

April 12, 2021



Mackin Accessibility Conformance Report

VPAT® Version 2.4

MackinVIA

Mackin

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Name of Product/Version

Name of Product: MackinVIA

Product Description

This product is Mackin's MackinVIA web application.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **MackinVIA** as of **April 12, 2021** and is only valid for the version and date it was tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2021, NVDA 2020.4, Freedom Scientific ZoomText 2020, The Paciello Group's Colour Contrast Analyser 2.5, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10. In addition the tablet and mobile views were reviewed with iOS 14.4.

Applicable Standards/Guidelines

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

| Standard/Guideline | Included in Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | 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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 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

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Images have alternative text. |
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | No audio-only or video-only media present. |
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Some Help videos do not have closed captioning. |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The information in the video track is already provided in the audio track, so no audio description is necessary. |
| <p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Headings are used throughout the application. Data tables are not used. |
| <p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Correct reading sequences can be programmatically determined. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Instructions and content do not rely solely on sensory characteristics of components. |
| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Color is not used as the sole means of conveying information. |
| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | No videos or audio recordings launch automatically when a page is loaded. |
| <p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The application is keyboard operable. |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | No keyboard trap present. |
| <p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The application does not require a timed response. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | Application does not contain moving, blinking, scrolling, or auto-updating content. |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Flashing or blinking does not occur in the prohibited range. |
| <p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs | Does Not Support | The main menu does not have a skip to content link. |
| <p><u>2.4.2 Page Titled</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Some pages in the application use the same title. |
| <p><u>2.4.3 Focus Order</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Focus order follows reading order. |
| <p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The purpose of each link can be determined from the link text together with context. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| <p><u>3.1.1 Language of Page</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The default human language can be programmatically determined. |
| <p><u>3.2.1 On Focus</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Gaining focus on components does not initiate a change of context. |
| <p><u>3.2.2 On Input</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Changing the setting of user interface components does not automatically cause a change of context. |
| <p><u>3.3.1 Error Identification</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Error messages are displayed on forms when fields are incorrectly filled out in some areas. Some error messages do not suggest a resolution. |
| <p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Visual labelling is provided for components with an exception. In the mobile view the current page combo box's label may become hidden. |
| <p><u>4.1.1 Parsing</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | The application shows parsing errors when running a markup validation service. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>The application provides name, role, state and value information to assistive technology for components with an exception.</p> <p>The “Filter Menu” button does not provide its state of open or closed to assistive technology.</p> |

Table 2: Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | The application does not host live presentations. |
| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The information in the video track is already provided in the audio track, so no audio description is necessary. |
| <p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | <p>Some areas of the application meet the required contrast ratios.</p> <p>Some areas (e.g., Sign-in page and error messages) do not meet the required 4.5:1 contrast ratio.</p> |
| <p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Text can be resized without loss of content or functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Images of text are not used. |
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs | Supports | There are multiple ways to navigate to many pages throughout the application; this includes the ability to search. |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | Headings and labels describe topic or purpose. |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Keyboard focus is well defined in some areas. The “Transcript” links on the Help page do not show visual focus. |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Supports | The default human language can be programmatically determined. |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs | Supports | Consistent navigation occurs throughout the application. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs | Supports | There is consistent identification of components. |
| <p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Partially Supports | Some required fields notify the user of an error. Error messages do not indicate how the error should be corrected. |
| <p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) | Not Applicable | Application does not cause legal commitments or financial transactions to occur for the user. |

Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------|--------------------|---|
| 302.1 Without Vision | Partially Supports | <p>The application is keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 302.2 With Limited Vision | Partially Supports | <p>The application is keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>Some areas of the application have low contrast ratios.</p> |
| 302.3 Without Perception of Color | Supports | Color coding is not used as the sole means of conveying information. |
| 302.4 Without Hearing | Supports | Hearing is required for the product help videos. Transcripts are provided as an alternative to these videos. |
| 302.5 With Limited Hearing | Supports | The user can connect assistive technology to the web browsing device (e.g., a PC) for enhanced audio or additional audio support. |
| 302.6 Without Speech | Supports | Does not require user speech. |
| 302.7 With Limited Manipulation | Supports | The application is keyboard operable. |
| 302.8 With Limited Reach and Strength | Supports | The application is keyboard operable. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | |

Chapter 4: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

Chapter 5: [Software](#)

Notes: This product is not software and therefore this section is not applicable to the product.

Chapter 6: Support Documentation and Services

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| <u>602 Support Documentation</u> | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | The documentation is in electronic format and can be converted to other formats. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | The documentation is in electronic format and can be converted to other formats. |
| <u>603 Support Services</u> | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | MackinVIA's accessibility statement can be found at: https://www.mackin.com/hq/digital/mackinvia/accessibility/ |
| 603.3 Accommodation of Communication Needs | Supports | Support services accommodate end users with disabilities. |

Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics for **MackinVIA** as of **April 12, 2021** and is only valid for the version and date it was tested.

This document is for informational purposes only, and Accessibility Partners makes no warranties, express or implied, in this document.