

**SOFTWARE SERVICES AGREEMENT  
BETWEEN EVERWAY LLC  
AND POUDRE SCHOOL DISTRICT R-1**

This Software Services Agreement (“Agreement”) is entered into as of August 06, 2025, by and between Poudre School District R-1, a school district organized and existing under the laws of the state of Colorado (the “District”) and Everway LLC (the “Contractor”). The District and the Contractor are collectively referenced herein as the “parties.” In consideration of the mutual covenants and promises contained in this Agreement, the sufficiency of which is hereby acknowledged, the parties agree as follows:

**1. Term and Termination of Agreement.**

- 1.1. This Agreement shall commence as of July 01, 2025, and shall continue through and including June 30, 2026, unless earlier terminated as provided herein. .
- 1.2. Notwithstanding any other term or provision of this Agreement, the District’s obligations hereunder are expressly subject to its budgeting and appropriation of sufficient funds for each fiscal year (July 1 - June 30) an Agreement is in effect. In no event, shall the District’s obligations in an Agreement constitute a multiple-fiscal year direct or indirect debt or other financial obligation under Article X, Section 20(4)(b) of the Colorado Constitution.
- 1.3. Notwithstanding the provisions of sections 1.1 and 1.2 above, either party may terminate this Agreement at any time in that party’s sole discretion for any reason, with or without cause, by providing the other party with thirty (30) days’ advance written notice. In the event of such termination: (a) the District shall pay Contractor for all Services performed under and in accordance with this Agreement up to the date of termination; and (b) Contractor shall reimburse the District for all payments made in excess of Services performed up to the date of termination.

**2. Deliverables and Purchase Price.**

- 2.1. The Contractor shall make its online technology for use in the District in accordance with the scope of work set forth in the attached Exhibit A (hereinafter the “Services”).
- 2.2. The total cost for all Services under this contract as set forth on the attached Exhibit A, shall not exceed the Contractor’s 2025 pricing sheet, due and payable thirty (30) days from receipt of Contractor’s invoice.
- 2.3. Additional Services purchases shall not exceed the pricing outlined in Exhibit A.
- 2.4. Additional District schools may participate in Services under all terms and conditions specified within this Agreement, not to exceed the term within section 1.1.
- 2.5. This Agreement in no way binds the District or District Schools to exclusive use of Contractor’s Services. Discretion to utilize Services is under the direction of each District School Principal or Principal designee. District Principals or Principal

designee will adhere to applicable laws, regulations, and District policies.

2.6. Fulfillment of Services under the terms and conditions set forth in this Agreement shall be through the issuance of a District purchase order or site-based purchasing card.

- 2.6.1. The Contractor shall provide a quote for Services conforming to the pricing, which shall be payable by the District thirty (30) days after receipt of Contractor's invoice.
- 2.6.2. District issued purchase orders are required for purchases greater than Ten Thousand Dollars and Zero Cents (\$10,000.00).
- 2.6.3. Services provided by Contractor without conforming to sections 2.1. 2.2, 2.3, and 2.6.2 of the Agreement shall be considered unauthorized and payment shall not be issued by the District.
- 2.6.4. Direct communication with schools or sales must be approved by contact in section 11 of this agreement.

2.7. **Invoicing.** Contractor will provide invoices for the Services at the rate specified in Exhibit A. Invoices for Services provided shall be submitted directly to accounts payable in the District's Finance department at [ap@psdschools.org](mailto:ap@psdschools.org) upon execution of this Agreement. Invoices for such Services shall include (a) the District location for which the licenses were provided, (b) description of licensing (including start and end dates of the license term), (c) and if issued, a purchase order number.

- 2.7.1. Invoices will generally be paid within thirty (30) days following the District representative's approval.
- 2.7.2. Invoices received that do not conform to the scope of this Agreement will not be approved, the District will notify the Contractor in writing, and the District will not be responsible for covering associated costs.
- 2.7.3. The District is a political subdivision of the State of Colorado and considered a governmental entity for tax classification purposes. The District is exempt from city, county, and state sales tax. The District's state tax exempt number is 98-03335 and the District's Federal Tax Identification Number (TIN) is 84-6013733.
- 2.7.4. The District utilizes the PaymentWorks vendor portal to collect, validate, and manage vendor information. The Contractor must complete the registration process in the portal and be approved by the District prior to the issuance of a purchase order.

2.8. The Contractor grants the District a non-exclusive, non-transferable, non-sublicenseable license to access and use, and permit authorized users to access and use the Services solely in the United States during the term of the Agreement.

- 2.9. The District shall access and use the Services solely for non-commercial instructional and administrative purposes within the District. Further, the District shall not, except as expressly authorized or directed by the Contractor: (a) copy, modify, translate, distribute, disclose or create derivative works based on the contents of, or sell, the Services, or any part thereof; (b) decompile, disassemble or otherwise reverse engineer Services or otherwise use the Services to develop functionally similar products or services; (c) modify, alter or delete any of the copyright, trademark, or other proprietary notices in or on the Services; (d) rent, lease or lend the Services or use the Services for the benefit of any third party; (e) avoid, circumvent or disable any security or digital rights management device, procedure, protocol or mechanism in the Services; or (f) permit any authorized user or third party to do any of the foregoing. The District also agrees that any works created in violation of this section are derivative works, and, as such, the District agrees to assign, and hereby assigns, all right, title and interest therein to the Contractor.
- 2.10. The District agrees, subject to the limited rights expressly granted hereunder, that all rights, title and interest in and to all Services, including all related IP Rights, are and shall remain the sole and exclusive property of Contractor or its third-party licensors. “IP Rights” means, collectively, rights under patent, trademark, copyright and trade secret laws, and any other intellectual property or proprietary rights recognized in any country or jurisdiction worldwide. The District shall notify Contractor of any violation of Contractor’s IP Rights in the Services, and shall reasonably assist Contractor as necessary to remedy any such violation. Contractor Services are protected by patents.
- 2.11. The District understands and agrees that its students’ access to and use of the Services under this Agreement may require that it disclose confidential student records and information, as that term is defined below, to the Contractor. The Contractor understands and agrees that if it fails to comply with any of the requirements under sections 4, 5, 6 or 7 below at any time during or after the term of this Agreement the District may, as applicable, terminate the Agreement and/or disqualify the Contractor from future agreements with the District.

### 3. **Definitions.**

- 3.1. As used in this Agreement, “personally identifiable information” is defined as information (including metadata) that, alone or in combination, is linked or linkable to a specific student so as to allow a reasonable person in the school community, who does not have personal knowledge of the relevant circumstances, to identify the student with reasonable certainty. Personally identifiable information includes but is not limited to: (a) the student’s name; (b) the name of the student’s parent or other family members; (c) the address or phone number of the student or student’s family; (d) personal identifiers such as the student’s social security number, student number or biometric record; and (e) indirect identifiers such as the student’s date of birth, place of birth or mother’s maiden name.

- 3.2. As used in this Agreement, “education records” is defined as records, files, documents and other materials that: (a) contain information directly related to a student; and (b) are maintained by the District, or by a party acting for the District such as the Contractor.
- 3.3. As used in this Agreement, “confidential student records and information” is defined as education records and personally identifiable information concerning District students, including but not limited to confidential student records and information disclosed to, collected by and/or generated by the Contractor. Confidential student records and information does not include “de-identified confidential student records and information,” as defined in section 3.5 below.
- 3.4. As used in this Agreement, “collect” is defined as the gathering of data and other information by any means, including but not limited to the use of logs, cookies, tracking pixels, etc.
- 3.5. As used in this Agreement, “de-identified confidential student records and information” is defined as confidential student records and information from which all personally identifiable information, and the ability to determine any personally identifiable information, is removed.
- 3.6. As used in this Agreement, “securely destroy” is defined as removing confidential student records and information from the Contractor’s systems, paper files, hard-copy and electronic records, databases and any other media regardless of format, in accordance with the standard detailed in the National Institute of Standards and Technology (“NIST”) SP 800-88 Guidelines for Media Sanitization, so that the confidential student records and information are permanently irretrievable in the Contractor’s normal course of business.
- 3.7. As used in this Agreement, “eligible student” is defined as a student who is at least 18 years of age or who is legally emancipated.

4. **Ownership of Confidential Student Records, Information.** All confidential student records and information shall remain the exclusive property of the District and all rights, title and interest in the confidential student records and information, including but not limited to intellectual property rights in the confidential student records and information, belong to and are retained solely by the District. The District hereby grants to the Contractor a limited, nonexclusive license to access, view, collect, generate and use confidential student records and information solely for the purpose of performing its obligations under this Agreement.
5. **Security of Confidential Student Records and Information.**
  - 5.1. The Contractor shall store and process confidential student records and information in accordance with commercial best practices, including implementing appropriate administrative, physical and technical safeguards that are no less rigorous than those outlined in CIS Critical Security Controls, as amended, to secure such confidential student records and information from unauthorized access, disclosure, alteration and use. The Contractor shall ensure that all such safeguards, including

the manner in which confidential student records and information is collected, accessed, used, stored, processed, disposed of and disclosed, comply with all applicable federal and state data protection and privacy laws, regulations and directives, including but not limited to Colorado's Student Data Transparency and Security Act, C.R.S. §§ 22-16-101 to -112. Without limiting the foregoing, and unless expressly agreed to the contrary in writing, the Contractor warrants that all electronic confidential student records and information will be encrypted in transmission and at rest in accordance with NIST Special Publication 800-57, as amended.

- 5.2. The Contractor shall conduct periodic risk assessments and remediate any identified security vulnerabilities in a timely manner. The Contractor shall promptly notify the District in the event of: (a) any security or privacy breach concerning confidential student records and information; and/or (b) any use or disclosure of student personally identifiable information not authorized under this Agreement.

