



# Accessibility Conformance Report

## International Edition

(Based on VPAT<sup>®</sup> Version 2.5 Rev)

**Name of Product/Version:** Directory Sync Pro for Active Directory

**Report Date:** February 2026

**Evaluation Methods Used:**

## 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 / No)<br>Level AA (Yes / No)<br>Level AAA (Yes / No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>  | Level A (Yes / No)<br>Level AA (Yes / No)<br>Level AAA (Yes / No) |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>  | Level A (Yes / No)<br>Level AA (Yes / No)<br>Level AAA (Yes / No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>   | (Yes / No)  |
| <a href="#">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)</a> | (Yes / No)  |

## Terms

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

- **Supports:** The functionality has at least one method that meets the criterion without known defects or is equivalent.
- **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.

## WCAG 2.x Report

Tables 1 and 2 below 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:

| Criteria  | Conformance Level         | Remarks and Explanations  |
|---|---------------------------|---|
| <p><b><u>1.1.1 Non-text Content</u></b> (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> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>                             | <p>Partially Supports</p> | <p>Partially supports the conformance level because alternative text is missing for some dropdown and logo buttons.</p> |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (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> | <p>Not Applicable</p>     | <p>There is no video-only or audio-only content.</p>  |
| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p>   | <p>Not Applicable</p>     | <p>The product does not contain any audio/videos.</p>   |

| Criteria  | Conformance Level         | Remarks and Explanations   |
|---|---------------------------|--|
| <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> <li>● 602.3 (Support Docs)</li> </ul>   |                           |  |
| <p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (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> | <p>Not Applicable</p>     | <p>The product does not contain any videos.</p>  |
| <p><b><u>1.3.1 Info and Relationships</u></b> (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> </ul>   | <p>Partially Supports</p> | <p>Some information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Partially Supports is the conformance level due to:</p> <ul style="list-style-type: none"> <li>● Some controls are missing an accessible name.</li> </ul> |

| Criteria   | Conformance Level     | Remarks and Explanations  |
|--|-----------------------|---|
| <ul style="list-style-type: none"> <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> 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>  |                       | <ul style="list-style-type: none"> <li>● Many input controls are missing labels.</li> <li>● Chips not announced in input fields</li> <li>● Missing proper table relationship's structure</li> </ul> |
| <p><b><u>1.3.2 Meaningful Sequence</u></b> (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> | <p>Not Applicable</p> |   |
| <p><b><u>1.3.3 Sensory Characteristics</u></b> (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>   | <p>Not Applicable</p> | <p>No mentions of specific Shape/Size/Position of objects.</p>  |

| 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><b><u>1.4.1 Use of Color</u></b> (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>  | Supports          | Pointer icon changes to indicate disabled control. |
| <p><b><u>1.4.2 Audio Control</u></b> (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> | Supports          |  |
| <p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p>  | Supports          |  |

| Criteria   | Conformance Level | Remarks and Explanations                     |
|--|-------------------|--|
| EN 301 549 Criteria <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> 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>  |                   |  |
| <u><a href="#">2.1.2 No Keyboard Trap</a></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <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> 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> | Supports          |  |
| <u><a href="#">2.1.4 Character Key Shortcuts</a></u> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <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> </ul>   | Not Applicable    | Character key shortcuts are not implemented. |

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| <ul style="list-style-type: none"> <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   |                    |   |
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <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> 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> | Not Applicable     |   |
| <p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <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> 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> | Partially Supports | Application log automatically refreshes on an interval and cannot be paused or stopped. But it can be disabled via the product option in the log Settings.<br>Some tables refresh automatically without a user-controlled mechanism to pause, stop, or hide the updates |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (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>   | Supports          |                          |
| <p><b><u>2.4.1 Bypass Blocks</u></b> (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> <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> | Supports          |                          |
| <p><b><u>2.4.2 Page Titled</u></b> (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> </ul>  | Supports          |                          |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <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> 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>   |                   |                          |
| <p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <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> | Supports          |                          |
| <p><b>2.4.4 Link Purpose (In Context)</b> (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>  | Supports          |                          |

| Criteria  | Conformance Level | Remarks and Explanations                                    |
|---|-------------------|---|
| 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>   |                   |   |
| <u><a href="#">2.5.1 Pointer Gestures</a></u> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <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> Revised Section 508 – Does not apply     | Not Applicable    |   |
| <u><a href="#">2.5.2 Pointer Cancellation</a></u> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <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> Revised Section 508 – Does not apply | Supports          |   |
| <u><a href="#">2.5.3 Label in Name</a></u> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <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> </ul>  | Supports          | Elements containing visible text have same accessible name. |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <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  |                   |                          |
| <p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p> Also applies to:<br>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  | Not Applicable    |                          |
| <p><a href="#">3.1.1 Language of Page</a> (Level A)</p> Also applies to:<br>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> | Supports          |                          |
| <p><a href="#">3.2.1 On Focus</a> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> </ul>   | Supports          |                          |

