

Accessibility Conformance Report (ACR®) Based off VPAT Version 2.4 – March 2020

For N2Y Global

Performed by TestPros, Inc.



April 15th, 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:	https://myaccount.n2y.com/Me/Welcome
Product Description:	[Company Fills Out]
Date:	April 15 th , 2023
Contact information:	[Company Fills Out]
Notes:	[Company Fills Out]
Evaluation Methods Used:	DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods and recommended AT tools.

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
1.1.1 Non-text Content (Level A)	Does Not Support	Many images found without alternative text
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	N/A	
1.2.2 Captions (Prerecorded) (Level A)	N/A	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	N/A	
1.3.1 Info and Relationships (Level A)	Does Not Support	Many pages were missing programmatic headings, landmarks, list and data table mark up
1.3.2 Meaningful Sequence (Level A)	Supports	All the active controls are placed logically
1.3.3 Sensory Characteristics (Level A)	Supports	No sensory characters have been used
1.4.1 Use of Color (Level A)	Does Not Support	Color was used as a sole way to communicate information
1.4.2 Audio Control (Level A)	N/A	
2.1.1 Keyboard (Level A)	Does Not Support	Several active elements were missing keyboard access
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap was found
2.1.4 Character Key Shortcuts (Level A 2.1)	N/A	
2.2.1 Timing Adjustable (Level A)	N/A	
2.2.2 Pause, Stop, Hide (Level A)	Does Not Support	Auto updating content found without play/pause button
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing elements found
2.4.1 Bypass Blocks (Level A)	Does Not Support	No visible skip link found to skip the repetitive content. Also, many iframes were found without titles.
2.4.2 Page Titled (Level A)	Does Not Support	Some pages were not having context sensitive page title
2.4.3 Focus Order (Level A)	Does Not Support	Focus order of the active elements did not follow logical order for the modals
2.4.4 Link Purpose (In Context) (Level A)	Does Not Support	Link texts were not unique and meaningful
2.5.1 Pointer Gestures (Level A 2.1)	N/A	
2.5.2 Pointer Cancellation (Level A 2.1)	N/A	
2.5.3 Label in Name (Level A 2.1)	Does Not Support	Accessible names of some of the drop downs and controls were not including the visible text

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1)	N/A	
3.1.1 Language of Page (Level A)	Supports	Language of page was set
3.2.1 On Focus (Level A)	Partially Supports	Calendar was triggered on focus
3.2.2 On Input (Level A)	Supports	Nothing changed on input
3.3.1 Error Identification (Level A)	Partially Supports	Not all the error messages were conveyed by the assistive technology
3.3.2 Labels or Instructions (Level A)	Does Not Support	Form fields were not grouped and missing visible and programmatic label
4.1.1 Parsing (Level A)	Does Not Support	Duplicate id attributes have been used
4.1.2 Name, Role, Value (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
1.2.4 Captions (Live) (Level AA)	N/A	
1.2.5 Audio Description (Prerecorded) (Level AA)	N/A	
1.3.4 Orientation (Level AA 2.1)	N/A	
1.3.5 Identify Input Purpose (Level AA 2.1)	Partially Supports	Search form field was missing the auto complete attribute
1.4.3 Contrast (Minimum) (Level AA)	Does Not Support	Several non-complaint elements found
1.4.4 Resize text (Level AA)	Supports	All the functionalities were available and functioning in 200% zoom
1.4.5 Images of Text (Level AA)	Supports	No images of text found
1.4.10 Reflow (Level AA 2.1)	Supports	Pages reflowed properly
1.4.11 Non-text Contrast (Level AA 2.1)	Does Not Support	There were many non-text elements found with low contrast
1.4.12 Text Spacing (Level AA 2.1)	Supports	All the text and contents were visible when text spacing applied
1.4.13 Content on Hover or Focus (Level AA 2.1)	Supports	No change found on hover or focus

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA)	Supports	Multiple ways were present
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels were used
2.4.7 Focus Visible (Level AA)	Partially Supports	Focus was not visible for the some of the radio buttons and the checkboxes
2.4.11 Focus Visible Enhanced (Level AA)	N/A	
3.1.2 Language of Parts (Level AA)	N/A	
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation was consistent
3.2.4 Consistent Identification (Level AA)	Supports	Identification of the controls were consistent
3.3.3 Error Suggestion (Level AA)	N/A	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	N/A	
4.1.3 Status Messages (Level AA 2.1)	N/A	

Table 3: Success Criteria, Level AAA

Notes: AAA Not tested for

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

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA)		
2.3.3 Animation from Interactions (Level AAA 2.1)		
2.4.8 Location (Level AAA)		
2.4.9 Link Purpose (Link Only) (Level AAA)		
2.4.10 Section Headings (Level AAA)		
2.5.5 Target Size (Level AAA 2.1)		
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1)		
3.1.3 Unusual Words (Level AAA)		
3.1.4 Abbreviations (Level AAA)		
3.1.5 Reading Level (Level AAA)		
3.1.6 Pronunciation (Level AAA)		
3.2.5 Change on Request (Level AAA)		
3.3.5 Help (Level AAA)		
3.3.6 Error Prevention (All) (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
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	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		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	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		
407.8 Reach Height and Depth	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		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	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		
412.8 Legacy TTY Support	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
413 Closed Caption Processing Technologies	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		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	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 WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	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		
502.3 Accessibility Services	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
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	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)