## **6. Use of Confidential Student Records and Information.**

- 6.1. Under the Agreement, Contractor may access, view, collect, generate and/or use confidential student records and information only under the following terms and conditions: (a) except as provided in section 6.2 below, Contractor shall not disclose confidential student records and information, in whole or in part, to any other party; (b) Contractor shall not use any confidential student records or information to advertise or market to students or their parents/guardians; (c) Contractor shall access, view, collect, generate and use confidential student records and information only to the extent necessary to perform its obligations under the Agreement; and (d) at the conclusion of the term of the Agreement the Contractor shall, as directed by the District, either securely destroy all confidential student records and information in its possession, custody or control, or return such confidential student records and information to the District.
- 6.2. Contractor may to the extent necessary to perform its obligations under the Contract disclose confidential student records and information to subcontractors ("Subcontractors") as identified in and hereby attached to this Agreement as Exhibit B pursuant to written subcontracts specifying the purpose of the disclosure and providing that: (a) Subcontractors shall not disclose confidential student records and information, in whole or in part, to any other party; (b) Subcontractors shall not use any confidential student records or information to advertise or market to students or their parents/guardians; (c) Subcontractors shall access, view, collect, generate and use confidential student records and information only to the extent necessary to assist Contractor in performing its obligations under the Agreement; and (d) at the conclusion of their work under their subcontracts Subcontractors shall, as directed by the District through the Contractor, either securely destroy all confidential student records and information in their possession, custody or control, or return such confidential student records and information to the District.

- 6.3. Contractor and Subcontractors may use de-identified confidential student records and information for purposes of research, the improvement of its products and services, and/or the development of new products and services. In no event shall the Contractor or Subcontractors re-identify or attempt to re-identify any de-identified confidential student records and information.
- 6.4. Contractor and Subcontractors shall promptly furnish to the District upon request all confidential student records and information they have collected and/or generated and not in the District's possession. Such requests may include but shall not be limited to those made in order to respond to parent/guardian and eligible student requests to inspect and review education records as authorized under the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g ("FERPA") and/or under the Colorado Open Records Act, C.R.S. §§ 24-72-200.1 *et seq.* ("CORA"). The District, not the Contractor or Subcontractors, shall respond to all parent/guardian and eligible student requests to inspect and review records, data and other information.

7. **School Service Contract Provider.** If Contractor is a "school service contract provider" under the Colorado Student Data Transparency and Security Act (the "Act"), the Contract is amended to add the language in this section 7. Under the Act, a "school service contract provider" is defined as an entity (other than the Colorado Department of Education, a K-12 public education entity or an institution of higher education) that enters into a formal, negotiated contract with the District to provide a "school service." Under the Act, a "school service" is defined as an Internet website, online service, online application or mobile application that: (a) is designed and marketed primarily for use in a preschool, elementary school or secondary school; (b) is used at the direction of District teachers or other District employees; and (c) collects, maintains or uses confidential student records and information.
  - 7.1. As a school service contract provider under the Act, the Contractor has provided the following information the attached Exhibit B: (a) the data elements of confidential student records and information that Contractor collects under the Contract, regardless of whether the data elements are initially collected or ultimately held individually or in the aggregate using protocols that are effective for preserving the anonymity of each student included in the data; (b) the learning purpose for which Contractor collects the confidential student records and information; and (c) how the Contractor uses and shares the confidential student records and information. Contractor shall update this information as necessary to maintain accuracy.
  - 7.2. Contractor shall facilitate the District's access to and correction of any factually inaccurate confidential student records and information as required in response to correction requests from parents/guardians and eligible students.
8. **Accessibility.** The Contractor shall comply with and the Services provided under this agreement shall be in compliance with all applicable provisions of §§24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability*, as established by the State of Colorado's Governor's Office of Information Technology pursuant to Section

§24-85-103 (2.5), C.R.S. The Contractor shall also comply with all State of Colorado technology standards related to technology accessibility and with Level AA of the most current version of the Web Content Accessibility Guidelines (WCAG), incorporated in the State of Colorado technology standards.

- 8.1. The Contractor shall ensure compliance by providing a Voluntary Product Accessibility Template (VPAT) using the current template available here: <https://www.section508.gov/sell/vpat/>
- 8.2. If the Contractor is not compliant with what is stated and agreed upon in this section 8.2 and the provisions of §§24-85-101, *et seq.*, C.R.S., and the *Accessibility Standards for Individuals with a Disability*, and as a result, the District is fined for such noncompliance, the Contractor agrees to compensate the District in full the amount of any and all related fines.
  - 8.2.1. Payment shall be made within 30 days of receipt of an invoice in accordance with the payment instructions received with the invoice.
  - 8.2.2. Delinquent balances of 90 days or more will be sent to a third-party accounts receivable collection agency.
- 8.3. If Contractor has provided this information by the time of contract execution, it is contained in Exhibit A, hereby attached and made part of this Agreement.

9. **Access to District Server.** If access to any District server is necessary for the functionality of the Contractor's services. Upon written approval by the Executive Director of Information Technology or designee, the District grants the Contractor limited access to the District server for the sole purpose of providing Services
  - 9.1. The Contractor agrees to protect the confidentiality, integrity and availability of all electronic District or student information at all times.
  - 9.2. The Contractor agrees to take proper steps to ensure the security of the device in which they connect to the District's systems remotely. The Contractor agrees not to copy information accessed remotely to local devices and or portable devices. Printing information is not permitted unless specific authorization has been granted.
  - 9.3. The Contractor shall not share passwords, codes, credentials or user accounts with others.
  - 9.4. The Contractor shall have a valid and up-to-date antivirus agent installed to ensure protection against malware and viruses upon connection to the District network.
  - 9.5. The Contractor acknowledges that if the District determines in its discretion that remote access has been compromised by unauthorized parties, or that remote access has been misused, the Contractor's access will be disabled or terminated immediately.

10. **Remedies.** If Contractor fails to comply with any of the foregoing requirements at any time during or after the term of the Agreement the District may, as applicable, terminate the Agreement and/or disqualify Contractor from future contracts and subcontracts with the District.
11. **Notices and Communications.** All notices and communications required or permitted under this Agreement shall be in writing and shall be: (a) sent via certified mail, return receipt requested and postage prepaid, to the address of the other party set forth below; or (b) sent via e-mail to the other party via the e-mail address set forth below.

Poudre School District R-1  
Attn: Strategic Sourcing & Contracting  
2407 LaPorte Avenue  
Fort Collins, CO 80521  
E-mail: Contracts@psdschools.org

Everway LLC  
Attn: Emily Baker  
2401 Sawmill Parkway #10-11  
Huron, OH 44839-2284  
Email: .baker@everway.com

12. **Insurance.**

Contractor, at its expense, shall purchase and maintain in effect at all times throughout the duration of the Agreement, all insurance requirements and limits as set forth below. Policies providing such limits of coverage via a primary policy plus an umbrella or following form excess policy will be satisfactory. All insurance shall be written by a carrier legally authorized to write such insurance in the state of Colorado provided the carrier has a current A.M. Best rating of A- VII or higher. All policies shall be primary and non-contributory with any insurance maintained by additional insureds. Insurance and/or self-insurance carried by the District is excess of the coverage extended to the District by Contractor. Contractor shall provide at least thirty (30) days' advance written notice to the District prior to cancellation, change of coverage, or non-renewal. The insurance requirements specified in this section 12 shall not reduce the indemnification liability that Contractor has assumed in section 13.

Contractor shall furnish the District with certificates of the required insurance prior to the District's approval and signing of this Agreement, and with renewal certificates prior to the expiration of any required insurance that expires during the term of this Agreement. Such certificates shall specifically state the inclusion, or the coverages and the provisions set forth herein and shall state whether the coverage is written on a "claims made" or "per occurrence" basis. For any policies written on a "claims made" basis, the necessary retroactive dates and extended reporting periods shall be procured to maintain such continuous coverage. Receipt, review, or acceptance by the District of any insurance policies or certificates of insurance required by this Agreement shall not be construed as a waiver or relieve the Contractor from its obligation to meet the insurance requirements contained herein. Memorandums of Insurance will not be accepted. Certificates of insurance must be sent to: [COI@psdschools.org](mailto:COI@psdschools.org).

### **Commercial General Liability**

#### **Minimum Limits**

- Each Occurrence Bodily Injury & Property Damage \$1,000,000
- General Aggregate \$2,000,000
- Coverage must be written on an “occurrence” basis.
- Poudre School District R-1 and its elected officials, employees, agents, and volunteers shall be named as an additional insured or covered as an additional insured by way of a blanket endorsement and shall be insured to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Agreement.

### **Technology Errors & Omissions and Network Security & Privacy**

#### Minimum Limits

- Per Loss \$1,000,000
- Aggregate \$3,000,000
- Liability extends for a period of three (3) years beginning at the time work under this Agreement is completed. Contractor shall maintain continuous coverage, as required by the Agreement, for this period.

If the services include collecting, receiving and/or storing Personal Identifiable Information (PII), the insurance must also provide coverage for:

- Liability arising from theft, dissemination and/or use of confidential information (defined term including but not limited to bank account, credit card account, personal information such as name, address, social security numbers, etc. information) stored or transmitted in electronic form.
- Network Security Liability arising from the unauthorized access to, use of or tampering with computer systems including hacker attacks, inability of an authorized third party to gain access to Contractor's services including denial of service, unless caused by a mechanical or electrical failure.
- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a District or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

13. **Indemnification.** The Contractor shall indemnify and hold harmless the District and the District's Board members, employees, representatives and agents from and against any and all liability arising from any suit, action, third party claims, grievance, or proceeding, including all attorneys' fees, costs and expenses, incurred as a result of any negligent or intentional act or omission by Contractor, or its employees, agents, Subcontractors, or assignees related to the terms of this Agreement and any Services provided under this Agreement.
14. **Governmental Immunity.** It is specifically understood and agreed that nothing contained in this Agreement shall be construed as an express or implied waiver by the District of any of the immunities, rights, benefits, protections, or other provisions of the Colorado Constitution or Governmental Immunity Act, C.R.S. §§ 24-10-101 *et seq*, as now or hereafter amended.