| Criteria   | Conformance Level  | Remarks and Explanations |
|--|--------------------|--------------------------|
| <ul style="list-style-type: none"> <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> 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>   |                    |                          |
| <p><b>3.2.2 On Input</b> (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> | Partially Supports |                          |
| <p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>   | Supports           |                          |
| <p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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> </ul>   | Supports           |                          |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <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> 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>  |                   |   |
| <p><b>3.3.2 Labels or Instructions</b> (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> | Supports          |   |
| <p><b>3.3.7 Redundant Entry</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>   | Supports          |   |
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> </ul>  | Supports          | <p>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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p> <p>Some templated control elements may have duplicate Id values. Criteria requirement is</p> |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <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> 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>  |                   | automatically met.       |
| <p><b><u>4.1.2 Name, Role, Value</u></b> (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) – 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> | Supports          |                          |

**Table 2: Success Criteria, Level AA**

Notes:

| 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>                 | <p>Not Applicable</p> |  |
| <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> <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>Not Applicable</p> | <p>The product does not contain any videos.</p>      |
| <p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)</p>   | <p>Not Applicable</p> | <p>Only Major latest web browsers (Chrome, Edge,</p> |

| Criteria  | Conformance Level         | Remarks and Explanations   |
|---|---------------------------|--|
| <p>Also applies to:<br/>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>   |                           | <p>Firefox) are supported, no mobile or smaller resolution is supported.</p>   |
| <p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:<br/>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>                                    | <p>Partially Supports</p> | <p>Most of the form fields have a clear type defined, mainly when its email, password, tel etc....<br/>Most of the inputs are missing autocomplete attributes.</p> |
| <p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <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> </ul> | <p>Supports</p>           |  |

| 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><b>1.4.4 Resize text</b> (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>                     | Supports          |  |
| <p><b>1.4.5 Images of Text</b> (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> <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> | Supports          |  |
| <p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>  | Partially Support | Some pages are not fully viewable when set to 320 CSS pixels or at high zoom levels.<br>DPro/Computer Actions, ADPro/ContactActions, |

| Criteria  | Conformance Level  | Remarks and Explanations                |
|---|--------------------|---|
| <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>   |                    | ADPro/Groups, other tables in zoom too. |
| <p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:<br/>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> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | Supports           |   |
| <p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:<br/>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>      | Partially Supports |   |
| <p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p>   | Not Applicable     |   |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <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>   |                   |                          |
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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>Supports</p>   |                          |
| <p><b>2.4.6 Headings and Labels</b> (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>  | <p>Supports</p>   |                          |

| 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><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <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> | Partially Supports | Visible focus indicators are missing for some interactive elements.                |
| <p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>  | Partially Supports | Some popup menus items were overlapped when they received keyboard focus.          |
| <p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>   | Not Applicable     | There are no dragging movements needed.  |
| <p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>  | Supports           | The size of the target for each clickable control is at least 24 by 24 CSS pixels. |
| <p><b><u>3.1.2 Language of Parts</u></b> (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> </ul>  | Not Applicable     | The application is web-based and all elements are in English.                      |

| Criteria   | Conformance Level | Remarks and Explanations                             |
|--|-------------------|--|
| <ul style="list-style-type: none"> <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> 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>   |                   |  |
| <p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <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> | Supports          | Navigation is consistent.                            |
| <p><b><u>3.2.4 Consistent Identification</u></b> (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>   | Supports          | The controls used in the application are consistent. |

| Criteria   | Conformance Level            | Remarks and Explanations   |
|--|------------------------------|--|
| <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><b>3.3.3 Error Suggestion</b> (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>                          | Partially Supports           | In most cases, error suggestions are provided to help resolve the issues.  |
| <p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (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> <li>● 602.3 (Support Docs)</li> </ul> | Supports<br>(Not Applicable) | No Financial or Legal Data is required in On Demand. For Regular Data forms, there are input validation before the form submission and there data validation after the fact and before we save the data. |
| <p><b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p>  | Supports                     |  |

| Criteria   | Conformance Level     | Remarks and Explanations             |
|--|-----------------------|--------------------------------------|
| Revised Section 508 – Does not apply   |                       |                                      |
| <p><b>4.1.3 Status Messages</b> (Level AA 2.1 and 2.2)</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> | <p>Not Applicable</p> | <p>Status messages are not used.</p> |

**Table 3: Success Criteria, Level AAA**

Notes:

| Criteria   | Conformance Level | Remarks and Explanations                       |
|--|-------------------|--|
| <a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply              | Not Applicable    | The product does not contain any videos.       |
| <a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Not Applicable    | The product does not contain any videos.       |
| <a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply          | Not Applicable    | The product does not contain any videos.       |
| <a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Not Applicable    | The product does not contain audio-only media. |
| <a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply             | Support           | The product contains aria-landmarks.           |
| <a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                      | Does not Support  |  |
| <a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply               | Not Applicable    | The product does not contain audio-only media. |
| <a href="#">1.4.8 Visual Presentation</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                      | Does not Support  |  |
| <a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply            | Supports          |  |
| <a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)<br>EN 301 549 Criteria – Does not apply  | Supports          |  |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| Revised Section 508 – Does not apply   |                    |  |
| <b>2.2.3 No Timing</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                               | Supports           | There are no time-limited activities in the product.   |
| <b>2.2.4 Interruptions</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Supports           | There are no interruptions.  |
| <b>2.2.5 Re-authenticating</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                       | Partially Supports | After re-authentication, the user's previous state is not consistently restored in multiple pages and wizards. |
| <b>2.2.6 Timeouts</b> (Level AAA 2.1 and 2.2)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                    | Not Applicable     | We do not have any timeout occurrences in the product.   |
| <b>2.3.2 Three Flashes</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Supports           |  |
| <b>2.3.3 Animation from Interactions</b> (Level AAA 2.1 and 2.2)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports           |  |
| <b>2.4.8 Location</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                                | Partially Supports |  |
| <b>2.4.9 Link Purpose (Link Only)</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                | Supports           |  |
| <b>2.4.10 Section Headings</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                       | Supports           |  |
| <b>2.4.12 Focus Not Obscured (Enhanced)</b> (Level AAA 2.2 only)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Partially Supports | Elements under certain conditions (hamburger menu, navigation bar) can be obscured.                            |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <b>2.4.13 Focus Appearance</b> (Level AAA 2.2 only)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply              | Partially Supports | The appearance of several focus indicators does not meet the minimum size of 2 CSS pixels or a contrast ratio of at least 3:1.   |
| <b>2.5.5 Target Size</b> (Level AAA 2.1 and 2.2)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                 | Does not support   |  |
| <b>2.5.6 Concurrent Input Mechanisms</b> (Level AAA 2.1 and 2.2)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports           |  |
| <b>3.1.3 Unusual Words</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Supports           | Everything is clearly defined either by a tooltip, information text or regular user guides and documentation provided by our tech writers.   |
| <b>3.1.4 Abbreviations</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Not Applicable     | Users using the product should have domain industry knowledge.   |
| <b>3.1.5 Reading Level</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Supports           | Documentation and all text inside the app are always reviewed and approved by tech writers to be as simple and straightforward as possible.  |
| <b>3.1.6 Pronunciation</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                           | Not Applicable     | Users using the product should have domain industry knowledge.   |
| <b>3.2.5 Change on Request</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                       | Partially Supports | Popup windows actions are not informing users that they will open pop-up (“unless the user can be aware that the link will open in a new window then that change of context cannot be regarded as user-initiated”) |
| <b>3.3.5 Help</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                                    | Supports           | Assistance of text inputs is always present via description or help link.  |
| <b>3.3.6 Error Prevention (All)</b> (Level AAA)<br>EN 301 549 Criteria – Does not apply  | Partially Supports | Wizard based configurations will provide a summary page for review and back buttons to   |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| Revised Section 508 – Does not apply  |                   | alter the settings.      |
| <b><u>3.3.9 Accessible Authentication (Enhanced)</u></b> (Level AAA 2.2 only)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Support           |                          |

## Revised Section 508 Report

Notes:

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

Notes: The product meets the Functional Performance Criteria by conforming to the applicable requirements in Chapters 4, 5, and 6.

| Criteria                  | Conformance Level  | Remarks and Explanations   |
|---------------------------|--------------------|--|
| 302.1 Without Vision      | Does Not Support   | <p>People who are blind cannot use this application due to the issues that are noted in the WCAG tables above. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.3.5 Identify Input Purpose</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.3 Error Suggestion</li> </ul>                                   |
| 302.2 With Limited Vision | Partially Supports | <p>People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.4.10 Reflow</li> <li>• 1.4.12 Text Spacing</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.4.11 Focus Not Obscured (Minimum)</li> <li>• 1.4.6 Contrast (Enhanced)</li> </ul> |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
|  |                    | <ul style="list-style-type: none"> <li>• 1.4.8 Visual Presentation</li> <li>• 2.4.12 Focus not Obscured</li> <li>• 2.4.13 Focus Appearance</li> <li>• 2.5.5 Target Size</li> </ul>   |
| 302.3 Without Perception of Color                              | Supports           | People who do not have color perceptions can use the product.  |
| 302.4 Without Hearing  | Supports           | People without hearing can use the product.  |
| 302.5 With Limited Hearing                                     | Supports           | People with limited hearing can use the product.   |
| 302.6 Without Speech   | Supports           | For people who cannot speak can use the application.   |
| 302.7 With Limited Manipulation                                | Partially Supports | <p>People with limited manipulation can use this application. If they cannot use the mouse, they will have barriers with some menus.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 2.2.2 Pause, Stop, Hide (People with limited manipulation often need more time)</li> <li>• 3.2.2 On Input (Prevents accidental activation)</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.4.11 Focus Not Obscured</li> </ul> |
| 302.8 With Limited Reach and Strength                          | Supports           | There are no barriers for people with limited Reach and Strength   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports           | There are no barriers for people with limited Language, Cognitive, and Learning Abilities.   |

## Chapter 4: [Hardware](#)

Notes: The product is software-only and does not include hardware components. Chapter 4 requirements are not applicable.

