

# Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version: PowerSchool Unified Talent Employee Records (HR Persona)**

**Report Date: February 2, 2021**

### **Product Description:**

PowerSchool's SmartFind Express provides automated callout and online absence management to fill openings with qualified substitutes. It simplifies the request and scheduling process with a highly configurable, time-tested system for managing substitutes and seeing real-time staffing data at the school and district levels.

### **Contact Information:**

[accessibility@powerschool.com](mailto:accessibility@powerschool.com)

### **Notes:**

The testing process was carried out in compliance to the WCAG 2.1 AA guidelines. The product was found to be overall partially supportive.

As a summary, there are some elements and functionalities that are not being supported such as Incorrect focus order, message notifications, incorrect role, incorrect label, no role, no label association, duplicate landmarks, incorrect page title, insufficient color contrast etc.

Accessibility for Ontarians with Disabilities Act (AODA) website compliance requires all public and (large) private organizations to make their websites and web content conform to mandatory accessibility standards (WCAG 2.0). WCAG is simply a set of formal guidelines on how to develop accessible web content. These standards represent a higher level of accessibility than 508 standards, although they are identical or very similar. WCAG focuses primarily on HTML accessibility.

When reviewing this VPAT if you are asking about AODA, when viewing you'll see Section 508 which references WCAG 2.0. The WCAG 2.1 only does not apply to AODA or Section 508. The vendor is simply trying to comply to a higher standard.

## Evaluation Methods Used:

The product was tested against all of the applicable 50 success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. The testing methodology included a combination of automated testing, manual testing conducted via paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. This testing methodology ensures that every aspect related to accessibility and user experience is included in our analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies – Screen readers NVDA, JAWS, keyboard only interaction, Browser zoom, Dragon NaturallySpeaking;
- Automated tools – aXe, Color Contrast Analyzer
- Browsers – Chrome, Firefox;
- Accessibility plugins – aXe;
- Desktop- Windows 10;
- Mobile- iPad;

The following combinations of technologies were used:

- Windows with Chrome and JAWS;
- Windows with Firefox and NVDA;
- iPad with safari and Responsiveness;
- Windows with Chrome and aXe;
- Windows with Google Chrome and Zoom;
- Windows with Google Chrome and DragonNaturallySpeaking;

- Windows with Google Chrome and Color Contrast Analyzer;

## Compatibility Matrix:

OS	Browser	Assistive Technology
Windows 10	Chrome	JAWS
Windows 10	Firefox	NVDA
Windows 10	Chrome	Dragon NaturallySpeaking

## 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)
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V3.1.1 (2019-11)	(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:** 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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