## **15. General Provisions.**

- 15.1. **No Assignment.** The Contractor shall not assign this Agreement or any of its rights, interests or obligations under this Agreement without the prior written consent of the District, which consent may be withheld for any reason or no reason as determined by the District in its sole discretion.
- 15.2. **No Waiver.** The parties agree that no assent or waiver, express or implied, to any breach of any one or more of the covenants of this Agreement shall be construed as or deemed to be an assent to or a waiver of any subsequent breach.
- 15.3. **Press Contacts/News Releases.** The Contractor shall not initiate any press, media, or social media, contact nor respond to press, media or social media requests regarding this Agreement and/or any related matters concerning the District without the prior written approval of the District.
- 15.4. **Amendment or Modification.** No amendment or modification of this Agreement shall be valid unless set forth in writing and executed by the District and the Contractor through written amendments to the Agreement, in the same manner and with the same formality as was done for this Agreement.
- 15.5. **Conflict of Terms.** In the event of any conflict of terms found between this Agreement, any incorporated exhibits, any other terms and conditions, end user license agreements or privacy policies, the terms of this Agreement shall prevail.
- 15.6. **Survival of Certain Contract Terms.** Notwithstanding anything herein to the contrary, the parties understand and agree that all terms and conditions of this Contract and the exhibits and/or attachments hereto which may require continued performance, compliance, or effect beyond the termination date of the Contract shall survive such termination date and shall be enforceable by the District as provided herein in the event of such failure to perform or to comply by the Contractor.
- 15.7. **Governing Law and Venue.** All issues regarding the formation, performance and/or legal enforcement of the Contract shall be governed by and construed in accordance with the laws of the State of Colorado. Venue for the resolution of any disputes arising out of or relating to the Contract shall be in Larimer County, Colorado.
- 15.8. **No Third-Party Beneficiary.** Enforcement of the terms and conditions of this Agreement, and all rights of action relating to such enforcement, shall be strictly reserved to the District and the Contractor. Nothing contained in this Agreement shall give or allow any claim or right of action whatsoever by any third person other than the District or the Contractor. It is the express intent of the parties that any third person receiving services or benefits pursuant to this Agreement shall be deemed an incidental beneficiary only.
- 15.9. **Binding Arbitration Prohibited.** The District does not agree to binding arbitration

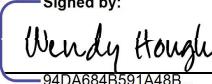
by any extra-judicial body or person. Any provision to the contrary is null and void.

- 15.10. **Severability Clause.** Should any provision of this Agreement be determined to be void, invalid, unenforceable or illegal for whatever reason, such provision(s) shall be null and void; provided, however, that the remaining provisions of this Agreement shall be unaffected thereby and shall continue to be valid and enforceable.
- 15.11. **Attorney Fees and Costs.** In the event it becomes necessary for either party to institute litigation to enforce any provision of this Agreement, the substantially prevailing party in such litigation shall receive, as part of any judgment or award entered, its reasonable attorney fees and costs, including expert witness fees.
- 15.12. **Binding Effect.** This Agreement shall be binding upon and inure to the benefit of the parties and their respective heirs, legal representatives, successors and permitted assigns.
- 15.13. **Headings.** The headings used in this Agreement are for convenience only and shall have no effect upon the construction or interpretation of this Agreement.
- 15.14. **Entire Agreement.** This Agreement constitutes the entire Agreement of the parties regarding the subject matter addressed herein and supersedes all prior Agreements, whether oral or written, pertaining to said subject matter.
- 15.15. **Signatures.** This Agreement may be executed and delivered via portable document format (pdf), and the pdf signature of any party shall be considered valid, binding, effective and an original for all purposes. This Agreement may be signed in counterparts, and each counterpart shall be deemed an original, and all the counterparts taken as a whole shall constitute one and the same instrument.
- 15.16. **Warranty of Authority.** The individuals signing below represent and warrant that they have the authority to execute this Agreement on behalf of their respective organizations and bind their respective organizations to the terms of this Agreement.

THE REMAINDER OF THIS PAGE WAS INTENTIONALLY LEFT BLANK.

IN WITNESS WHEREOF, the District and the Contractor have signed this Agreement as of the date first set forth above.

EVERWAY LLC

Signed by:  
By:   
94DA684B591A48B...

Wendy Hough  
SVP, Group Financial Operations

POUDRE SCHOOL DISTRICT R-1

R David Montoya  
By: [R David Montoya \(Aug 18, 2025 09:46:04 MDT\)](#)

R. David Montoya  
Chief Finance Officer

Julie Chaplain  
By: [Julie Chaplain \(Aug 18, 2025 09:37:53 MDT\)](#)

Dr. Julie Chaplain, PhD  
Assistant Superintendent

# Exhibit A

Tool	Description	Cost		
 <b>Positivity</b>	Positivity is an evidence-based online behavior solution that empowers classroom management, self-regulation, and social-emotional learning; automates data collection and reporting; and supports the intervention process. Each license includes one service provider access, with student logins for a maximum of 15 students.	\$474.99		
 <b>Unique Learning System</b>	Unique Learning System is an online, standards- and research-based solution developed and differentiated specifically to help unique learners achieve their state's extended standards. Each license includes one service provider access to one grade band, with student logins for a maximum of 15 students	\$830.99		
 <b>News2you</b>	News2you delivers current events in a differentiated, age-respectful weekly newspaper that enables students to access informational text, build literacy skills, and meet ELA standards. Each license includes one service provider access, with student logins for a maximum of 15 students.	\$259.99		
 <b>Symbolstix Prime</b>	SymbolStix PRIME is an extensive multicultural symbol library that allows educators to create and collaborate on interactive visual communication tools and activities for individuals with communication challenges. Each license includes one service provider access, with student logins for a maximum of 15 students.	\$184.99		
 <b>L3 Skills</b>	L3 Skills provides fun, accessible, age-appropriate educational games for unique learners to build confidence practicing academic and life skills in a safe, immersive environment. Each license includes one service provider access, with student logins for a maximum of 15 students.	\$174.99		
 <b>Total Solution Bundle</b>	Bundle of Positivity, Unique Learning System, News2you, SymbolStix PRIME, L3 Skills and Essentials for Total Solution online Professional Learning. Bundle price only available when purchasing the Total Solution. See individual solution descriptions for licensing details.	\$1,696.11		
 <b>Polaris</b>	Polaris is a collaborative, time-saving system that helps teams create truly personalized, data-driven IEPs with task automation, timely prompts, step-by-step support, and current performance data. Each license includes a single student login and access for the student's service provider. Sold in packs of 10 licenses.	\$499.99		
 <b>Inspire</b>	Inspire is an intervention curriculum that guides students from teacher-led instruction to independent learning as they acquire the skills they need for success in school and life. Each license includes a single student login and access for the student's service provider. Sold in packs of 10 licenses. \$249.99 is the introductory price.	\$249.99		
 <b>Classics</b>	Classics offers 12 classic novels and plays, adapted for unique learners. Each license includes one service provider access, with student logins for a maximum of 15 students.	\$234.99		
<b>TextHelp Solutions</b>				
 <b>Read&amp;Write</b>	A literacy support tool that offers help with everyday tasks like reading text out loud, understanding unfamiliar words, researching assignments and proofing written work. Prices are per year for one student seat.	Individual License	\$175.00	
		K-12 Group Minimum purchase of 150 seats required	\$17.25	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$2.60 \$2.25 \$1.75 \$1.40
		Individual License	\$170.00	
		K-12 Group Minimum purchase of 150 seats required	\$17.00	
 <b>Equatio</b>	An advanced equation editor used by millions of K-12 teachers and students. It makes math digital and accessible. Prices are per year for one student seat.	K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$2.05 \$1.75 \$1.35 \$1.10
		K-12 Group Minimum purchase of 150 seats required	\$5.50	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$1.75 \$1.50 \$1.15 \$0.95
		K-12 Group Minimum purchase of 150 seats required	\$6.50	
		K-12 Unlimited Minimum purchase of 350 seats required	\$1.15	
 <b>OrbitNote</b>	OrbitNote allows you to transform and interact with documents in a completely different way. Create an accessible, dynamic and collaborative space that works for everyone. Prices are per year for one student seat.	K-12 Group Minimum purchase of 150 seats required	\$22.00	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$3.25 \$2.85 \$2.25 \$1.85
		K-12 Group Minimum purchase of 150 seats required	\$22.00	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$3.25 \$2.85 \$2.25 \$1.85
		K-12 Group Minimum purchase of 150 seats required	\$22.00	
 <b>uPar</b>	uPar is a universal literacy screener. It helps educators to determine how students best understand text. uPar also pinpoints which accommodations are best for each student. Prices are per year for one student seat.	K-12 Group Minimum purchase of 150 seats required	\$22.00	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$3.25 \$2.85 \$2.25 \$1.85
		K-12 Group Minimum purchase of 150 seats required	\$22.00	
		K-12 Unlimited Minimum seat purchase required	350 - 10K Seats 10K - 35K Seats 35K - 100K Seats >100K Seats	\$3.25 \$2.85 \$2.25 \$1.85
		K-12 Group Minimum purchase of 150 seats required	\$22.00	
<b>Tangible Products</b>				
 <b>360 Literacy Bundle</b>	Bundle of Read & Write and uPAR. Bundle is only available when buying the 360 Literacy Bundle. See individual product descriptions.	\$944.99		
<b>Math Manipulatives Kit</b>	Teachers and service providers can easily support kinesthetic learning with n2y Math Manipulatives Kit, which meets the needs of all grade levels, pre K-12. Includes FREE domestic shipping (contiguous 48 states). Generally ships in 3-5 business days.	\$944.99		

