteria	Conformance Level	Remarks and Explanations
10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Not Applicable	ensure that assistive technologies are able to understand the role of the HTML element. Impacted by invalid ARIA states and the nested tab controls.

Table 2: Success Criteria, Level AA

Notes: Within WCAG 2.x guidelines, Level AA conformance includes all Level A and Level AA requirements.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application does not currently use video or audio media content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria	Web: Not Applicable Electronic Docs: Not Applicable	Web: Application does not currently use video or audio media content.

Criteria	Conformance Level	Remarks and Explanations
● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: There are no orientation dependencies or restrictions within the application.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Application doesn't use form controls that would benefit from either autofill or autocomplete assistance.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: All content meets minimum requirements for contrast with ratio's of at least 4.5:1.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Text can be enlarged without loss of functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable	Web: No images of text are used to present information to the user.

Criteria	Conformance Level	Remarks and Explanations
● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Authoring Tool: Not Applicable	
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Horizontal scrolling is not required within modules as all content is responsive and will automatically and dynamically re-organize vertically as the screen narrows.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Non-text content contrast is 3.1 or higher.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Spacing guidelines as presented in WCAG 2.1 – 1.4.12 are met.

Criteria	Conformance Level	Remarks and Explanations
10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Closed: Not Applicable Authoring Tool: Not Applicable	
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Hover and focus content is not used in the application.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria 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 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Navigation is done through navigation menus and in page links which limits the open exploration that a user can or need to do.
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to:	Web: Supports	Web: Application uses heading tags and label tags where appropriate.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Focus is clear and visible on all elements on each page as the element receives focus.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Focus is unobscured on all elements on each page as the element receives focus.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: No dragging elements present within website.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Supports	Web: Focusable Elements are of sufficient size and spacing to allow easy touch on mobile devices.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria ● 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 ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Webpages of application are only in the selected language.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria ● 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 ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Website uses consistent menus and in page links for navigation.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Website uses consistent menus and in page links for navigation. Where appropriate form controls are also consistently marked up across all content.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Any required inputs have appropriate feedback informing users to correct/edit and submit/resubmit.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Any required inputs have appropriate feedback informing users to correct/edit and submit/resubmit. Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Content does not require solving puzzles, memorization, or to retype passcodes once user is logged into website.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Status messages are not used within the application.

Table 3: Success Criteria, Level AAA

Notes: Within WCAG 2.x guidelines, Level AAA includes all Level A, Level AA, and Level AAA requirements. Level AAA is strict conformance and beyond the scope of this report. Table included only for reference purposes otherwise not applicable.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
<u>2.2.6 Timeouts</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.

Criteria	Conformance Level	Remarks and Explanations
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated	Web: Not within scope of report.

Revised Section 508 Report

Notes: These standards address access to information and communication (ICT) under Section 508 of the Rehabilitation Act and Section 255 of the Communications Act: <https://www.access-board.gov/ict/> In particular, Chapters 3, 4, 5, and 6.

Chapter 3: Functional Performance Criteria (FPC)

Notes: The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Application content is presented in HTML and is screen-reader compatible and other Assistive Technology.
302.2 With Limited Vision	Supports	Application content is presented in HTML and is screen-reader compatible and other Assistive Technology.
302.3 Without Perception of Color	Supports	Text and non-color dependent options are used for Application content and navigation aid.
302.4 Without Hearing	Supports	Content is text and without Media (audio/video) elements.
302.5 With Limited Hearing	Supports	Content is text and without Media (audio/video) elements.
302.6 Without Speech	Not Applicable	Application does not rely on speech to communicate information.
302.7 With Limited Manipulation	Supports	Application content can be manipulated by using Assistive Technologies.
302.8 With Limited Reach and Strength	Supports	Application content can be manipulated by using Assistive Technologies.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Application is content specific and is presented in a simple logical format

Criteria	Conformance Level	Remarks and Explanations
		without complex functions to navigate or manipulate pages.