# 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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Partially Support</b></p>	<p><b>Features:</b> There are informative images available in the application for which alternative text is provided. However, there are some exceptions where alternative text is missing for the image and decorative image is read by screen reader.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Support: The <b>Image</b> gives no information to the user when it is reached by the screen reader.</li> <li>2. Files: Unnecessary content is being read by the screen reader when it reaches <b>image under the Add Sleeve button</b>.</li> <li>3. Active contract: The <b>New year's contract Report graphic link</b> gives no information to the user when it is reached by the screen reader.</li> </ol>
<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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no audio only and video only content present in the application.</p>
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p>	<p>WCAG 2.1</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no multimedia content present in the application.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: 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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no multimedia content present in the application.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> </ul>	<p>WCAG 2.1</p>	<p><b>Features:</b> Screen reader properly identifies most of the information available in the application and the screen reader user is</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <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> 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>	Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <b>Partially Supports</b>	easily able to perceive the relationships between an element and its role. However, there are some exceptions where visually impaired user face difficulty in understanding the information and its corresponding relationship:  <b>Exceptions:</b> <ol style="list-style-type: none"> <li>1. Report: Screen reader does not announce today's date when focus reaches to "21st Jan".</li> <li>2. Report: Screen reader does not announce currently active link present in the pagination links.</li> <li>3. Checklist Completion: The content displayed is not being read as tabular information.</li> <li>4. Take tour: Visually appearing heading not tagged as heading</li> <li>5. Home page: The screen reader is not announcing the purpose of the table.</li> <li>6. Available forms: Hidden content read by the screen reader.</li> </ol>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <b>Partially Supports</b>	<b>Features:</b> Screen reader reads the content present in the application in a meaningful sequence with the help of arrow keys. However there is an exception where reading order does not match with the presentation order of the web page.  <b>Exception:</b> <ol style="list-style-type: none"> <li>1. Active contract: The navigation order provided to <b>active contract table</b> is not meaningful.</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.3.3 Sensory Characteristics</a>(Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no information present in the application, which is presented in the form of sensory characteristics.</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> Color is used to convey some meaningful information in the application it is accompanied by an alternative that does not rely on color to interpret the same information.</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p><b>Features:</b> There is no such audio available in the application, which plays automatically as soon as the page is launched.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <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> 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>Not Applicable</b>	
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: 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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <b>Partially Supports</b>	<p><b>Features:</b> Application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard for screen reader/ keyboard only users. However, there are some exceptions where it is difficult for screen reader/ keyboard only user to access some of these elements using a keyboard.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>Active contract: The <b>More option button present in the table</b> is not expanded or collapsed using the keyboard.</li> <li>Report: The focus does not reach "<b>Next/ previous</b>" <b>button</b>.</li> <li>Custom Report: screen reader user is unable to re-arrange the report.</li> <li>Files: The focus does not reach the Options under Add Sleeve and File Document.</li> <li>Files: The focus does not reach the <b>Folders &amp; Checklist</b> at the top of the page.</li> </ol>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to: 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> </ul>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p><b>Features:</b> Application has good support for keyboard interaction and there is no keyboard trap.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p align="center"><b>Supports</b></p>	
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p align="center">WCAG 2.1</p> <p align="center"><b>Not Applicable</b></p>	<p><b>Features:</b></p> <p>There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p align="center">WCAG 2.1</p> <p align="center">Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p align="center"><b>Not Applicable</b></p>	<p><b>Features:</b></p> <p>There is no such time-based activity available in the web application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no such functionality/activity available in the application, where there is a need to Pause, Stop or Hide the content.</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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no flashing / blinking content present anywhere in the application.</p>
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p>	<p>WCAG 2.1 Revised Section 508</p>	<p><b>Features:</b> “Skip to Main Content” link is not present at the top of any</p>