Manipulatives and Equals Combined Math Kit	Math Manipulative Kit combined with the Equals Math Kit. Equals is a standards-based, multi-sensory math curriculum program for K-12 special education students (age-neutral) that connects functional math to abstract ideas. Proven by research to drive student outcomes, this print-based program provides placement/skill assessment, differentiated math instruction (3 levels), adapted tools, vocabulary cards and other hands-on materials. Includes FREE domestic shipping (contiguous 48 states). Generally ships in 3-5 business days.	\$3,254.99
<b>Professional Learning Packages</b>		
Live Online Webinar	Foundational - 4 hours of Interactive Webinars for up to 40 Participants	\$1,596.00
	Core - 14 Hours of Interactive Webinars for up to 40 Participants	\$5,586.00
	Premium - 24 Hours of Interactive Webinars for up to 40 Participants	\$9,576.00
Hybrid (Online & On-site)	Foundational - 1 On-site day & 4 hours of Interactive Webinars for up to 40 Participants	\$6,846.00 +\$1,600 for Pro content
	Core - 1 On-site day & 8 Hours of Interactive Webinars for up to 40 Participants	\$8,442.00 +\$1,600 for Pro content
	Premium - 2 On-site days & 18 hours of Interactive Webinars for up to 40 Participants	\$17,682.00 +\$3,200 for Pro content
In-Person	Foundational - 1 On-site Day for up to 40 Participants	\$5,250.00 +\$1,600 for Pro content
	Core - 2 On-site Days for up to 40 Participants	\$10,500.00 +\$3,200 for Pro content
	Premium - 4 On-site Days for up to 40 Participants	\$21,000.00 +\$6,400 for Pro Content
<b>Professional Learning Stand-Alone Offerings</b>		
On-Site Professional Learning Essentials	One day (not to exceed 6 hours) for up to 40 participants. Price is per day.	\$5,250/Day
On-Site Professional Learning Essentials Pro	One day (not to exceed 6 hours) for up to 40 participants. Price is per day.	\$6,850/Day
Essentials Learning Pathway	Online self-paced professional learning plan available for Total Solution, Unique Learning System, Positivity, and Polaris. Price per license.	\$99.00
Train the Trainer	Exclusive Hybrid (1 on-site day with 3-4 webinars) or Interactive Webinar series (6-8 interactive webinars) for up to 20 participants to become a Certified District Coach. The Price is per event.	\$7,680.00
Interactive Webinars	Mix and match from n2y's catalog to meet customer needs including: Essentials (6-hour duration), Targeted (1- to 2-hour duration), Custom (1- to 2-hour duration, n2y prep time to be determined based on need). For up to 40 participants. Price is per hour.	\$399/Hour

The pricing outlined above is for New Customers. Discounts may be available for Legacy Customers renewing existing subscriptions. Volume Discounts may be available. Annual indexation will be added to renewals to cover inflation, customer support, and product development.

- A Single License is assigned to a single user's email address.
- Group Subscriptions must include a minimum of 150 seats.
- Unlimited Subscriptions are based on the district enrollment.

# Exhibit B

## Voluntary Product Accessibility Template (VPAT)

Date: 5.15.19

Product Name: Co:Writer Universal

Product Version Number:

Organization Name: Don Johnston Incorporated

Submitter Name: Kevin Johnston Submitter

Telephone: 847-740-0749

### APPENDIX A: Suggested Language Guide

#### Summary Table Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports	
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supports	
Section 1194.41 Information, Documentation and Support	Supports	

**Section 1194.21 Software Applications and Operating Systems - Detail**

**Voluntary Product Accessibility Template**

<b><i>Criteria</i></b>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Product is designed to run on a system that has a keyboard and all actions are executable from the keyboard. The result of a function can be discerned textually.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	There is nothing in the product that will cause disruption or disable activated features of other products or of the Operating System that are accessibility features.

<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports</p>	<p>The product is designed so that current focus is provided that moves among interactive interface elements as the input focus changes and allows to be programmatically exposed so that Assistive Technology can track focus and focus changes</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	

(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not use flashing or blinking elements frequency greater than 2 Hz and lower than 55 Hz.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	NA	

**Section 1194.22 Web-based intranet and Internet information and applications - Detail Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>

(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Not Applicable	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text only page shall be updated whenever the primary page changes.	Not Applicable	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not Applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	

<p>(d) Voice mail, messaging, auto attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	Not Applicable	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	Not Applicable	
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	Not Applicable	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	Not Applicable	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	Not Applicable	

(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

### Section 1194.23 Telecommunications Products - Detail Voluntary Product Accessibility Template

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	

<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, nonproprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not Applicable</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and</p>	<p>Not Applicable</p>	

keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	

**Section 1194.24 Video and Multi-media Products – Detail  
 Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations

<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and standalone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	Not Applicable	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	Not Applicable	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of</p>	Not Applicable	

the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

**Section 1194.25 Self-Contained, Closed Products – Detail  
 Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not Applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	

<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not applicable</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	

<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	

(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	
--	----------------	--

### **Section 1194.26 Desktop and Portable Computers – Detail Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not Applicable	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not Applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable	

**Section 1194.31 Functional Performance Criteria – Detail  
Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Not Applicable	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Not Applicable	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not Applicable	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory	Not Applicable	

fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	Speech is not required for operation of product.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Not Applicable	

## **Section 1194.41 Information, Documentation and Support – Detail Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Large Text copies by request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports with Exceptions	Available by request Exception. No braille material available
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Phone, Internet, chat, and Email support available. e

## APPENDIX A (of the DoS VPAT/GPAT Checklist)

### Suggested Language for Filling out the VPAT/GPAT

In order to simplify the task of conducting market research assessments for procurement officials or customers, ITIC (Information Technology Industry Council) has developed suggested language for use when filling out a VPAT/GPAT. You may choose to employ all or some of the language below. Once you determine what language you intend to use, we recommend that use is consistent throughout all of your VPAT/GPATs.

### Supporting Features (Column 2 on VPAT/GPAT)

#### **Supports**

Use this language when you determine the product fully meets the letter and intent of the Criteria.

#### **Supports with Exceptions**

Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

#### **Supports through Equivalent Facilitation**

Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.

#### **Supports when combined with Compatible AT**

Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

#### **Does not Support**

Use this language when you determine the product does not meet the letter or intent of the Criteria.

#### **Not Applicable**

Use this language when you determine that the Criteria do not apply to the specific product.

#### **Not Applicable - Fundamental Alteration Exception Applies**

Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

### **IMPACT Outreach Center**

IRM Program for Accessible Computer/Communication Technology (IMPACT)  
2025 E Street, N.W. (SA-9)



Version 1.6

Washington, DC 20006

Email: [SECTION508@state.gov](mailto:SECTION508@state.gov)

Internet: <http://www.state.gov/m/irm/impact/index.htm> Intranet:

<http://impact.state.gov>



**Texthelp Ltd. Accessibility Conformance Report**  
**International Edition**  
**(Based on VPAT® Version 2.4)**

<b>Name of Product/Version:</b>	Read&Write for Windows; Read&Write for MAC; Read&Write for Google Chrome
<b>Report Date:</b>	Jan 2023
<b>Product Description:</b>	Read&Write is a literacy support tool that empowers all students to personalize their learning with simple, accessible tools that help them comprehend, organize and express themselves independently in GSuite, Office 365, Windows and Mac
<b>Contact Information:</b>	<a href="mailto:support@texthelp.com">support@texthelp.com</a>
<b>Notes:</b>	
<b>Evaluation Methods Used:</b>	Testing is based on a combination of automated testing, manual testing and general product knowledge and experience of developing accessible software. Testing is carried out by the product development team and verified by full QA review by Texthelp internal auditors. Texthelp software development and testing is carried out to an ISO 9001:2015 accredited standard.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No )
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes ) Level AA (Yes ) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes )

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</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>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Closed: N/A            Authoring Tool: N/A</p>	<p>Read&amp;Write Supports accessible non text content.            Audio is always supported with text. Video is hosted on Youtube and is captioned. Product documentation and support documentation on <a href="http://support.texthelp.com">http://support.texthelp.com</a> is also in compliance.</p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</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>Web: <b>N/A</b>            Electronic Docs: <b>N/A</b>            Software: <b>N/A</b>            Closed: N/A            Authoring Tool: N/A</p>	<p>Read&amp;Write does not contain or present any Audio only or Video Only resources.</p>
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Support Docs: <b>Partially Supports</b>            Software: N/A</p>	<p>All training video content created for Read&amp;Write is captioned on Youtube. Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.</p>

<ul style="list-style-type: none"> <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>Authoring Tool: N/A</p> <p>:</p>	
<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>Web: <b>Supports</b></p> <p>Electronic Docs: <b>Supports</b></p> <p>Software: <b>Supports</b></p> <p>Closed: N/A</p> <p>Authoring Tool: N/A</p>	<p>Read&amp;Write training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist.</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> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b></p> <p>Electronic Docs: <b>Supports</b></p> <p>Software: <b>Supports</b></p> <p>Closed: N/A</p> <p>Authoring Tool: N/A</p>	<p>All UI is logically designed and accessibly labelled.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p>	<p>Web: <b>Supports</b></p>	<p>All UI is logically designed and accessibly labelled.</p>

<p>Also applies to: 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>Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A</p>	
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A</p>	<p>The UI of the software is designed to not rely on shape, size, visual location, orientation, or sound.</p>
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: <b>N/A</b></p>	<p>In Read &amp; Write care is taken in the UI design such that color is not used as the only visual means of conveying information.</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>1.4.2 Audio Control</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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Users can play, stop, pause, restart and control the pitch, speed and accent of spoken text. Videos on the support site or website can be paused, stopped etc.</p>
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Partially Supports</b>            Closed: N/A            Authoring Tool: N/A</p>	<p>Read &amp; Write, the support site and its documentation are all fully keyboard accessible. This is part of our standard software quality test plan.</p> <p>Windows &amp; Mac screenshot reader &amp; Screen Masking is a mouse driven feature - the user should use Mousekeys.</p> <p>roadmap</p> <p>See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues</p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Read &amp; Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan.</p>