Chapter 4: [Hardware](#)

Notes: The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

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	Standard device screen is used
402.2.2 Transactional Outputs	Not Applicable	Not in scope of service provided
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not in scope of service provided
402.2.4 User Control	Not Applicable	Standard device controls (mouse, or assistive technology) can be used
402.2.5 Braille Instructions	Not Applicable	Web (software) product. Hardware braille is not in scope for our product
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not in scope of service provided
402.3.2 Non-private Listening	Not Applicable	Not in scope of service provided
402.4 Characters on Display Screens	Not Applicable	Not in scope of service provided
402.5 Characters on Variable Message Signs	Not Applicable	Not in scope of service provided
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not in scope of service provided
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not in scope of service provided
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not in scope of service provided
406 Standard Connections	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
406.1 General	Not Applicable	Not in scope of service provided
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Not in scope of service provided
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Not in scope of service provided
407.3.2 Alphabetic Keys	Not Applicable	Not in scope of service provided
407.3.3 Numeric Keys	Not Applicable	Not in scope of service provided
407.4 Key Repeat	Not Applicable	Not in scope of service provided
407.5 Timed Response	Not Applicable	Not in scope of service provided
407.6 Operation	Not Applicable	Not in scope of service provided
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not in scope of service provided
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Not in scope of service provided
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not in scope of service provided
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not in scope of service provided
407.8.2 Side Reach	Not Applicable	Not in scope of service provided
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not in scope of service provided
407.8.2.2 Obstructed Side Reach	Not Applicable	Not in scope of service provided
407.8.3 Forward Reach	Not Applicable	Not in scope of service provided
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not in scope of service provided
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not in scope of service provided
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not in scope of service provided
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not in scope of service provided
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not in scope of service provided
408.3 Flashing	Not Applicable	Not in scope of service provided
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not in scope of service provided
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Not in scope of service provided
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required

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

Chapter 5: [Software](#)

Notes: The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Keyboard based navigation is always available and “on”
502.2.2 No Disruption of Accessibility Features	Supports	Accessibility features are available without disruption
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Content is appropriately labelled
502.3.2 Modification of Object Information	Supports	Content is appropriately labelled
502.3.3 Row, Column, and Headers	Supports	Content is appropriately labelled
502.3.4 Values	Supports	Values are in HTML and compatible with assistive technology
502.3.5 Modification of Values	Supports	Standard HTML components supporting modification
502.3.6 Label Relationships	Supports	Labels are adjacent to the content
502.3.7 Hierarchical Relationships	Supports	Content is appropriately organized in a logical format
502.3.8 Text	Supports	Text is appropriately marked up in HTML and compatible with assistive technology
502.3.9 Modification of Text	Supports	Standard text components supporting modification
502.3.10 List of Actions	Supports	Standard Links and buttons are used for actions
502.3.11 Actions on Objects	Supports	ARIA Role attributes are used when object action is not inferred directly, for example clickable image or icons.
502.3.12 Focus Cursor	Supports	Clear and obvious outline for focused element.
502.3.13 Modification of Focus Cursor	Supports	Standard browser feature of Hand cursor

Criteria	Conformance Level	Remarks and Explanations
		on clickable element
502.3.14 Event Notification	Not Applicable	Events are not used.
502.4 Platform Accessibility Features	Supports	Accessibility features are part of the content html mark up without error.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	In scope for User's web browser
503.3 Alternative User Interfaces	Not Applicable	In scope for User's web browser or assistive technology
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Media (video or audio) not present.
503.4.2 Audio Description Controls	Not Applicable	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")	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Formats are not converted for Accessibility
504.2.2 PDF Export	Not Applicable	Not currently present.
504.3 Prompts	Not Applicable	Application does not cover the authoring tool
504.4 Templates	Not Applicable	Application does not cover templates

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

Notes: Documentation that supports the use of ICT shall conform to 602.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	Utilizes users email client (not in scope)
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Utilizes users email client (not in scope)
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Utilizes users email client (not in scope)

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Not Applicable	Utilizes users email client (not in scope)

EN 301 549 Report

Notes: EN 301 549 is the technical standard that allows the European Commission to enforce certain policies in various contexts as applicable to conformance across Europe.