Criteria	Conformance Level	Remarks and Explanations
<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>	<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p>web page, with the help of which screen reader user can skip the header section and navigate to the main content area of the page.</p> <p>Also, all the content present in the page are not contained in a landmark which essentially helps screen reader user to navigate within different sections of web page easily.</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>WCAG 2.1</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Does Not Support</b></p>	<p><b>Features:</b></p> <p>In the application, web pages does not have the unique page title to understand the context of the web pages.</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> </ul>	<p>WCAG 2.1</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p><b>Features:</b></p> <p>The focus order is moving in a sequential manner throughout the application. However, there are some exceptions where focus order moves in an incorrect sequence.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <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>Partially Supports</b></p>	<p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Take tour: Tour info is not being announced automatically to the user by screen reader.</li> <li>2. Header: The <b>Left Panel Navigation, Header, Search, Support, Take Tour</b> don't have a logical navigation sequence using only the keyboard.</li> <li>3. Home page: The Delete link and the modal window appears after triggering it don't have a logical navigation sequence using only the keyboard.</li> <li>4. Create a contract: Screen reader focus reaches to Upload image button two times.</li> <li>5. Report: Screen reader focus does not automatically shift to the "<b>Datepicker</b>" dialog.</li> <li>6. Checklist completion: Screen reader focus reaches to "Hide filter" button two times. Also, announces its label in two parts.</li> </ol>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: 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> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b> Appropriate link text is provided for the most of the links available in the application. However there are some exceptions where link does not have the descriptive link text.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Header: The link is not descriptive or accurate, neither is it providing accurate information about where it is redirecting the user to.</li> <li>2. Support: screen reader announces "<b>Help</b>" link as "link records".</li> <li>3. Active: purpose of this link is not being correctly communicated to screen reader users.</li> </ol>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>WCAG 2.1</p> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no functionality present in the application with complex pointer gestures hence there is no need to</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		<p>provide alternative means for operating the content.</p>
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>WCAG 2.1</p> <p><b>Supports</b></p>	<p><b>Features:</b> Entire Application supports pointer cancellation as the down-event of the pointer is not used to execute any part of the function, elements trigger only by using the up-event.</p>
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (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> </ul>	<p>WCAG 2.1</p> <p><b>Partially Supports</b></p>	<p><b>Features:</b> Visual label matches with the accessible or programmatic name for the elements. However, there are some exceptions, where visual label does not match with the programmatic name for the elements.</p> <p><b>Exceptions:</b> 1. Home page: <b>Need Attention, Completed tabs</b> is not being detected by dragon.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		2. Files: <b>Radio button, Cross button</b> is not being detected by dragon. 3. Checklist completion: <b>Checkbox</b> is not being detected by dragon. 4. Home page: <b>Left navigation bar</b> is not being detected by dragon. 5. Home page: <b>Support Button</b> is not being detected by dragon.
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	WCAG 2.1  <b>Not Applicable</b>	<p><b>Features:</b></p> <p>There is no functionality in the application that can be operated by device motion or user motion.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>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> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <b>Does not support</b>	<p><b>Features:</b></p> <p>Lang attribute 'En' is not provided for all the pages in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> </ul> 602.3 (Support Docs)		
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> Application does not have such feature / functionality, which triggers automatically on receiving the focus.</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> Change of context does not happen anywhere in the web application when changing the setting of any UI component.</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p>	<p>WCAG 2.1 Revised Section 508</p>	



Criteria	Conformance Level	Remarks and Explanations
<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>	<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Does not support</b></p>	<p><b>Features:</b> Application does not provide all errors in textual form. Also, error messages are not perceivable for the cognitive and screen reader users.</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b> The UI element is provided with a correct and meaningful label. However, there are some exceptions where the label is not provided for the UI elements.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Import Contract: No label is provided for the <b>multiline edit field</b>.</li> <li>2. Login: No label is provided for the <b>Form Fields</b>.</li> <li>3. Beth's Curiosity Modal: No label is provided for the <b>Staff Name edit field</b>.</li> </ol>
<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> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b> This evaluation requires code level check in order to validate the start and end tags, elements nesting is according to specification, duplicate attribute etc.</p> <p>However, duplicate ids are used for the elements in all the pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>WCAG 2.1</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b></p> <p>Most of the components present in the application have proper name/label, role/state and value, which helps screen reader user to understand the actual purpose and nature of these components. However, there are some exceptions where Name/Role/Value is not associated properly for the elements.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Create a contract: Screen reader announces "<b>close</b>" icon without any role and label.</li> <li>2. Report: The screen reader doesn't announce the purpose of the control when reaching it.</li> <li>3. Report: The screen reader does not announce unique label for <b>buttons "Remind" and "Retract"</b>.</li> <li>4. Checklist completion: screen reader announces all the buttons present under filter as links.</li> <li>5. Checklist completion: Screen reader does not announce toggled state of "<b>show/hide filter</b>".</li> </ol>