<ul style="list-style-type: none"> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<p>updating. This is off by default, optional, and the foreground and background colours are customisable. The speed is adjustable by adjusting the speed of the speaking voice.</p>
<p><b>2.3.1 Three Flashes or Below Threshold</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>	<p>Web: <b>N/A</b>            Electronic Docs: <b>N/A</b>            Software: <b>N/A</b>            Authoring Tool: N/A</p>	<p>Read&amp;Write does not display any flashing UI.</p>
<p><b>2.4.1 Bypass Blocks</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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: N/A            Authoring Tool: N/A</p>	<p>Only applicable to the website and support site, both of which are in compliance.</p>

<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> <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>2.1.4 Character Key Shortcuts (Level A 2.1 only)</b></p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <p><b>9.2.1.4 (Web)</b></p> <p><b>10.2.1.4 (Non-web document)</b></p> <p><b>11.2.1.4.1 (Open Functionality Software)</b></p> <p><b>11.2.1.4.2 (Closed Software)</b></p> <p><b>11.8.2 (Authoring Tool)</b></p> <p><b>12.1.2 (Product Docs)</b></p> <p><b>12.2.4 (Support Docs)</b></p> <p>Revised Section 508 – Does not apply</p>	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Read&Write does not use single character key shortcuts.
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: N/A Electronic Docs: N/A Software: N/A Authoring Tool: N/A	The software has no timing/timeout specific functionality
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p><b>EN 301 549 Criteria</b></p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> </ul>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A	The only Blinking/Scrolling/Auto updating information is the “Read with One Word Display” text to speech feature (currently Windows only). When the “One Word Display” window is visible the toolbar “Pause button” stops speech and also stops the window auto

<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Read&amp;Write and supporting web pages do not have input areas for user input details requiring autocomplete within fields.</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Partially Supports</b>            Authoring Tool: N/A</p>	<p>Fully Supported. The software, the website and the font weights and colors that create the required contrast level.</p>
<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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. Html standards are adhered to in the support website allowing text to be zoomed by the browser to 200%. Read&amp;Write PDF viewer also has a feature that allows the text to be zoomed and rendered accurately up to 200%</p>

<p><b>2.4.2 Page Titled</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> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: N/A            Authoring Tool: N/A</p>	<p>Fully supported on the web site and support site. Not applicable in the software since it is not a website based software product.</p>
<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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supports logical focus order across the website, support documentation and software products.</p>
<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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported on the web site and support site. Any links to web content within the software also contain text explaining the link.</p>

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>		
<b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)  Also applies to: 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>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A	Read&Write does not use multipoint gestures
Revised Section 508 – Does not apply		
<b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)  Also applies to: 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>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A	All support pages work using standard click events which trigger on the mouse up event. One feature of the software ScreenShot Reader does use a dragging window that captures an area of the screen and so executes the drag on mouse down but the drag is cancelled on up click.
Revised Section 508 – Does not apply		
<b>2.5.3 Label in Name</b> (Level A 2.1 only)  Also applies to: 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> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A	Support pages text and labels are exposed as 'Name' through accessibility tools as are labels within the software.
Revised Section 508 – Does not apply		

<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <p>Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A</p>	<p>Read&amp;Write and supporting web pages have no motion based features or functionality.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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> <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>Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>N/A</b> Authoring Tool: N/A</p>	<p>Fully supported on the web site and support site.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p>Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A</p>	<p>Fully supported. Changes of focus in Read&amp;Write, the texthelp website and support pages do not change the context of the webpage or the dialogs.</p>

<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.2 On Input</u></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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Partially Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported on the support website. The only changes of context in the Read&amp;Write software are on the selection of the web dictionary or Fact Finder feature which opens a separate web page to provide a dictionary definition or a search result. This occurs after a user triggered event to use the feature.</p>
<p><b><u>3.3.1 Error Identification</u></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> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Any validation errors on use of the website or support pages are displayed in text form. Any errors upon use of the software are displayed in text form.</p>
<p><b><u>3.3.2 Labels or Instructions</u></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> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. Labels are supplied on or alongside controls that require input in the Read&amp;Write software and the support web pages.</p>

<ul style="list-style-type: none"> <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>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. No missing tags or duplicate attributes errors upon validation of support.texthelp.com website.</p>
<p><b>4.1.2 Name, Role, Value</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) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. Standards compliant html is used in the support website and tests for accessibility for screen readers is part of the Read&amp;Write software test plan.</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (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>Web: <b>N/A</b>            Electronic Docs: <b>N/A</b>            Software: <b>N/A</b>            Authoring Tool: N/A</p>	<p>Read&amp;Write does not create any live webcasts or music casts which would need captioned.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (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>Web:  <b>Partially Supports</b>            Electronic Docs: <b>Supports</b>            Software: N/A            Authoring Tool: N/A</p>	<p>Read&amp;Write training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist. Transcripts exist. Meeting 1.2.3 (a)</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Read&amp;Writes features can be resized and the supporting documentation web content reflows to support portrait or landscape orientations.</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>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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. The only images of text used on the support website and in the Read&amp;Write software are company logos.</p>
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: <b>Partially Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>The application support pages fully support reflow, the Texthelp website doesn't support reflow currently on some pages. The software supports reflow, all functionality can be accessed at specified screen dimensions without non-intuitive scrolling.</p>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Closed: N/A            Authoring Tool: N/A</p>	<p>Support documentation and software creates the required contrast level</p>

Revised Section 508 – Does not apply		
<b>1.4.12 Text Spacing</b> (Level AA 2.1 only)  Also applies to: EN 301 549 Criteria <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>	Web: N/A Electronic Docs: N/A Software: <b>Supports</b> Authoring Tool: N/A	Read&Write web components should not be affected or will dynamically update with scroll bars to text changes.
Revised Section 508 – Does not apply		
<b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)  Also applies to: EN 301 549 Criteria <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>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Does Not Support</b> Authoring Tool: N/A	The website and Support website use standard tooltips which do get removed using default browser behaviour when the escape key is pressed. See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues
Revised Section 508 – Does not apply		
<b>2.4.5 Multiple Ways</b> (Level AA)  Also applies to: EN 301 549 Criteria <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>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: N/A Authoring Tool: N/A	Fully supported. The Texthelp website and the support website have a search facility displaying links to pages on the sites. This is in addition to navigation via the home pages.
Revised Section 508 <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>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> <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>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Supports</b>            Authoring Tool: N/A</p>	<p>Fully supported. Read&amp;Write provides descriptive labels for features and interactive components. All pages in the support website have descriptive headings related to their content.</p>
<p><b>2.4.7 Focus Visible</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>	<p>Web: <b>Supports</b>            Electronic Docs: <b>Supports</b>            Software: <b>Partially Supported</b>            Authoring Tool: N/A</p>	<p>Read&amp;write software visually indicates that keyboard focus is only on one possible location in the software. The Texthelp website indicates focus via a rectangle surrounding the focused element.</p> <p>See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues</p>
<p><b>3.1.2 Language of Parts</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> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: <b>Supports</b>            Electronic Docs: <b>N/A</b>            Software: N/A            Authoring Tool: N/A</p>	<p>The language attribute is used in the support web pages and in the main Texthelp website.</p>

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>		
<b>3.2.3 Consistent Navigation</b> (Level AA) <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>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: N/A Authoring Tool: N/A	Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying CSS mechanisms on these sites.
<b>3.2.4 Consistent Identification</b> (Level AA) <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: N/A Authoring Tool: N/A	Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying CSS mechanisms on these sites.
<b>3.3.3 Error Suggestion</b> (Level AA) <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> </ul>	Web: <b>Supports</b> Electronic Docs: <b>Supports</b> Software: <b>Supports</b> Authoring Tool: N/A	Fully supported. In Read&Write in most cases input is controlled via dropdown lists or radio buttons. Where text input is required text error messages indicating the error like “no word definition found” are displayed. In the Support website pages input is via predefined

<ul style="list-style-type: none"> <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>		menu items or via a text search. A no results found message is the only error message returned here.
<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>	Web: <b>N/A</b> Electronic Docs: <b>N/A</b> Software: <b>N/A</b> Authoring Tool: N/A	Read&write does not require the user to submit information in this way.
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: <b>N/A</b> Electronic Docs: <b>N/A</b> Software: <b>Does Not Support</b> Authoring Tool: N/A	Status messages don't apply to the website or the support pages. See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Read&Write supports screen readers on Windows and Voiceover on Mac. Support web pages are readable by a screen reader. Read&Write training videos do not have audio descriptions, however transcripts exist and alternate media (Text or HTML) support articles exist. See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues
302.2 With Limited Vision	Supports	Operating System high contrast can be applied. Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in web pages but not in Google Docs. Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse.
302.3 Without Perception of Color	Supports	Read&Write does not require color perception
302.4 Without Hearing	Partially Supports	Read&Write only provides audio from already visible on screen text. All training video content created for Read&Write is captioned on Youtube.

		Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.
302.5 With Limited Hearing	Supports	Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume.
302.6 Without Speech	Supports	Read&Write can be operated without the need for speech input.
302.7 With Limited Manipulation	Partially Supports	Read & Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan. See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues
302.8 With Limited Reach and Strength	Supports	Does not apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Read&Write offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction and Picture Dictionary features provide additional support for users with learning difficulties

## Chapter 4: [Hardware](#) - Not Applicable

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
<a href="#">502 Interoperability with Assistive Technology</a>		

502.2.1 User Control of Accessibility Features	Supports	The Read&write Text to speech accessibility feature can be controlled through the speech options panels. The screen masking feature also has setting for adjusting its operation
502.2.2 No Disruption of Accessibility Features	Partially Supports	OS Accessibility features supported in Read&Write for Windows and Mac. The High contrast extension in Google Chrome only applies to web pages and not Google Docs, however the software's Screen Masking feature can create a similar effect. See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues
<b>502.3 Accessibility Services</b>		
502.3.1 Object Information	Supports	Read&Write provides this information to the platforms accessible interfaces.
502.3.2 Modification of Object Information	Supports	Where the platform accessibility frameworks provide the option Read&Write UI states and properties can be set programmatically
502.3.3 Row, Column, and Headers	Supports	Read&Write UI table components have the proper association of header cells and data cells and those relationships can be determined programmatically.
502.3.4 Values	Supports	Read&Write UI values and range of values can be determined programmatically.
502.3.5 Modification of Values	Supports	Read&Write values of UI that users can adjust can also be set through assistive technology.
502.3.6 Label Relationships	Supports	Read&Write label relationships can be programmatically determined.
502.3.7 Hierarchical Relationships	Supports	Read&Write provides hierarchical relationships that can be programmatically determined.

502.3.8 Text	Supports	Read&Write text components provide programmatically determinable details.
502.3.9 Modification of Text	Supports	Read&Write text components can be set programmatically through assistive technology.
502.3.10 List of Actions	Supports	All actions that can be set on a Read&Write component can be determined programmatically.
502.3.11 Actions on Objects	Supports	Read&Write supports the ability for assistive technology to programmatically execute available actions.
502.3.12 Focus Cursor	Supports	Read&Write relies on the operating system or the browser's capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed.
502.3.13 Modification of Focus Cursor	Supports	Read&Write either conforms to these standards where the capability exists or does not support the capability for any user.
502.3.14 Event Notification	Supports	Read&Write events relevant to the user's interaction are also available to assistive technology.
502.4 Platform Accessibility Features	Supports	Read&Write conforms to these standards where the capability exists.
<b><i>503 Applications</i></b>		
503.2 User Preferences	Supports	Read&Write honors the user settings from a user's browser and/or operating system.
503.3 Alternative User Interfaces	Supports	Read&Write supports assistive technology and has no known conflicts with accessibility features provided by the operating system or the browser
<b><i>503.4 User Controls for Captions and Audio Description</i></b>		
503.4.1 Caption Controls	Supports	Read&Write software does not contain audio or video content.
503.4.2 Audio Description Controls	Supports	Read&Write software does not contain audio or video content.

<b>504 Authoring Tools</b>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	Read&Write is not an authoring tool
504.2.2 PDF Export	N/A	
504.3 Prompts	N/A	
504.4 Templates	N/A	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>601.1 Scope</u></b>		
<b><u>602 Support Documentation</u></b>		
602.2 Accessibility and Compatibility Features	Supports	Read&Write's accessibility features are documented in our support pages. Support of other accessibility tools such as JAWS and Mac Voice Over are also mentioned in the support pages.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation will be provided in alternate formats upon request with no additional charge.
<b><u>603 Support Services</u></b>		
603.2 Information on Accessibility and Compatibility Features	Supports	Texthelp support will provide this information upon request at no additional charge.
603.3 Accommodation of Communication Needs	Supports	Texthelp support provides multiple channels for user communication as needed. E.G. Email, telephone and video conference and remote access support.

# EN 301 549 Report

Notes:

## Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Read&amp;Write supports screen readers on Windows and Voiceover on Mac. Support web pages are readable by a screen reader.</p> <p>Read&amp;Write training videos do not have audio descriptions, however transcripts exist and alternate media (Text or HTML) support articles exist.</p> <p>See <a href="#">Read&amp;Write Accessibility Roadmap</a> document for outstanding accessibility issues</p>
4.2.2 Usage with limited vision	Supports	<p>Operating System high contrast can be applied.</p> <p>Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in web pages but not in Google Docs.</p> <p>Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse.</p>
4.2.3 Usage without perception of colour	Supports	Read&Write does not require color perception
4.2.4 Usage without hearing	Partially Supports	Read&Write only provides audio from already visible on screen text.

		All training video content created for Read&Write is captioned on YouTube. Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned.
4.2.5 Usage with limited hearing	Supports	Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume.
4.2.6 Usage with no or limited vocal capability	Supports	Read&Write can be operated without the need for speech input.
4.2.7 Usage with limited manipulation or strength	Supports	Does not apply
4.2.8 Usage with limited reach	Supports	Does not apply
4.2.9 Minimize photosensitive seizure triggers	Supports	Read&Write does not use flashing on and off within any of its features
4.2.10 Usage with limited cognition, language or learning	Supports	Read&Write offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction and Picture Dictionary features provide additional support for users with learning difficulties
4.2.11 Privacy	Supports	Read&Write offers control of speech feedback and volume which allows users to use the software with improved privacy. Read&Write does not read out characters that have been masked.

## Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>		
<b>5.1.2 General</b>		
<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>		
5.1.3.1 Audio output of visual information	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.2 Auditory output delivery including speech	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.3 Auditory output correlation	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.4 Speech output user control	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.5 Speech output automatic interruption	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.6 Speech output for non-text content	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.7 Speech output for video information	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.8 Masked entry	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.9 Private access to personal data	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings

5.1.3.10 Non-interfering audio output	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.11 Private listening volume	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.12 Speaker volume	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.13 Volume reset	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.14 Spoken languages	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.15 Non-visual error identification	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.4 Functionality closed to text enlargement	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.5 Visual output for auditory information	Not Applicable	ReadWrite is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
<b>5.1.6 Operation without keyboard interface</b>		
<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	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.1.7 Access without speech	Not Applicable	Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings
5.2 Activation of accessibility features	Supports	Read&Write's Text to Speech features can be triggered using either mouse or keyboard.
5.3 Biometrics	Not Applicable	Read&Write does not use biological characteristics
5.4 Preservation of accessibility information during conversion	Not Applicable	Read&Write is not an authoring tool.
<b>5.5 Operable parts</b>		
5.5.1 Means of operation	Not Applicable	Read&Write does not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Not Applicable	Read&Write does not require grasping, pinching, or twisting of the wrist to operate.
<b>5.6 Locking or toggle controls</b>		
5.6.1 Tactile or auditory status	Not Applicable	Read&Write is not a Keyboard.
5.6.2 Visual status	Not Applicable	Read&Write is not a Keyboard.
5.7 Key repeat	Not Applicable	Read&Write is not a Keyboard.
5.8 Double-strike key acceptance	Not Applicable	Read&Write is not a Keyboard.
5.9 Simultaneous user actions	Supports	Read&Write has feature Keyboard shortcuts that require multiple keys to be pressed but the user can simply use the mouse to operate the feature.

## **Chapter 6: ICT with Two-Way Voice Communication - Not Applicable**

## **Chapter 7: ICT with Video Capabilities - Not Applicable**

## **Chapter 8: Hardware - Not Applicable**

## **Chapter 9: Web (see WCAG 2.1 section)**

## **Chapter 10: Non-Web Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General (informative)</b>		
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
10.5 Caption positioning	Not Applicable	Read&Write does not create non-web documents that contains synchronized media with captions
10.6 Audio description timing	Not Applicable	Read&Write does not create non-web documents that contains synchronized media with captions

## **Chapter 11: Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General (informative)</b>		
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>11.5 Interoperability with assistive technology</b>		
<b>11.5.1 Closed functionality</b>		
<b>11.5.2 Accessibility services</b>		
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	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	Supports	Read&Write is written using frameworks created for the operating system. The accessibility provisions in these frameworks are used to expose the softwares content to accessibility frameworks of the operating system being used.
11.5.2.4 Assistive technology	Supports	Read&Write uses embedded OS APIs to provide assistive technology features
11.5.2.5 Object information	Supports	Read&Write provides this information to the platforms accessible interfaces.
11.5.2.6 Row, column, and headers	Supports	Read&Write UI table components have the proper association of header cells and data cells and those relationships can be determined programmatically.
11.5.2.7 Values	Supports	Read&Write UI values and range of values can be determined programmatically.
11.5.2.8 Label relationships	Supports	Read&Write label relationships can be programmatically determined.
11.5.2.9 Parent-child relationships	Supports	Read&Write allows parent-child relationships to be programmatically determined.
11.5.2.10 Text	Supports	Read&Write text components provide programmatically determinable details.
11.5.2.11 List of available actions	Supports	All actions that can be set on a Read&Write component can be determined programmatically.
11.5.2.12 Execution of available actions	Supports	Read&Write supports the ability for assistive technology to programmatically execute available actions.
11.5.2.13 Tracking of focus and selection attributes	Supports	Read&Write relies on the operating system or the browser's capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed.

11.5.2.14 Modification of focus and selection attributes	Supports	Read&Write either conforms to these standards where the capability exists or does not support the capability for any user.
11.5.2.15 Change notification	Supports	Read&Write change events relevant to the user's interaction are also available to assistive technology.
11.5.2.16 Modifications of states and properties	Supports	Read&Write's user interface elements can be change by assistive technologies to programmatically modify states and properties
11.5.2.17 Modifications of values and text	Supports	Read&Write's user interface elements can be change by assistive technologies to programmatically modify values and text
<b>11.6 Documented accessibility usage</b>		
11.6.1 User control of accessibility features	Not Applicable	Read&Write is not a platform
11.6.2 No disruption of accessibility features	Not Applicable	Read&Write does not disrupt accessibility features defined in the platform
11.7 User preferences	Supports	Read&Write follow the values of the user preferences for platform settings
<b>11.8 Authoring tools</b>		
<b>11.8.1 Content technology</b>		
11.8.2 Accessible content creation	See <a href="#">WCAG 2.1</a> section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.1 section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Read&Write is not an authoring tool
11.8.4 Repair assistance	Not Applicable	Read&Write is not an authoring tool
11.8.5 Templates	Not Applicable	Read&Write is not an authoring tool

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

Notes:

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

<b>12.1 Product documentation</b>		
12.1.1 Accessibility and compatibility features	Supports	Read&Write's accessibility features are documented in our support pages. Support of other accessibility tools such as JAWS and Mac Voice Over are also mentioned in the support pages.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>12.2 Support Services</b>		
12.2.2 Information on accessibility and compatibility features	Supports	Texthelp support will provide this information upon request at no additional charge.
12.2.3 Effective communication	Supports	Texthelp support provides multiple channels for user communication as needed. E.G. Email, telephone and video conference and remote access support.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#) - Not Applicable

Public information

# Accessibility Conformance Report (ACR®)

## Based off VPAT Version 2.4 – March 2020

For Unique Learning Systems

Performed by TestPros, Inc.