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

| Criteria                                   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| <b><u>405 Privacy</u></b>                  | Heading cell – no response required | Heading cell – no response required |
| 405.1 General                              | Not applicable                      |                                     |
| <b><u>406 Standard Connections</u></b>     | Heading cell – no response required | Heading cell – no response required |
| 406.1 General                              | Not applicable                      |                                     |
| <b><u>407 Operable Parts</u></b>           | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast                             | Not applicable                      |                                     |
| <b><u>407.3 Input Controls</u></b>         | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible              | Not applicable                      |                                     |
| 407.3.2 Alphabetic Keys                    | Not applicable                      |                                     |
| 407.3.3 Numeric Keys                       | Not applicable                      |                                     |
| 407.4 Key Repeat                           | Not applicable                      |                                     |
| 407.5 Timed Response                       | Not applicable                      |                                     |
| 407.6 Operation                            | Not applicable                      |                                     |
| 407.7 Tickets, Fare Cards, and Keycards    | Not applicable                      |                                     |
| <b><u>407.8 Reach Height and Depth</u></b> | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane           | Not applicable                      |                                     |
| 407.8.1.1 Vertical Plane for Side Reach    | Not applicable                      |                                     |
| 407.8.1.2 Vertical Plane for Forward Reach | Not applicable                      |                                     |
| 407.8.2 Side Reach                         | Not applicable                      |                                     |

| Criteria   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| 407.8.2.1 Unobstructed Side Reach                                      | Not applicable                      |                                     |
| 407.8.2.2 Obstructed Side Reach  | Not applicable                      |                                     |
| 407.8.3 Forward Reach  | Not applicable                      |                                     |
| 407.8.3.1 Unobstructed Forward Reach                                   | Not applicable                      |                                     |
| 407.8.3.2 Obstructed Forward Reach                                     | Not applicable                      |                                     |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not applicable                      |                                     |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not applicable                      |                                     |
| <b><u>408 Display Screens</u></b>                                      | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility   | Not applicable                      |                                     |
| 408.3 Flashing   | Not applicable                      |                                     |
| <b><u>409 Status Indicators</u></b>                                    | Heading cell – no response required | Heading cell – no response required |
| 409.1 General  | Not applicable                      |                                     |
| <b><u>410 Color Coding</u></b>   | Heading cell – no response required | Heading cell – no response required |
| 410.1 General  | Not applicable                      |                                     |
| <b><u>411 Audible Signals</u></b>                                      | Heading cell – no response required | Heading cell – no response required |
| 411.1 General  | Not applicable                      |                                     |
| <b><u>412 ICT with Two-Way Voice Communication</u></b>                 | Heading cell – no response required | Heading cell – no response required |
| <b><u>412.2 Volume Gain</u></b>  | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones                            | Not applicable                      |                                     |

| Criteria  | Conformance Level                   | Remarks and Explanations            |
|---|-------------------------------------|-------------------------------------|
| 412.2.2 Volume Gain for Non-Wireline ICT                  | Not applicable                      |                                     |
| <b>412.3 Interference Reduction and Magnetic Coupling</b> | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets                                 | Not applicable                      |                                     |
| 412.3.2 Wireline Handsets                                 | Not applicable                      |                                     |
| 412.4 Digital Encoding of Speech                          | Not applicable                      |                                     |
| 412.5 Real-Time Text Functionality                        | Reserved for future                 | Reserved for future                 |
| 412.6 Caller ID   | Not applicable                      |                                     |
| 412.7 Video Communication                                 | Not applicable                      |                                     |
| <b>412.8 Legacy TTY Support</b>                           | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability                                | Not applicable                      |                                     |
| 412.8.2 Voice and Hearing Carry Over                      | Not applicable                      |                                     |
| 412.8.3 Signal Compatibility                              | Not applicable                      |                                     |
| 412.8.4 Voice Mail and Other Messaging Systems            | Not applicable                      |                                     |
| <b>413 Closed Caption Processing Technologies</b>         | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions           | Not applicable                      |                                     |
| 413.1.2 Pass-Through of Closed Caption Data               | Not applicable                      |                                     |
| <b>414 Audio Description Processing Technologies</b>      | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners                         | Not applicable                      |                                     |

| Criteria  | Conformance Level                   | Remarks and Explanations            |
|---|-------------------------------------|-------------------------------------|
| 414.1.2 Other ICT   | Not applicable                      |                                     |
| <b><u><a href="#">415 User Controls for Captions and Audio Descriptions</a></u></b> | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls  | Not applicable                      |                                     |
| 415.1.2 Audio Description Controls  | Not applicable                      |                                     |

## Chapter 5: [Software](#)

Notes: 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.