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> </ul>	<p>WCAG 2.1</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p><b>Features:</b></p> <p>There is no such live multimedia content present in the web application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <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> 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>Not Applicable</b>	
<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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <b>Not Applicable</b>	<p><b>Features:</b> There is no such multimedia content present in the web application.</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> </ul>	WCAG 2.1  <b>Supports</b>	<p><b>Features:</b> Content does not restrict its view and operation to a single display orientation in the application, such as portrait or landscape, unless a specific display orientation is essential.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<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> Revised Section 508 – Does not apply	WCAG 2.1  <b>Supports</b>	<p><b>Features:</b> Application provides proper labels, which are associated with respective input fields, where user needs to provide input information. These labels are informative enough to identify the purpose of such input 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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <b>Partially Supports</b>	<p><b>Features:</b> Application has sufficient color contrast ratio i.e. 4.5:1 for most of the text present in the application. However, at some instances contrast ratio is not sufficient.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>Contracts: The color contrast ratio between the <b>Previous/Next buttons</b> and its background is less than 4.5:1.</li> <li>Import contract: The color contrast ratio of <b>Options under Import Contract</b> between the texts and its background is less than 4.5:1.</li> <li>Folder content: The color contrast ratio of <b>Complete and non-complete options</b> and its background is less than 4.5:1.</li> <li>Login: The color contrast ratio between the text "<b>Please use</b>" and its background is less than 4.5:1.</li> <li>Take tour: The color contrast ratio between the text "<b>No Thanks</b>" and its background is less than 4.5:1.</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b> Application is operable and readable while resizing the content using the browser zoom feature. However, there is an exception where the page layout does not properly support 200% browser zoom, as Element loses functionality at this magnification level.</p> <p><b>Exception:</b> 1. Header: Element loses functionality when zooming browser to 200%.</p>
<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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b> There is no such information present in the application, which is in the form of Image of text.</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> </ul>	<p>WCAG 2.1</p> <p><b>Partially Supports</b></p>	<p><b>Features:</b> Application is easy to navigate at 400% magnification level. However, there are a few instances where content loss or dual scroll bars observed on the page on 400% browser zoom.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <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> Revised Section 508 – Does not apply		<b>Exceptions:</b> <ol style="list-style-type: none"> <li>1. Files: Content becomes truncated when zooming browser to 400%.</li> <li>2. Files: Content overlapped when zooming browser to 400%.</li> <li>3. Filing: Horizontal scroll bar appears when zooming browser to 400%.</li> </ol>
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to: 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> Revised Section 508 – Does not apply	WCAG 2.1  <b>Partially Supports</b>	<b>Features:</b> Application provides sufficient contrast ratio for different user interface components. Non-Text UI elements such as buttons, form fields etc. have a contrast ratio of 3:1 except for below instances:
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	WCAG 2.1  <b>Supports</b>	<b>Features:</b> Application provides support for people with low vision and cognitive disabilities as it allows users to view the application content in their desired text (Letter, word, line and paragraph) spacing.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>WCAG 2.1</p> <p><b>Does Not Support</b></p>	<p><b>Features:</b> The tooltip is available in the application which triggers the additional content only after receiving pointer hover.</p>
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Does Not Support</b></p>	<p><b>Features:</b> Multiple ways like search mechanism are not provided to locate the different web page in the application.</p>
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: 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> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> All Headings present in the application are descriptive enough to understand their purpose and sufficient label is provided for the entire form fields wherever descriptive label is needed.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <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> 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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Partially Supports</b></p>	<p><b>Features:</b>            Tab focus is visible on majority of the interactive elements present in the application. However, there is an exception where focus indicator is not visible on the interactive elements.</p> <p><b>Exception:</b>            1. Checklist Completion: Focus is not visible on <b>Table's Elements</b> while the user is navigating through focusable elements with the keyboard.</p>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <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> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Not Applicable</b></p>	<p><b>Features:</b>            Application content is available in English language only. There is no change in language throughout the application.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> Repeated components are occurring in the same order on every page of the application, which helps screen reader and cognitive user to predict the location of different web elements on each page.</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <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>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul> <p><b>Supports</b></p>	<p><b>Features:</b> Elements which have the same functionality across multiple pages in the application have same labels or same name.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> </ul>	<p>WCAG 2.1 Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p><b>Features:</b> Error suggestion messages are descriptive enough for users to understand and resolve the problem.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>Supports</b>	
<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> 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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <b>Not Applicable</b>	<p><b>Features:</b>            This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for user to review or revert the data before submission. However, application does not have such forms, where such risk is associated.</p>
<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>	WCAG 2.1 Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul> <b>Does not support</b>	<p><b>Features:</b>            Dynamic changes and notifications are not automatically announced, and screen reader users are unable to identify the updated status / progress of all the task programmatically in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