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

Notes: The statements set out in clause 4.2 are intended to describe the functional performance of ICT enabling people to locate, identify, and operate ICT functions, and to access the information provided, regardless of physical, cognitive or sensory abilities.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Application content is presented in HTML and is screen-reader compatible and other Assistive Technology.
4.2.2 Usage with limited vision	Supports	Application content is presented in HTML and is screen-reader compatible and other Assistive Technology.
4.2.3 Usage without perception of colour	Supports	Text and non-color dependent options are used for Application content and navigation aid.
4.2.4 Usage without hearing	Supports	Content is text and does not contain Media (audio/video) elements.
4.2.5 Usage with limited hearing	Supports	Content is text and does not contain Media (audio/video) elements.
4.2.6 Usage with no or limited vocal capability	Not Applicable	Application does not rely on speech to communicate information.
4.2.7 Usage with limited manipulation or strength	Supports	Application content can be manipulated by using Assistive Technologies.
4.2.8 Usage with limited reach	Supports	Application content can be manipulated by using Assistive Technologies.
4.2.9 Minimize photosensitive seizure triggers	Supports	Application does not contain video or animated content.

4.2.10 Usage with limited cognition, language or learning	Supports	Application is content specific and is presented in a simple logical format without complex functions to navigate or manipulate pages.
4.2.11 Privacy	Supports	Data is private and encrypted at rest and in transit

Clause [5: Generic Requirements](#)

Notes: ICT has closed functionality for many reasons, including design or policy. Some of the functionality of products can be closed because the product is self-contained and users are precluded from adding peripherals or software in order to access that functionality.

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
5.1.3.1 Audio output of visual information	Supports	Module content is presented in HTML and is screen-reader compatible
5.1.3.2 Auditory output delivery including speech	Supports	Module content is presented in HTML and is screen-reader compatible
5.1.3.3 Auditory output correlation	Supports	Module content is presented in HTML and is screen-reader compatible
5.1.3.4 Speech output user control	Not Applicable	Module does not rely on speech
5.1.3.5 Speech output automatic interruption	Not Applicable	Module does not rely on speech
5.1.3.6 Speech output for non-text content	Not Applicable	Module does not rely on speech
5.1.3.7 Speech output for video information	Not Applicable	Module does not rely on speech
5.1.3.8 Masked entry	Supports	Password entry/confirmation fields are masked
5.1.3.9 Private access to personal data	Supports	Personal data only accessible after authentication
5.1.3.10 Non-interfering audio output	Not Applicable	Media content is not present.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening volume	Not Applicable	Media content is not present.
5.1.3.12 Speaker volume	Not Applicable	Media content is not present.
5.1.3.13 Volume reset	Not Applicable	Media content is not present.
5.1.3.14 Spoken languages	Not Applicable	Media content is not present.
5.1.3.15 Non-visual error identification	Supports	Errors are displayed as Screen-readable text
5.1.3.16 Receipts, tickets, and transactional outputs	Supports	Marketplace purchases provide receipts.
5.1.4 Functionality closed to text enlargement	Supports	User can enlarge text through browser zoom or device magnification applications.
5.1.5 Visual output for auditory information	Not Applicable	Media content is not present.
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	Supports	Mouse, keyboard, and other assistive technologies (screen readers, voice command, etc.) can be used to navigate and manipulate the browser-based modules.
5.1.7 Access without speech	Supports	Mouse, keyboard, and other assistive technologies (screen readers, voice command, etc.) can be used to navigate and manipulate the browser-based modules.
5.2 Activation of accessibility features	Supports	Accessibility features are incorporated into the content markup and are always “on”
5.3 Biometrics	Not Applicable	Not in Scope
5.4 Preservation of accessibility information during conversion	Not Applicable	Not in Scope
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	Mouse, keyboard, and other assistive technologies (screen readers, voice