April 18<sup>th</sup>, 2023

TestPros, Inc.  
46090 Lake Center Plaza  
Suite 306  
Sterling, Virginia 20165  
Tel: (703) 787-7600

# Accessibility Conformance Report

## WCAG Edition

VPAT® Version 2.4 – March 2020

Name of Product/Version:	<a href="https://unique.n2y.com/Unique/TeacherDashboard">https://unique.n2y.com/Unique/TeacherDashboard</a>
Product Description:	[Company Fills Out]
Date:	April 18 <sup>th</sup> 2023
Contact information:	[Company Fills Out]
Notes:	[Company Fills Out]
Evaluation Methods Used:	<b>DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools.</b>

### Applicable Standards/Guidelines:

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

#### Standard/Guideline

#### Included In Report

Web Content Accessibility Guidelines 2.4, at <https://www.w3.org/TR/WCAG22/>

Level A (Yes / No )

Level AA (Yes / No )

Level AAA (Yes / No )

## Terms

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

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

## WCAG 2.1 Report

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	One image map was found without alternative text
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Does Not Support	Many pages were missing programmatic headings, landmarks and data table structures
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Partially Supports	Search button has been placed before the input field
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	No sensory character has used
<a href="#">1.4.1 Use of Color</a> (Level A)	Does Not Support	Color was used to identify the selection of the controls
<a href="#">1.4.2 Audio Control</a> (Level A)	N/A	
<a href="#">2.1.1 Keyboard</a> (Level A)	Does Not Support	Several active elements were missing keyboard access
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No keyboard trap was found
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1)	N/A	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	N/A	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	No moving content found
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	No flashing elements found
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Does Not Support	No skip link found to skip the repetitive content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Page titles were not context sensitive
<a href="#">2.4.3 Focus Order</a> (Level A)	Does Not Support	Focus order of the active elements did not follow logical order
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Does Not Support	Link texts were not unique and meaningful
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1)	N/A	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1)	N/A	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1)	Does Not Support	Accessible name of many controls did not include the visible text/label
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1)	N/A	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Language of page was present
<a href="#">3.2.1 On Focus</a> (Level A)	Partially Supports	Calendar was triggered on focus

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Nothing changed on input
<a href="#">3.3.1 Error Identification</a> (Level A)	Does Not Support	Error messages were not communicated with assistive technology
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Does Not Support	Some form fields were missing label and not grouped together
<a href="#">4.1.1 Parsing</a> (Level A)	Does Not Support	Duplicate id attributes have been used
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Does Not Support	Several elements were missing appropriate Name and role.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	N/A	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	N/A	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1)	N/A	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1)	Supports	Auto complete attribute was present for most of the forms.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does Not Support	Several non-compliant elements found
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	All the functionalities were available and functioning in 200% zoom
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	No images of text found
<a href="#">1.4.10 Reflow</a> (Level AA 2.1)	Partially Supports	Some Pages were not reflowed without requiring two-dimensional scrolling for one page
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1)	Does Not Support	There were many non-text elements found with low contrast
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1)	Supports	Nothing changed when text spacing was applied
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1)	Supports	No change found on hover or focus
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Multiple ways were present
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	Some form fields were missing visual label
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Does Not Support	Focus was not visible for some of the active elements

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.11 Focus Visible Enhanced</a> (Level AA)	N/A	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	N/A	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigation was consistent
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Identification of the controls were consistent
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Error suggestions were understandable and robust
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	No loss of data
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1)	N/A	

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

Notes: AAA Not tested for

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)		
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1)		
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)		
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)		
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)		
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)		
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)		
<a href="#">2.2.3 No Timing</a> (Level AAA)		
<a href="#">2.2.4 Interruptions</a> (Level AAA)		
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)		
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1)		
<a href="#">2.3.2 Three Flashes</a> (Level AAA)		
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1)		
<a href="#">2.4.8 Location</a> (Level AAA)		
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)		

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>2.4.10 Section Headings</u></a> (Level AAA)		
<a href="#"><u>2.5.5 Target Size</u></a> (Level AAA 2.1)		
<a href="#"><u>2.5.6 Concurrent Input Mechanisms</u></a> (Level AAA 2.1)		
<a href="#"><u>3.1.3 Unusual Words</u></a> (Level AAA)		
<a href="#"><u>3.1.4 Abbreviations</u></a> (Level AAA)		
<a href="#"><u>3.1.5 Reading Level</u></a> (Level AAA)		
<a href="#"><u>3.1.6 Pronunciation</u></a> (Level AAA)		
<a href="#"><u>3.2.5 Change on Request</u></a> (Level AAA)		
<a href="#"><u>3.3.5 Help</u></a> (Level AAA)		
<a href="#"><u>3.3.6 Error Prevention (All)</u></a> (Level AAA)		

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Several WCAG guidelines pertaining to blind/low vision users are not met, causing failure of 302.1
302.2 With Limited Vision	Does Not Support	Several WCAG guidelines pertaining to limited vision users are not met, causing failure of 302.2
302.3 Without Perception of Color	Does Not Support	Several WCAG guidelines pertaining to limited vision users are not met, causing failure of 302.2
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Supports	See ACR
302.7 With Limited Manipulation	Does Not Support	Several WCAG guidelines pertaining to limited manipulation have not been met, causing failure of 302.1
302.8 With Limited Reach and Strength	Does Not Support	Several WCAG guidelines pertaining to limited reach and strength have not been met, causing failure of 302.8
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Several WCAG guidelines pertaining to limited language, cognitive, and learning abilities have not been met, causing failure of 302.9

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		

Criteria	Conformance Level	Remarks and Explanations
<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		
413.1.2 Pass-Through of Closed Caption Data		
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		

Criteria	Conformance Level	Remarks and Explanations
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## 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>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## Legal Disclaimer

*This information contained within this document is for informational purposes only.*

© 2019 – TestPros, Inc. (TestPros), All rights reserved. The names of actual companies and products mentioned herein may be trademarks of their respective owners. The information contained in this document represents the current (as of the date of publication of this document) assessment results. TestPros cannot guarantee the accuracy of any information presented after that date.

*Customization of the product, or any product it is incorporated into, voids this conformance statement from TestPros. Customers may make independent conformance statements if they have conducted due diligence to meet all relevant requirements for their customization.*

**TestPros MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.**

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

# Accessibility Conformance Report (ACR®)

## Based off VPAT Version 2.4 – March 2020

For Symbolstix

Performed by TestPros, Inc.



April 18<sup>th</sup>, 2023

TestPros, Inc.  
46090 Lake Center Plaza  
Suite 306  
Sterling, Virginia 20165  
Tel: (703) 787-7600

# Accessibility Conformance Report

## WCAG Edition

VPAT® Version 2.4 – March 2020

Name of Product/Version:	<a href="https://prime.n2y.com/symbolstix/home">https://prime.n2y.com/symbolstix/home</a>
Product Description:	[Company Fills Out]
Date:	April 18 <sup>th</sup> , 2023
Contact information:	[Company Fills Out]
Notes:	[Company Fills Out]
Evaluation Methods Used:	<b>DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools.</b>

### Applicable Standards/Guidelines:

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.4, at <a href="https://www.w3.org/TR/WCAG22/">https://www.w3.org/TR/WCAG22/</a>	Level A (Yes / No ) Level AA (Yes / No )

	Level AAA (Yes / No )
--	-----------------------

## Terms

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

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

## WCAG 2.1 Report

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Does Not Support	Many images found without alternative text
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Does Not Support	Many pages were missing programmatic headings and list mark up
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Does Not Support	There are many controls placed before the selection or input field
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Does Not Support	Asterisks have been used to indicate the required form field without textual info.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color was not used to communicate information
<a href="#">1.4.2 Audio Control</a> (Level A)	N/A	
<a href="#">2.1.1 Keyboard</a> (Level A)	Does Not Support	Several active elements were missing keyboard access
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No keyboard trap was found
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1)	N/A	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	N/A	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	No moving content found
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	No flashing elements found
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Does Not Support	No visible skip link found to skip the repetitive content. Also, many iframes were found without titles.
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially Supports	Some pages were missing the brand name in their title
<a href="#">2.4.3 Focus Order</a> (Level A)	Does Not Support	Focus order of the active elements did not follow logical order for the modals
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Does Not Support	Link texts were not unique and meaningful
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1)	N/A	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1)	N/A	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1)	Partially Supports	Some dropdown boxes were not including the visible text in their accessible name

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1)	N/A	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Language of page was present
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Nothing changed on focus
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Nothing changed on input
<a href="#">3.3.1 Error Identification</a> (Level A)	N/A	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	Form fields were not grouped.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	No html related error found
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Does Not Support	Several elements were missing appropriate Name and role.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	N/A	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	N/A	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1)	N/A	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1)	Partially Supports	Search form field was missing the auto complete attribute
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does Not Support	Several non-complaint elements found
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	All the functionalities were available and functioning in 200% zoom
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	No images of text found
<a href="#">1.4.10 Reflow</a> (Level AA 2.1)	Partially Supports	Some Pages were not reflowed without requiring two-dimensional scrolling for one page
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1)	Does Not Support	There were many non-text elements found with low contrast
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1)	Supports	All the text and contents were visible when text spacing applied
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1)	Supports	No change found on hover or focus
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Multiple ways were present