### Table 3: Success Criteria, Level AAA

Notes: Not Tested

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p><b>Features:</b>            NVDA and JAWS screen reader equally supports the application. Users using these screen readers can easily operate the application. However, there are some instances, where a screen reader user will have difficulties in understanding the information.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Search: The <b>search result</b> is not being announced to the screen reader user.</li> <li>2. Take tour: The screen reader announces <b>headings present in the take a tour modal window</b> as plain text.</li> <li>3. Left navigation panel: The screen reader announces the current <b>Report</b> as a <b>link</b>.</li> <li>4. Home Page: The screen reader is not announcing the purpose of the table.</li> <li>5. Available forms: The user reaches some hidden content when navigating with the screen reader.</li> <li>6. Leave Request Modal: On <b>Saving the form</b>, the screen reader user is</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>not aware that an error is occurring.</p> <p><b>Features:</b> Color scheme is appropriate and color contrast ratio of majority of the text and interactive elements is equal to or greater than standard ratio of 4.5:1 and 3:1 respectively and Content of the web pages is accessible in 200% and 400% browser zoom.</p> <p>However, there are a some instances where low vision user will find it difficult to recognize web elements as their color contrast ratio is less than the standard ratio or The content goes beyond the user's visual range and it's rendered incomprehensible because the context is lost.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Contracts: The color contrast ratio between the <b>Previous/Next buttons</b> and its background is less than 4.5:1.</li> <li>2. Login: The color contrast ratio between the text <b>"Please use"</b> and its background is less than 4.5:1.</li> <li>3. Home page: The color contrast ratio of the active focus outline is less than 3.0:1.</li> <li>4. Header: Element loses functionality when zooming browser to 200% and 400%.</li> <li>5. Files: Content becomes truncated when zooming browser to 400%.</li> </ol>
302.3 Without Perception of Color	Supports	<p><b>Features:</b> Color is used to convey some meaningful information in the application it is accompanied by an alternative that does not rely on color to interpret the same information.</p>
302.4 Without Hearing	Not Applicable	<p><b>Features:</b> Audios and Videos are not available in the application.</p>
302.5 With Limited Hearing	Not Applicable	<p><b>Features:</b> Audios and Videos are not available in the application.</p>
302.6 Without Speech	Not Applicable	<p><b>Features:</b> Speech is not required to complete any task or activity.</p>
	Not Applicable	<p><b>Features:</b></p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation		There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	<b>Partially Supports</b>	<p><b>Features:</b> Application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard for screen reader/ keyboard only users. However, there are some instances where it is difficult for screen reader/ keyboard only user to access elements using a keyboard.</p> <p><b>Exceptions:</b> 1. Files: The focus does not reach the Options under Add Sleeve and File Document. 2. Files: The focus does not reach the <b>Folders &amp; Checklist</b> at the top of the page. 3. File: The focus does not reach the Search Button. 4. Filing: The focus does not reach the Radio Buttons for Colors.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Supports</b>	<p><b>Features:</b> Many features in the application have good support for users with cognitive disabilities due to following reasons:</p> <ol style="list-style-type: none"> <li>1. Application does not have any moving text/images/animations, which disrupts in reading.</li> <li>2. Application does not have any multimedia, which plays automatically and confuses the user.</li> <li>3. Application does not have any flashing object, which causes seizure.</li> </ol>

## Chapter 4: [Hardware](#)

Notes: This website is a web software application and is not subjected to the requirements of this section.