Criteria	Conformance Level	Remarks and Explanations
		command, etc.) can be used to operate browser-based product.
5.5.2 Operable parts discernibility	Not Applicable	Not in Scope
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	User device dependent and not the scope of product beyond access to assistive technology software and hardware products.
5.6.2 Visual status	Not Applicable	User device dependent and not the scope of product beyond access to assistive technology software and hardware products.
5.7 Key repeat	Not Applicable	User device dependent and not the scope of product beyond access to assistive technology software and hardware products.
5.8 Double-strike key acceptance	Not Applicable	User device dependent and not the scope of product beyond access to assistive technology software and hardware products.
5.9 Simultaneous user actions	Not Applicable	User device dependent and not the scope of product beyond access to assistive technology software and hardware products.

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

Notes: Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	Not in scope of product
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	Not in scope of product
6.2.1.2 Concurrent voice and text	Not Applicable	Not in scope of product
6.2.2.1 Visually distinguishable display	Not Applicable	Not in scope of product
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	Not in scope of product
6.2.2.3 Speaker identification	Not Applicable	Not in scope of product
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	Not in scope of product
6.2.3 Interoperability	Not Applicable	Not in scope of product
6.2.4 RTT responsiveness	Not Applicable	Not in scope of product
6.3 Caller ID	Not Applicable	Not in scope of product
6.4 Alternatives to voice-based services	Not Applicable	Not in scope of product
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	Not in scope of product
6.5.3 Frame rate	Not Applicable	Not in scope of product
6.5.4 Synchronization between audio and video	Not Applicable	Not in scope of product
6.5.5 Visual indicator of audio with video	Not Applicable	Not in scope of product
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	Not in scope of product
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

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

Notes:

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	Content is text and does not contain Media (audio/video) elements.
7.1.2 Captioning synchronization	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.1.3 Preservation of captioning	Not Applicable	Content is text and does not contain Media (audio/video) elements.

7.1.4 Captions characteristics	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.1.5 Spoken subtitles	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.2.1 Audio description playback	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.2.2 Audio description synchronization	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.2.3 Preservation of audio description	Not Applicable	Content is text and does not contain Media (audio/video) elements.
7.3 User controls for captions and audio description	Not Applicable	Content is text and does not contain Media (audio/video) elements.

Clause [8: Hardware](#)

Notes: Where an ICT provides user input or output device connection points, the ICT shall provide at least one input and/or output connection that conforms to an industry standard non-proprietary format, directly or through the use of commercially available adapters.

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	Not in Scope
8.1.3 Colour	Not Applicable	Not in Scope
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	Not in Scope
8.2.1.2 Incremental volume control	Not Applicable	Not in Scope
8.2.2.1 Fixed-line devices	Not Applicable	Not in Scope
8.2.2.2 Wireless communication devices	Not Applicable	Not in Scope
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	Not in Scope
8.3.2.2 Unobstructed low forward reach	Not Applicable	Not in Scope
8.3.2.3.1 Clear space	Not Applicable	Not in Scope
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	Not in Scope