| Criteria   | Conformance Level                           | Remarks and Explanations            |
|--|---|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                                   | See <u><a href="#">WCAG 2.x</a></u> section | See information in WCAG 2.x section |
| <b><u><a href="#">502 Interoperability with Assistive Technology</a></u></b> | Heading cell – no response required         | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features                               | Not applicable                              |                                     |
| 502.2.2 No Disruption of Accessibility Features                              | Not applicable                              |                                     |
| <b><u><a href="#">502.3 Accessibility Services</a></u></b>                   | Heading cell – no response required         | Heading cell – no response required |
| 502.3.1 Object Information   | Not applicable                              |                                     |
| 502.3.2 Modification of Object Information                                   | Not applicable                              |                                     |
| 502.3.3 Row, Column, and Headers   | Not applicable<br>Not applicable            |                                     |
| 502.3.4 Values   | Not applicable                              |                                     |
| 502.3.5 Modification of Values   | Not applicable                              |                                     |

| Criteria   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| 502.3.6 Label Relationships  | Not applicable                      |                                     |
| 502.3.7 Hierarchical Relationships                                   | Not applicable                      |                                     |
| 502.3.8 Text   | Not applicable                      |                                     |
| 502.3.9 Modification of Text   | Not applicable                      |                                     |
| 502.3.10 List of Actions   | Not applicable                      |                                     |
| 502.3.11 Actions on Objects  | Not applicable                      |                                     |
| 502.3.12 Focus Cursor  | Not applicable                      |                                     |
| 502.3.13 Modification of Focus Cursor                                | Not applicable                      |                                     |
| 502.3.14 Event Notification  | Not applicable                      |                                     |
| 502.4 Platform Accessibility Features                                | Not applicable                      |                                     |
| <b><u>503 Applications</u></b>                                       | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences   | Not applicable                      |                                     |
| 503.3 Alternative User Interfaces                                    | Not applicable                      |                                     |
| <b><i>503.4 User Controls for Captions and Audio Description</i></b> | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls   | Not applicable                      |                                     |
| 503.4.2 Audio Description Controls                                   | Not applicable                      |                                     |
| <b><u>504 Authoring Tools</u></b>                                    | Heading cell – no response required | Heading cell – no response required |

| Criteria  | Conformance Level                    | Remarks and Explanations            |
|---|--------------------------------------|-------------------------------------|
| 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 | Not applicable                       |                                     |
| 504.2.2 PDF Export  | Not applicable                       |                                     |
| 504.3 Prompts   | Not applicable                       |                                     |
| 504.4 Templates   | Not applicable                       |                                     |

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

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| <b>601.1 Scope</b>   | Heading cell – no response required  | Heading cell – no response required                                 |
| <b><a href="#">602 Support Documentation</a></b>                 | Heading cell – no response required  | Heading cell – no response required                                 |
| 602.2 Accessibility and Compatibility Features                   | Does not Support                     | Product does not document accessibility and compatibility features. |
| 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 | Supports                             | Upon request, accessible PDF can be provided.                       |
| <b><a href="#">603 Support Services</a></b>                      | Heading cell – no response required  | Heading cell – no response required                                 |
| 603.2 Information on Accessibility and Compatibility Features    | Not applicable                       | Quest partners provide support services.                            |
| 603.3 Accommodation of Communication Needs                       | Not applicable                       | Quest partners provide support services.                            |

## EN 301 549 Report

Notes:

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

Notes:

| Criteria                        | Conformance Level  | Remarks and Explanations  |
|---------------------------------|--------------------|---|
| 4.2.1 Usage without vision      | Does not support   | <p>People who are blind cannot use this application due to the issues that are noted in the WCAG tables above. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.3.5 Identify Input Purpose</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.3 Error Suggestion</li> </ul>  |
| 4.2.2 Usage with limited vision | Partially Supports | <p>People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.4.10 Reflow</li> <li>• 1.4.12 Text Spacing</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.4.11 Focus Not Obscured (Minimum)</li> <li>• 1.4.6 Contrast (Enhanced)</li> <li>• 1.4.8 Visual Presentation</li> </ul> |

|   |                    |  |
|---|--------------------|--|
|   |                    | <ul style="list-style-type: none"> <li>• 2.4.12 Focus not Obscured</li> <li>• 2.4.13 Focus Appearance</li> <li>• 2.5.5 Target Size</li> </ul>  |
| 4.2.3 Usage without perception of colour          | Supports           | People who do not have color perceptions can use the product.  |
| 4.2.4 Usage without hearing                       | Supports           | People without hearing can use the product   |
| 4.2.5 Usage with limited hearing                  | Supports           | People with limited hearing can use the product.   |
| 4.2.6 Usage with no or limited vocal capability   | Supports           | For people who cannot speak can use the application.   |
| 4.2.7 Usage with limited manipulation or strength | Partially supports | <p>People with limited Manipulation can use this application. People who cannot use a mouse will face barriers with some views. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 2.2.2 Pause, Stop, Hide (People with limited manipulation often need more time)</li> <li>• 3.2.2 On Input (Prevents accidental activation)</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.4.11 Focus Not Obscured</li> </ul> |
| 4.2.8 Usage with limited reach                    | Partially Supports | <p>People with limited reach can partially use this application due to the issues that are noted in the WCAG tables above. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 2.4.7 Focus Visible</li> <li>• 2.5.5 Target Size</li> </ul>  |

|   |          |  |
|---|----------|--|
| 4.2.9 Minimize photosensitive seizure triggers            | Supports | There are no barriers for people with photosensitive seizure triggers.                                 |
| 4.2.10 Usage with limited cognition, language or learning | Supports | There are no barriers for people with limited cognition, language or learning                          |
| 4.2.11 Privacy  | Supports | Users are not required to enter any personal information. Username and password fields are accessible. |

