



# **Texthelp Ltd. Accessibility Conformance Report**

## **Revised Section 508 Edition**

**(Based on VPAT<sup>®</sup> Version 2.4)**

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**Name of Product/Version:** Co:Writer Chrome Extension, Co:Writer Edge Extension, Co:Writer Chrome app, Co:Writer iOS app, Co:Writer iOS keyboard

**Report Date:** March 2023

**Product Description:** Co:Writer is a literacy support tool that empowers all students to personalize their learning with simple, accessible tools that help them write, and express themselves independently in GSuite, Word Online, Windows, Chromebooks, Mac and iOS.

**Contact Information:** support@texthelp.com

**Notes:**

**Evaluation Methods Used:** 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:

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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:

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)                      Also applies to:                      Revised Section 508                          501 (Web)(Software)                          504.2 (Authoring Tool)                          602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>                      Electronic Docs: <b>Supports</b>                      Software: <b>Supports</b>                      Closed: N/A                      Authoring Tool: N/A</p>	<p>Supports accessible non text content. Audio is always supported with text. Video is hosted on Youtube and/or Vimeo and is captioned. Product documentation and support documentation on <a href="https://help.donjohnston.net">https://help.donjohnston.net</a> is also in compliance.</p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)                      Also applies to:                      Revised Section 508                          501 (Web)(Software)                          504.2 (Authoring Tool)                          602.3 (Support Docs)</p>	<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>Co:Writer does not contain or present any Audio only or Video Only resources.</p>

<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>Support Docs: <b>Partially Supports</b></p> <p>Software: N/A</p> <p>Authoring Tool: N/A</p> <p>:</p>	<p>All training video content created for Co:Writer is captioned on Youtube or Vimeo. 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>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>Co:Writer training videos(Learning Academy) do not have audio descriptions, alternate media (Text or HTML) support articles also exist.</p>

<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Closed: N/A  Authoring Tool: N/A</p>	<p>All UI is logically designed and accessibly labeled.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Authoring Tool: N/A</p>	<p>All UI is logically designed and accessibly labeled.</p>

<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Authoring Tool: <b>N/A</b></p>	<p>In Co:Writer care is taken in the UI design such that color is not used as the only visual means of conveying information.</p>

<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to: 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>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><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: 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>The support site and its documentation are keyboard accessible.</p> <p>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.</p>



<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Authoring Tool: N/A</p>	
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)  Revised Section 508 – Does not apply</p>	<p>Web: N/A  Electronic Docs: N/A  Software: N/A  Authoring Tool: N/A</p>	<p>Co:Writer does not use single character key shortcuts.</p>
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: N/A  Electronic Docs: N/A  Software: N/A  Authoring Tool: N/A</p>	<p>The software has no timing/timeout specific functionality</p>

<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Authoring Tool: N/A</p>	<p>The only Blinking/Scrolling/Auto updating information is when a topic is created or updated in Co:Writer you. You get a text message the topic is being created or updated.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a>  (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>N/A</b>  Electronic Docs: <b>N/A</b>  Software: <b>Supports</b>  Authoring Tool: N/A</p>	<p>Co:Writer does not use flashing or blinking elements frequency greater than 2 Hz and lower than 55 Hz.</p>

<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs</p>	<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>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <p>501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:  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>Co:Writer does not use multipoint gestures</p>

<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: 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>All support pages work using standard click events which trigger on the mouse up event.</p>
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: 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>Support pages text and labels are exposed as ‘Name’ through accessibility tools as are labels within the software.</p>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: 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>Co:Writer and supporting web pages have no motion based features or functionality.</p>

<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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 Co:Writer, the Donjohnnston website and support pages do not change the context of the webpage or the dialogs.</p>

<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: 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>Authoring Tool: N/A</p>	<p>Fully supported on the support website. The only changes of context in the Co:Writer software is on the creation of topics a window will open and let you type in words to create a topic from. Once the topic is created the window closes. This occurs after a user triggered event to use the feature.</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: 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>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>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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 Co:Writer software and the support web pages.</p>
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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 help.donjohnston.net or support.texthelp.com website.</p>



<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: 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>Standards compliant html is used in the support website.</p>
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**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: 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>Co:Writer does not create any live webcasts or music casts which would need captioned.</p>

<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web:<b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: N/A  Authoring Tool: N/A</p>	<p>Co:Writer training videos do not have audio descriptions, however alternate media(text or HTML) support articles exist.</p>
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:  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>Co:Writer features can be resized and the supporting documentation web content reflows to support portrait or landscape orientations.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:  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>Co:Writer 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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</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%.</p>

<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: 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 images of text used on the support website and in the Co:Writer software are company logos.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <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 help 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><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<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>