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	Some drop down boxes were found without visual label
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Focus was not visible for the radio buttons and the checkboxes
<a href="#">2.4.11 Focus Visible Enhanced</a> (Level AA)	N/A	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	N/A	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigation was consistent
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Identification of the controls were consistent
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	N/A	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	N/A	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1)	N/A	

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

Notes: AAA Not tested for

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)		
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1)		
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)		
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)		
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)		
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)		
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)		
<a href="#">2.2.3 No Timing</a> (Level AAA)		
<a href="#">2.2.4 Interruptions</a> (Level AAA)		
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)		
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1)		
<a href="#">2.3.2 Three Flashes</a> (Level AAA)		

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>2.3.3 Animation from Interactions</u></a> (Level AAA 2.1)		
<a href="#"><u>2.4.8 Location</u></a> (Level AAA)		
<a href="#"><u>2.4.9 Link Purpose (Link Only)</u></a> (Level AAA)		
<a href="#"><u>2.4.10 Section Headings</u></a> (Level AAA)		
<a href="#"><u>2.5.5 Target Size</u></a> (Level AAA 2.1)		
<a href="#"><u>2.5.6 Concurrent Input Mechanisms</u></a> (Level AAA 2.1)		
<a href="#"><u>3.1.3 Unusual Words</u></a> (Level AAA)		
<a href="#"><u>3.1.4 Abbreviations</u></a> (Level AAA)		
<a href="#"><u>3.1.5 Reading Level</u></a> (Level AAA)		
<a href="#"><u>3.1.6 Pronunciation</u></a> (Level AAA)		
<a href="#"><u>3.2.5 Change on Request</u></a> (Level AAA)		
<a href="#"><u>3.3.5 Help</u></a> (Level AAA)		
<a href="#"><u>3.3.6 Error Prevention (All)</u></a> (Level AAA)		

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Several WCAG guidelines pertaining to blind/low vision users are not met, causing failure of 302.1
302.2 With Limited Vision	Does Not Support	Several WCAG guidelines pertaining to limited vision users are not met, causing failure of 302.2
302.3 Without Perception of Color	Supports	See ACR
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Supports	See ACR
302.7 With Limited Manipulation	Does Not Support	Several WCAG guidelines pertaining to limited manipulation have not been met, causing failure of 302.1
302.8 With Limited Reach and Strength	Does Not Support	Several WCAG guidelines pertaining to limited reach and strength have not been met, causing failure of 302.8
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Several WCAG guidelines pertaining to limited language, cognitive, and learning abilities have not been met, causing failure of 302.9

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		

Criteria	Conformance Level	Remarks and Explanations
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
<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		

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data		
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces		
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## 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>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## Legal Disclaimer

*This information contained within this document is for informational purposes only.*

© 2019 – TestPros, Inc. (TestPros), All rights reserved. The names of actual companies and products mentioned herein may be trademarks of their respective owners. The information contained in this document represents the current (as of the date of publication of this document) assessment results. TestPros cannot guarantee the accuracy of any information presented after that date.

*Customization of the product, or any product it is incorporated into, voids this conformance statement from TestPros. Customers may make independent conformance statements if they have conducted due diligence to meet all relevant requirements for their customization.*

**TestPros MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.**

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

# Accessibility Conformance Report (ACR®)

## Based off VPAT Version 2.4 – March 2020

For News2You

Performed by TestPros, Inc.



April 28<sup>th</sup> 2023

TestPros, Inc.  
46090 Lake Center Plaza  
Suite 306  
Sterling, Virginia 20165  
Tel: (703) 787-7600

# Accessibility Conformance Report

## WCAG Edition

VPAT® Version 2.4 – March 2020

Name of Product/Version:	<a href="https://news.n2y.com/News2You/Home">https://news.n2y.com/News2You/Home</a>
Product Description:	[Company Fills Out]
Date:	April 16 <sup>th</sup> 2023
Contact information:	[Company Fills Out]
Notes:	[Company Fills Out]
Evaluation Methods Used:	<b>DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools.</b>

### Applicable Standards/Guidelines:

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.4, at <a href="https://www.w3.org/TR/WCAG22/">https://www.w3.org/TR/WCAG22/</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )

## Terms

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

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

## WCAG 2.1 Report

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Does Not Support	Many images found without alternative text
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	N/A	
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Does Not Support	Many pages were missing programmatic headings, landmarks, list and data table structures
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	All the controls are placed in a meaningful sequence
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	No sensory character has used
<a href="#">1.4.1 Use of Color</a> (Level A)	Partially Supports	Color was used to identify the selection of the controls
<a href="#">1.4.2 Audio Control</a> (Level A)	N/A	
<a href="#">2.1.1 Keyboard</a> (Level A)	Does Not Support	Several active elements were missing keyboard access
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No keyboard trap was found
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1)	N/A	
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	N/A	
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	No moving content found
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	No flashing elements found
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Does Not Support	No visible skip link found to skip the repetitive content. Also, some iframes were found without titles.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Page titles were context sensitive
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	Focus order of the active elements did not follow logical order for the play/pause button in the home screen
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Does Not Support	Link texts were not unique and meaningful
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1)	N/A	
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1)	N/A	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1)	Supports	Accessible name of the controls includes the visible text/label
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1)	N/A	
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Language of page was present

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Nothing changed on focus
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Nothing changed on input
<a href="#">3.3.1 Error Identification</a> (Level A)	N/A	
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Form fields labels and instruction were present
<a href="#">4.1.1 Parsing</a> (Level A)	Does Not Support	Duplicate id attributes have been used
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Does Not Support	Several elements were missing appropriate Name and role.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	N/A	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	N/A	
<a href="#">1.3.4 Orientation</a> (Level AA 2.1)	N/A	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1)	Partially Supports	Search form field was missing the auto complete attribute
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Does Not Support	Several non-complaint elements found
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	All the functionalities were available and functioning in 200% zoom
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	No images of text found
<a href="#">1.4.10 Reflow</a> (Level AA 2.1)	Partially Supports	Some Pages were not reflowed without requiring two-dimensional scrolling for one page
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1)	Does Not Support	There were many non-text elements found with low contrast
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1)	Supports	All the text and contents were visible when text spacing applied
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1)	Supports	No change found on hover or focus
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Multiple ways were present
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Headings and labels were used
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Focus was not visible for the sliders

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.11 Focus Visible Enhanced</a> (Level AA)	N/A	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	N/A	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigation was consistent
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Identification of the controls were consistent
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	N/A	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	N/A	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1)	N/A	

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

Notes: AAA Not tested for

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)		
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)		
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1)		
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)		
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)		
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)		
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)		
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)		
<a href="#">2.2.3 No Timing</a> (Level AAA)		
<a href="#">2.2.4 Interruptions</a> (Level AAA)		
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)		
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1)		
<a href="#">2.3.2 Three Flashes</a> (Level AAA)		
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1)		
<a href="#">2.4.8 Location</a> (Level AAA)		
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)		

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>2.4.10 Section Headings</u></a> (Level AAA)		
<a href="#"><u>2.5.5 Target Size</u></a> (Level AAA 2.1)		
<a href="#"><u>2.5.6 Concurrent Input Mechanisms</u></a> (Level AAA 2.1)		
<a href="#"><u>3.1.3 Unusual Words</u></a> (Level AAA)		
<a href="#"><u>3.1.4 Abbreviations</u></a> (Level AAA)		
<a href="#"><u>3.1.5 Reading Level</u></a> (Level AAA)		
<a href="#"><u>3.1.6 Pronunciation</u></a> (Level AAA)		
<a href="#"><u>3.2.5 Change on Request</u></a> (Level AAA)		
<a href="#"><u>3.3.5 Help</u></a> (Level AAA)		
<a href="#"><u>3.3.6 Error Prevention (All)</u></a> (Level AAA)		

# Revised Section 508 Report

## Chapter 3: Functional Performance Criteria (FPC)

Notes: Based on ACR 2.4 Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Several WCAG guidelines pertaining to blind/low vision users are not met, causing failure of 302.1
302.2 With Limited Vision	Does Not Support	Several WCAG guidelines pertaining to limited vision users are not met, causing failure of 302.2
302.3 Without Perception of Color	Partially Supports	Several WCAG guidelines pertaining to limited vision users are not met, causing failure of 302.2
302.4 Without Hearing	Supports	See ACR
302.5 With Limited Hearing	Supports	See ACR
302.6 Without Speech	Supports	See ACR
302.7 With Limited Manipulation	Does Not Support	Several WCAG guidelines pertaining to limited manipulation have not been met, causing failure of 302.1
302.8 With Limited Reach and Strength	Does Not Support	Several WCAG guidelines pertaining to limited reach and strength have not been met, causing failure of 302.8
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Several WCAG guidelines pertaining to limited language, cognitive, and learning abilities have not been met, causing failure of 302.9

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		

Criteria	Conformance Level	Remarks and Explanations
<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		
413.1.2 Pass-Through of Closed Caption Data		
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		

Criteria	Conformance Level	Remarks and Explanations
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

## 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>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## Legal Disclaimer

*This information contained within this document is for informational purposes only.*

© 2019 – TestPros, Inc. (TestPros), All rights reserved. The names of actual companies and products mentioned herein may be trademarks of their respective owners. The information contained in this document represents the current (as of the date of publication of this document) assessment results. TestPros cannot guarantee the accuracy of any information presented after that date.

*Customization of the product, or any product it is incorporated into, voids this conformance statement from TestPros. Customers may make independent conformance statements if they have conducted due diligence to meet all relevant requirements for their customization.*

**TestPros MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.**

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)