## Clause [5: Generic Requirements](#)

Notes: The product does not provide closed functionality. Users can configure accessibility settings and use assistive technologies available on the platform.

| Criteria  | Conformance Level                   | Remarks and Explanations   |
|---|-------------------------------------|--|
| <b>5.1 Closed functionality</b>                   | Heading cell – no response required | Heading cell – no response required  |
| <b>5.1.2 General</b>                              | Heading cell – no response required | Heading cell – no response required  |
| <b>5.1.2.1 Closed functionality</b>               | See 5.2 through 13                  | See information in 5.2 through 13  |
| <b>5.1.2.2 Assistive technology</b>               | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6   |
| <b>5.1.3 Non-visual access</b>                    | Heading cell – no response required | Heading cell – no response required  |
| 5.1.3.1 Audio output of visual information        | Not applicable                      | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.2 Auditory output delivery including speech | Not applicable                      | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.3 Auditory output correlation               | Not applicable                      | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |

| Criteria                                     | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| 5.1.3.4 Speech output user control           | Not applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.5 Speech output automatic interruption | Not applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.6 Speech output for non-text content   | Not applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.7 Speech output for video information  | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.8 Masked entry                         | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.9 Private access to personal data      | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.10 Non-interfering audio output        | Not Applicable    | The application does not have closed functionality and allows the use of an  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
|   |                   | outside or add-on screen reader to provide audio output of visual information.   |
| 5.1.3.11 Private listening volume                     | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.12 Speaker volume                               | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.13 Volume reset                                 | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.14 Spoken languages                             | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.15 Non-visual error identification              | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information. |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable    | The application does not have closed functionality and allows the use of an outside or add-on screen reader to   |

| Criteria  | Conformance Level                   | Remarks and Explanations   |
|---|-------------------------------------|--|
|   |                                     | provide audio output of visual information.  |
| 5.1.4 Functionality closed to text enlargement                  | Not Applicable                      | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.                   |
| 5.1.5 Visual output for auditory information                    | Not Applicable                      | The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.                   |
| <b>5.1.6 Operation without keyboard interface</b>               | Heading cell – no response required | Heading cell – no response required  |
| <b>5.1.6.1 Closed functionality</b>                             | 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                            |  |
| 5.1.7 Access without speech                                     | Not Applicable                      | The product does not rely on key repeats for operation. All keyboard-based functions can be performed using discrete key presses, without requiring users to hold down keys. |
| 5.2 Activation of accessibility features                        | Not Applicable                      | No accessibility mode is available.  |
| 5.3 Biometrics  | Not Applicable                      | The product does not use biometric identification or authentication.   |
| 5.4 Preservation of accessibility information during conversion | Supports                            | Table headers and column information are preserved correctly in the exported files.<br>(Screen reader quick test of the exported file).                                      |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required  |

| Criteria                              | Conformance Level                   | Remarks and Explanations   |
|---------------------------------------|-------------------------------------|--|
| 5.5.1 Means of operation              | Does not support                    | Only we have a method to authenticate.   |
| 5.5.2 Operable parts discernibility   | Not Applicable                      | The product does not provide access to emergency services.   |
| <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      | Partially Supports                  | <p>Some status information is conveyed non-visually; however, certain status changes rely solely on visual indicators. The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> <li>• 1.1.1 Non-text Content (Icons indicating status must have text alternatives)</li> <li>• 2.2.2 Pause, Stop, Hide (Auto-updating status must be controllable)</li> </ul> |
| 5.6.2 Visual status                   | Supports                            | Changes are presented visually.  |
| 5.7 Key repeat                        | Supports                            | Key repeat behavior is handled by the underlying platform.   |
| 5.8 Double-strike key acceptance      | Not applicable                      | The product does not require simultaneous user actions or provides alternatives.   |
| 5.9 Simultaneous user actions         | Not applicable                      | The product does not require simultaneous user action.   |

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

Notes: Not applicable. The product does not provide two-way real-time voice communication.