<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply</p>	<p>Web: N/A  Electronic Docs: N/A  Software: <b>Supports</b>  Authoring Tool: N/A</p>	<p>Co:Writer web components should not be affected or will dynamically update with scroll bars to text changes.</p>
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does not apply</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Does Not Support</b>  Authoring Tool: N/A</p>	<p>The website and Support website use standard tooltips which do get removed using default browser behavior when the escape key is pressed.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software) – Does not apply to non-web software  504.2 (Authoring Tool)  602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: N/A  Authoring Tool: N/A</p>	<p>Fully supported. The Don Johnston 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.</p>

<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Supports</b>  Authoring Tool: N/A</p>	<p>Fully supported. Co:Writer 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:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)  602.3 (Support Docs)</p>	<p>Web: <b>Supports</b>  Electronic Docs: <b>Supports</b>  Software: <b>Partially Supported</b>  Authoring Tool: N/A</p>	<p>Co:Writer software focus is on the cursor's location on the page. The Guess window follows the cursor unless the user docks Co:Writer on a specific location on the page.</p>

<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:  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>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 Don Johnston websites.</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:  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>The website and Support website use consistent labeling for descriptions.</p>

<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to: 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>Supported. The website and Support website use consistent labeling.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to: 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. 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 result found matching ” are displayed. In the Support website pages input is via predefined menu items or via a text search. A we could not find “searched word” message is the only error message returned here.</p>



<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:  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>Co:Writer does not require the user to submit information in this way.</p>
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:  Revised Section 508 – Does not apply</p>	<p>Web: <b>N/A</b>  Electronic Docs: <b>N/A</b>  Software: <b>Does Not Support</b>  Authoring Tool: N/A</p>	<p>Status messages don't apply to the website or the support pages.</p>

## Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>If accessibility is turned on via chrome://accessibility/ then Support web pages are readable by a screen reader.</p> <p>Co:Writer training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist.</p>
302.2 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>In Co:Writer options you can adjust the Guess window text color, background color, Highlight text color Highlight Background text color and guess window Font size and and Font</p>
302.3 Without Perception of Color	Supports	Co:Writer does not require color perception

302.4 Without Hearing	Partially Supports	Co:writer only provides audio from already visible on screen text. All training video content created for Co:Writer is captioned on Youtube and Vimeo. 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	Co:Writer provides options to use different voices with different levels of clarity. Co:Writer responds to the system volume.
302.6 Without Speech	Supports	Co:Writer can be operated without the need for speech input.
302.7 With Limited Manipulation	Partially Supports	The support site and its documentation are keyboard accessible.
302.8 With Limited Reach and Strength	Supports	Does not apply
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Co:Writer offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction 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
<b><u>502 Interoperability with Assistive Technology</u></b>		
502.2.1 User Control of Accessibility Features	Supports	Co:Writer provides Text to speech for words being typed and can be set to speak by letter, word, sentence or any combination of the three options. The user can use Keyboard shortcuts to hide/unhide the tool and switch between guesses and numbers.
502.2.2 No Disruption of Accessibility Features	Supports	There is nothing in Co:Writer that will cause disruption or disable activated features of other products or of the Operating System that are accessibility features.
<b><u>502.3 Accessibility Services</u></b>		
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	Co:Writer UI states and properties can be set programmatically.

502.3.3 Row, Column, and Headers	N/A	
502.3.4 Values	Supports	Co:Writer values and range of values can be determined programmatically.
502.3.5 Modification of Values	Supports	Co:Writer values of UI that users can adjust can also be set by assistive technology
502.3.6 Label Relationships	Supports	Co:Writer label relationships can be programmatically determined.
502.3.7 Hierarchical Relationships	Supports	Co:Writer provides hierarchical relationships that can be programmatically determined.
502.3.8 Text	Supports	Co:Writer text components provide programmatically determinable details.
502.3.9 Modification of Text	Supports	Co:Writer text components can be set programmatically through assistive technology.
502.3.10 List of Actions	Supports	All actions that can be set on a Co:Writer component can be determined programmatically.
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	Co:Writer 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	Co:Writer either conforms to these standards where the capability exists or does not support the capability for any user.
502.3.14 Event Notification	Partially Supports	Co:Writer gives a toast message when a topic has finished being created/updated or if you already have 6 topics active.
502.4 Platform Accessibility Features	Supports	Co:Writer conforms to these standards where the capability exists.
<b><u>503 Applications</u></b>		
503.2 User Preferences	Supports	Co:Writer honors the user settings from a user's browser and/or operating system.
503.3 Alternative User Interfaces	Supports	Co:Writer 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	Co&Writer software does not contain audio or video content.
503.4.2 Audio Description Controls	Supports	Co&Writer software does not contain audio or video content.
<b><u>504 Authoring Tools</u></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	Co:Writer 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>601.1 Scope</b>		
<b><u>602 Support Documentation</u></b>		
602.2 Accessibility and Compatibility Features	Supports with Exceptions	Available by request. Exception. No braille material available.
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.
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