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	<b>Features:</b> Application is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	<b>Features:</b> Application does not prohibit user to use any built-in accessibility features provided by Operating System itself. It means user can use features such as zoom, High Contrast, etc., along with the application without any problem. User can activate features like sticky keys in Windows etc., while working in application.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	<b>Features:</b> Most of the components present in the application have proper name/label, role/state and value, which helps screen reader user to understand the actual purpose and nature of these components.  <b>Exceptions:</b> 1. Search: The screen reader announces the <b>Search button</b> as a plain text. 2. Left navigation panel: The screen reader announces the current <b>Report</b> as a <b>link</b> . 3. Available forms: Screen reader announces the elements " <b>Beth 'Curiosity', 'Emergency Contact Information', 'Leave Request' and 'Sample Document Questions'</b> " as plain text. 4. Support: Screen reader announces "support chat" graphic link without any role. 5. Filing: Screen reader announces <b>pagination buttons (First, next, previous, last)</b> as " <b>less than, greater than</b> ".
502.3.2 Modification of Object Information	Partially Supports	<b>Features:</b> Current state and change in state of any object is programmatically

Criteria	Conformance Level	Remarks and Explanations
		<p>recognized by assistive technology. Except for below:</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Checklist completion: Screen reader does not announce toggled state of "<b>show/hide filter</b>".</li> <li>2. Header: screen reader does not announce the current state of the <b>buttons</b>.</li> <li>3. Left navigation panel: The state of the <b>Report</b>, whether its content is collapsed or expanded, is not announced by the screen reader.</li> <li>4. Home Page: The state of the <b>Filter field selector combo box</b>, whether its content is collapsed or expanded, is not announced by the screen reader.</li> </ol>
502.3.3 Row, Column, and Headers	<b>Partially Supports</b>	<p><b>Features:</b> There are very few tables provided in the application which are properly tagged. However, there is an exception where tabular content is not tagged in the table.</p> <p><b>Exception:</b></p> <ol style="list-style-type: none"> <li>1. Checklist completion: The content displayed is not being read as tabular information.</li> <li>2. Home page: The screen reader is not announcing the purpose of the table.</li> <li>3. Beth's Curiosity Modal: Unnecessary table tagged for plain text.</li> </ol>
502.3.4 Values	<b>Supports</b>	<p><b>Features:</b> Current value associated with the object is perceived programmatically by the assistive technology.</p>
502.3.5 Modification of Values	<b>Supports</b>	<p><b>Features:</b> Value that can be set by the user is perceived programmatically by the assistive technology.</p>
502.3.6 Label Relationships	<b>Partially Supports</b>	<p><b>Features:</b> This application uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to Assistive</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Technologies. Except for below.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Login: Visual label is not associated with the checkbox.</li> <li>2. Filing: Visual label is not associated with the "File name" edit field.</li> <li>3. Filing: visual label is not associated with the "Select source" combo box.</li> </ol>
502.3.7 Hierarchical Relationships	Partially Supports	<p><b>Features:</b></p> <p>Application has standard HTML markup to express hierarchical relationships. However, there are some instances where heading structure is implemented incorrectly.</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Take tour: The screen reader announces <b>headings</b> present in the take a tour modal window as plain text.</li> <li>2. Beth's Curiosity Modal: The screen reader jumps from heading level h4 to heading level h2.</li> <li>3. Login: There's no heading level 1 that allows screen reader users to skim through the page.</li> <li>4. Login: The screen reader jumps from heading level <b>3</b> to heading level <b>2</b>.</li> </ol>
502.3.8 Text	Supports	<p><b>Features:</b></p> <p>Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.</p>
502.3.9 Modification of Text	Supports	<p><b>Features:</b></p> <p>Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies. Text entered by user is perceived by screen reader easily.</p>
502.3.10 List of Actions	Partially Supports	<p><b>Features:</b></p> <p>Application allows assistive technologies (AT) to programmatically execute available actions on objects. Except for below:</p> <p><b>Exceptions:</b></p>