| Criteria   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| 6.1 Audio bandwidth for speech                                   | Not Applicable                      |                                     |
| <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  | Not Applicable                      |                                     |
| 6.2.1.2 Concurrent voice and text                                | Not Applicable                      |                                     |
| 6.2.2.1 Visually distinguishable display                         | Not Applicable                      |                                     |
| 6.2.2.2 Programmatically determinable send and receive direction | Not Applicable                      |                                     |
| 6.2.2.3 Speaker identification                                   | Not Applicable                      |                                     |
| 6.2.2.4 Visual indicator of Audio with RTT                       | Not Applicable                      |                                     |
| 6.2.3 Interoperability   | Not Applicable                      |                                     |
| 6.2.4 RTT responsiveness   | Not Applicable                      |                                     |
| 6.3 Caller ID  | Not Applicable                      |                                     |
| 6.4 Alternatives to voice-based services                         | Not Applicable                      |                                     |
| <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   | Not Applicable                      |                                     |
| 6.5.3 Frame rate   | Not Applicable                      |                                     |
| 6.5.4 Synchronization between audio and video                    | Not Applicable                      |                                     |
| 6.5.5 Visual indicator of audio with video                       | Not Applicable                      |                                     |

|   |                                 |                                 |
|---|---------------------------------|---------------------------------|
|   |                                 |                                 |
| 6.5.6 Speaker identification with video (sign language) communication | Not Applicable                  |                                 |
| <b>6.6 Alternatives to video-based services (advisory only)</b>       | Advisory – no response required | Advisory – no response required |

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

Notes: Not applicable. The product does not display video content with synchronized audio.

| 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                            | Not Applicable                      |                                     |
| 7.1.2 Captioning synchronization                     | Not Applicable                      |                                     |
| 7.1.3 Preservation of captioning                     | Not Applicable                      |                                     |
| 7.1.4 Captions characteristics                       | Not Applicable                      |                                     |
| 7.1.5 Spoken subtitles                               | Not Applicable                      |                                     |
| 7.2.1 Audio description playback                     | Not Applicable<br>Not Applicable    |                                     |
| 7.2.2 Audio description synchronization              | Not Applicable                      |                                     |
| 7.2.3 Preservation of audio description              | Not Applicable                      |                                     |
| 7.3 User controls for captions and audio description | Not Applicable                      |                                     |

## Clause [8: Hardware](#)

Notes: Not applicable. The product does not include hardware components or user input/output connection points.

| 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                      | Not Applicable                      |                                     |
| 8.1.3 Colour                                    | Not Applicable                      |                                     |
| <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                     | Not Applicable                      |                                     |
| 8.2.1.2 Incremental volume control              | Not Applicable                      |                                     |
| 8.2.2.1 Fixed-line devices                      | Not Applicable                      |                                     |
| 8.2.2.2 Wireless communication devices          | Not Applicable                      |                                     |
| <b>8.3 Stationary ICT</b>                       | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Unobstructed high forward reach         | Not Applicable                      |                                     |
| 8.3.2.2 Unobstructed low forward reach          | Not Applicable                      |                                     |
| 8.3.2.3.1 Clear space                           | Not Applicable                      |                                     |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach   | Not Applicable                      |                                     |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach   | Not Applicable                      |                                     |
| 8.3.2.4 Knee and toe clearance width            | Not Applicable                      |                                     |
| 8.3.2.5 Toe clearance                           | Not Applicable                      |                                     |

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

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
|          |                   |                          |

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

Notes: Conformance with W3C Web Content Accessibility Guidelines (WCAG 2.1) [5] Level AA is equivalent to conforming with all clauses 9.1 to 9.4 and the conformance requirements of clause 9.6 of the present document.

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

Notes: Applies only to documents downloaded from the application and does not apply to web content rendered in the browser.

| 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          | Not Applicable                       | The product does not provide non-web documents containing synchronized media with captions. |
| 10.6 Audio description timing     | Not Applicable                       | The product does not include audio-described synchronized media in non-web documents.       |

## Clause [11: Software](#)

Notes: The software must not interfere with or bypass the platform’s accessibility of APIs.

| Criteria   | Conformance Level                    | Remarks and Explanations            |
|--|--------------------------------------|-------------------------------------|
| <b>11.0 General (informative)</b>                      | 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 |
| <b>11.5 Interoperability with assistive technology</b> | Heading cell – no response required  | Heading cell – no response required |
| <b>11.5.1 Closed functionality</b>                     | Heading cell – no response required  | Heading cell – no response required |
| <b>11.5.2 Accessibility services</b>                   | Heading cell – no response required  | Heading cell – no response required |

| Criteria  | Conformance Level                             | Remarks and Explanations   |
|---|---|--|
| 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   | Partially supports                            | <p>Some content is detectable and operable by assistive technologies such as screen readers, screen magnifiers, speech recognition software, and alternative input devices.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.5 Identify Input Purpose</li> <li>• 2.4.7 Focus Visible</li> </ul>                   |
| 11.5.2.5 Object information   | Partially supports                            | <p>Some user interface components provide programmatic object information including role, name, state, and value through accessibility of APIs, so assistive technologies can accurately identify and announce each control.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.5 Identify Input Purpose</li> </ul> |
| 11.5.2.6 Row, column, and headers   | Partially supports                            | Almost all tabular data, row and column relationships and header associations are  |