Criteria	Conformance Level	Remarks and Explanations
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	Not in Scope
8.3.2.4 Knee and toe clearance width	Not Applicable	Not in Scope
8.3.2.5 Toe clearance	Not Applicable	Not in Scope
8.3.2.6 Knee clearance	Not Applicable	Not in Scope
8.3.3.1 Unobstructed high side reach	Not Applicable	Not in Scope
8.3.3.2 Unobstructed low side reach	Not Applicable	Not in Scope
8.3.3.3.1 Obstructed ($\leq$ 255 mm) side reach	Not Applicable	Not in Scope
8.3.3.3.2 Obstructed ($\leq$ 610 mm) side reach	Not Applicable	Not in Scope
8.3.4.1 Change in level	Not Applicable	Not in Scope
8.3.4.2 Clear floor or ground space	Not Applicable	Not in Scope
8.3.4.3.2 Forward approach	Not Applicable	Not in Scope
8.3.4.3.3 Parallel approach	Not Applicable	Not in Scope
8.3.5 Visibility	Not Applicable	Not in Scope
8.3.6 Installation instructions	Not Applicable	Not in Scope
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	Not in Scope
8.4.2.1 Means of operation of mechanical parts	Not Applicable	Not in Scope
8.4.2.2 Force of operation of mechanical parts	Not Applicable	Not in Scope
8.4.3 Keys, tickets and fare cards	Not Applicable	Not in Scope
8.5 Tactile indication of speech mode	Not Applicable	Not in Scope

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

Notes: Require conformance to WCAG 2.0/2.1 Level AA requirements.

Clause [10: Non-Web Documents](#)

Notes: Applies to documents that are downloadable from web pages.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Not in Scope
10.6 Audio description timing	Not Applicable	Not in Scope

Clause [11: Software](#)

Notes: This Chapter/Clause provides requirements for platform software; software that provides a user interface including content that is in the software; authoring tools; software that operates as assistive technology; and mobile applications.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	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
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Supports	Module content is presented in HTML and is screen-reader / accessibility tool compatible
11.5.2.5 Object information	Supports	Module content is presented in HTML and is screen-reader / accessibility tool compatible
11.5.2.6 Row, column, and headers	Supports	Content is appropriately labelled
11.5.2.7 Values	Supports	Content is appropriately labelled
11.5.2.8 Label relationships	Supports	Values are in HTML and compatible with assistive technology

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Supports	Labels are adjacent to the content
11.5.2.10 Text	Supports	Design accommodates HTML structure for Parent/child information
11.5.2.11 List of available actions	Supports	Module content is presented in HTML and is screen-reader / accessibility tool compatible
11.5.2.12 Execution of available actions	Supports	Standard Links and buttons are used for actions
11.5.2.13 Tracking of focus and selection attributes	Supports	Standard Links and buttons are used for actions
11.5.2.14 Modification of focus and selection attributes	Supports	Visible outline present for focused elements.
11.5.2.15 Change notification	Supports	Visible outline present for focused elements.
11.5.2.16 Modifications of states and properties	Not Applicable	Not in Scope
11.5.2.17 Modifications of values and text	Supports	Status ARIA attribute used to indicate state change
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	Keyboard based navigation is always available and “on”
11.6.2 No disruption of accessibility features	Supports	Accessibility features are available without disruption
11.7 User preferences	Not Applicable	Not in Scope
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	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	Accessibility features are available without disruption
11.8.4 Repair assistance	Supports	Support available via email or chat with accessibility issues.

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not Applicable	Not in Scope

Clause 12: Documentation and Support Services

Notes: 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.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	Not in Scope
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Detailed information available upon request.
12.2.3 Effective communication	Supports	Support emails are responded to and issues resolved in a timely manner.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Notes: Relay services enable users of different modes of communication e.g. text, sign, speech, to interact remotely through ICT with two-way communication by providing conversion between the modes of communication, normally by a human operator.

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	Not in Scope
13.1.3 Sign relay services	Not Applicable	Not in Scope
13.1.4 Lip-reading relay services	Not Applicable	Not in Scope
13.1.5 Captioned telephony services	Not Applicable	Not in Scope

Criteria	Conformance Level	Remarks and Explanations
13.1.6 Speech to speech relay services	Not Applicable	Not in Scope
13.2 Access to relay services	Not Applicable	Not in Scope
13.3 Access to emergency services	Not Applicable	Not in Scope

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