Criteria	Conformance Level	Remarks and Explanations
		<ol style="list-style-type: none"> <li>1. Contracts: The <b>More option button</b> present in the table is not expanded or collapsed using the keyboard.</li> <li>2. Report: The focus does not reach "<b>Next/ previous</b>" <b>button</b>.</li> <li>3. Filing: The focus does not reach the Radio Buttons for Colors.</li> <li>4. Home Page: <b>Tabs "Need Attention, Completed"</b> are not being triggered by dragon.</li> <li>5. Report: <b>Checkbox</b> is not being triggered by dragon.</li> </ol>
502.3.11 Actions on Objects	<b>Partially Supports</b>	<p><b>Features:</b> Application allows assistive technologies (AT) to programmatically execute available actions on objects. Except for below:</p> <p><b>Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Contracts: The <b>More option button</b> present in the table is not expanded or collapsed using the keyboard.</li> <li>2. Report: The focus does not reach "<b>Next/ previous</b>" <b>button</b>.</li> <li>3. Filing: The focus does not reach the Radio Buttons for Colors.</li> <li>4. Home Page: <b>Tabs "Need Attention, Completed"</b> are not being triggered by dragon.</li> <li>5. Report: <b>Checkbox</b> is not being triggered by dragon.</li> </ol>
502.3.12 Focus Cursor	<b>Partially Supports</b>	<p><b>Features:</b> Web application uses a border outliner to indicate the current position of the focus indicator. However, there is an exception where focus indicator is not visible.</p> <p><b>Exception:</b></p> <ol style="list-style-type: none"> <li>1. Reports: Focus is not visible on <b>Tables' Elements</b> while the user is navigating through focusable elements with the keyboard.</li> </ol>
502.3.13 Modification of Focus Cursor	<b>Supports</b>	<p><b>Features:</b> Website allows assistive technology (AT) user to modify the location of focus, the text insertion point and change selection attributes of objects.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	<b>Does not Support</b>	<b>Features:</b> All the status messages and notifications on the application are not announced to the user.
502.4 Platform Accessibility Features	<b>Not Applicable</b>	<b>Features:</b> Application is not considered platform software as defined by Section 508.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	<b>Supports</b>	<b>Features:</b> Application respects user preferences from OS settings. For example, if a lower vision user enables high contrast mode, user interfaces will display in high contrast.
503.3 Alternative User Interfaces	<b>Not Applicable</b>	<b>Features:</b> Application does not provide any alternative user interfaces that function as assistive technology.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	<b>Not Applicable</b>	<b>Features:</b> There is no multimedia content available in the application.
503.4.2 Audio Description Controls	<b>Not Applicable</b>	<b>Features:</b> There is no multimedia content available in the application.
<b><u>504 Authoring Tools</u></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 <b><u>WCAG 2.1</u></b> section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	<b>Not Applicable</b>	<b>Features:</b> There is no feature to convert content from one format to another in the application.
504.2.2 PDF Export	<b>Not Applicable</b>	<b>Features:</b> There is no PDF export feature in the application.
504.3 Prompts	<b>Not Applicable</b>	<b>Features:</b> There is no prompt in the application to create content.

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	<b>Features:</b> There are no templates provided in the application to create content.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	<b>Features:</b> There is no section available in the application, which describes the information regarding accessibility and its compatibility with different assistive technologies.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.1</a> section	<b>Features:</b> Application has a Help Center which provides information related to the application. People with visual, motor as well as cognitive disabilities are able to read and understand this information easily. However, there are certain instances which do not meet the requirements mentioned in WCAG A and AA standards as stated in above tables.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	<b>Features:</b> Since, the application provides information through the digital medium and it allows user to access the ‘Help’ feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and	Does Not Support	<b>Features:</b>

Criteria	Conformance Level	Remarks and Explanations
Compatibility Features		There is no accessibility information/ Support section available in the application, which provides information regarding accessibility and compatibility features. Also, customer support number is not available in the application, where user can request for information regarding accessibility and application compatibility features.
603.3 Accommodation of Communication Needs	<b>Does Not Support</b>	<b>Features:</b> There is no phone number and email ID mentioned, using which user can contact tech support.

krbrown@psdschools.org  
5 Aug 2024 at 21:06 UTC

## Legal Disclaimer (PowerSchool)

krbrown@psdschools.org  
5 Aug 2024 at 21:06 UTC