| Criteria                            | Conformance Level  | Remarks and Explanations   |
|-------------------------------------|--------------------|--|
|                                     |                    | <p>programmatically defined and exposed to assistive technologies, enabling users of screen readers to understand data structure and context.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> </ul>                    |
| 11.5.2.7 Values                     | Supports           | <p>All user-modifiable controls expose their current values, ranges, and states programmatically to assistive technologies and update dynamically as values change.</p>  |
| 11.5.2.8 Label relationships        | Partially Supports | <p>Almost all the form fields, buttons, and controls have programmatically associated labels or accessible names that are exposed through accessibility of APIs.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> </ul> |
| 11.5.2.9 Parent-child relationships | Partially Supports | <p>Most of the hierarchical relationships between user interface elements (such as groups, lists, trees, and nested controls) are programmatically defined and exposed to assistive technologies. There are many examples of group labels that are not programmatically associated</p>                               |
| 11.5.2.10 Text                      | Supports           | <p>All text content is exposed to assistive technologies in a programmatic, readable form.</p>   |

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| 11.5.2.11 List of available actions                      | Partially Supports | <p>Not all interactive control exposes its available actions (such as activate, expand, collapse, select, edit, or delete) through accessibility APIs.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> </ul>                              |
| 11.5.2.12 Execution of available actions                 | Partially Supports | <p>Not all actions exposed to assistive technologies can be executed through the accessibility interface using keyboard, assistive technology commands, or alternative input methods.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>2.4.7 Focus Visible</li> </ul>        |
| 11.5.2.13 Tracking of focus and selection attributes     | Partially Supports | <p>The application programmatically tracks and exposes focus, selection, and active states to assistive technologies in real time. Except in some components that do not have visible focus.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>2.4.7 Focus Visible</li> </ul> |
| 11.5.2.14 Modification of focus and selection attributes | Partially Supports | <p>Assistive technologies can move focus, change selection, and activate controls using standard platform accessibility mechanisms. Except where noted above in WCAG section.</p>   |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
|  |                    | <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 2.4.7 Focus Visible</li> </ul>   |
| 11.5.2.15 Change notification                    | Partially Supports | <p>Dynamic changes to content, state, value, or focus are programmatically communicated to assistive technologies using accessibility event notifications. Except where noted above in WCAG section.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content (status icons)</li> <li>• 1.3.1 Info and Relationships (structural changes must be detectable)</li> <li>• 2.2.2 Pause, Stop, Hide</li> </ul> |
| 11.5.2.16 Modifications of states and properties | Partially Supports | <p>All changes to control states (e.g., expanded, checked, disabled, selected) and properties are exposed to assistive technologies as they occur. Except where noted above in WCAG section.</p> <p>The following WCAG success criteria need to be addressed:</p> <ul style="list-style-type: none"> <li>• 1.3.1 Info and Relationships</li> </ul>   |
| 11.5.2.17 Modifications of values and text       | Partially Supports | <p>All updates to values and text content are programmatically exposed to assistive technologies, so users receive</p>   |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--|---|
|   |  | timely and accurate feedback. Except where noted above in WCAG section. The following WCAG success criteria need to be addressed: <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships (Text/value must be programmatically determinable)</li> </ul> |
| <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                       | Supports   | Users can enable and adjust accessibility features such as screen reader support, keyboard navigation, zoom, and system accessibility settings without interference from the application.   |
| 11.6.2 No disruption of accessibility features                      | Supports   | The application does not disable, override, or interfere with platform or assistive technology accessibility features.  |
| 11.7 User preferences   | Supports   | The application respects and supports user-defined accessibility preferences including text size, contrast, input methods, color schemes, and assistive technology settings.  |
| <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 | Supports   | When content is imported, exported, or transformed, existing accessibility information such as labels, structure, and   |

| Criteria                 | Conformance Level | Remarks and Explanations   |
|--------------------------|-------------------|--|
|                          |                   | alternative text is preserved where supported by the format.   |
| 11.8.4 Repair assistance | Supports          | Where applicable, the application provides guidance or validation to help users identify and correct accessibility issues in supported content.  |
| 11.8.5 Templates         | Not Applicable    | Where templates are provided, they are designed to support accessible structure, proper labeling, and compatibility with assistive technologies. |

## Clause [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                | Does not support                     | Documentation does not document any accessibility or compatibility features. |
| 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 | Not applicable                       | Partners provide support services.   |
| 12.2.3 Effective communication                                 | Not applicable                       | Partners provide support services.   |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section  |

## Clause [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              | Not Applicable                      | DirSync does not provide emergency service access. |
| 13.1.3 Sign relay services              | Not Applicable                      | DirSync does not provide emergency service access. |
| 13.1.4 Lip-reading relay services       | Not Applicable                      | DirSync does not provide emergency service access. |

| Criteria                               | Conformance Level | Remarks and Explanations                           |
|--|-------------------|--|
| 13.1.5 Captioned telephony services    | Not Applicable    | DirSync does not provide emergency service access. |
| 13.1.6 Speech to speech relay services | Not Applicable    | DirSync does not provide emergency service access. |
| 13.2 Access to relay services          | Not Applicable    | DirSync does not provide emergency service access. |
| 13.3 Access to emergency services      | Not Applicable    | DirSync does not provide emergency service access. |

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