Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.4

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Web Content Accessibility Guidelines 2.1](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

- [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), - V3.1.1 (2019-11)

If you do not need to report on all these standards/guidelines then use the appropriate standard specific VPAT edition found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)

- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. Determine which accessibility standards/guidelines will be included in the product conformance report.

3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report must contain a minimum of one applicable Standard/Guideline or may contain any combination of the Standards/Guidelines that are applicable to the product being reported.

4. A report must contain the following content at a minimum:

   - **Report Title** –In the heading format of "[Company Name] Accessibility Conformance Report"

   - **VPAT Heading Information** –Template version

   - **Name of Product/Version** –Name of Product being reported, including product version identifier if necessary

- **Report Date** –Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- **Product Description** – A brief description of the product

- **Contact Information** –Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - The list must include only the Standards/Guidelines used to evaluate the product.

  - A report must contain a minimum of one Standard/Guideline or any combination of the Standards.

  - The applicable Standards/Guidelines that may be included are:

    - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)

    - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1

    - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

    - [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#),V3.1.1 (2019-11)

  - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.

  - If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.

- **Terms** –The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

  - **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.

  Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

  - **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.

- **Tables for Each Standard or Guideline** –Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA, or AAA).

- These tables are used to answer:

  - Revised Section 508:

    - Chapter 5 Software
    - Chapter 6 Support Documentation

  - EN 301 549 Standard:

    - Chapter 9 Web
    - Chapter 10 Non-Web
    - Chapter 11 Software
    - Chapter 12 Documentation and Support Services

  - The selected levels of WCAG 2.1 Guidelines.

- The WCAG conformance information can either be included in the provided WCAG section of the report, which is cross-referenced from the EN 301 549 responses, or

the WCAG information can be incorporated within the EN 304 549 section of the report. The information does not need to be duplicated.

- If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

- If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.

- When reporting on WCAG 2.0 only criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:

    1. The functions or features with issues

    2. How they do not fully support

- If the criterion does not apply, explain why.

- If an accessible alternative is used, describe it.

7. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Report Date Changes:** If a report is revised, change the report date, and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document
  - Links to any related documents
  - Additional information describing the product
  - Additional information about what the document does or does not cover
  - Information suggested by the [WCAG 2.0 Conformance Claim](#)
  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:
  - Testing is based on general product knowledge
  - Similar to another evaluated product
  - Testing with assistive technologies
  - Published test method (provide name, publisher, URL link)
  - Vendor proprietary test method
  - Other test method

- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.
  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
  - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
  - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.

- When an entire section is not being reported on because it does not apply to the product, for example:

    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

    - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.

- When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

- If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

- If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.

  - If desired, these tables can be combined into one table.

  - When reporting on a level (A, AA, or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. The current order is WCAG, Section 508 and EN 301

549. You can change this order if desired or incorporate the WCAG criteria into the Section 508 and EN 301 549 tables.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.

  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.

  - The shading of the row is also optional.

  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 10 pages of this document, including the table of contents, introductory information, and instructions.

- Check for each required item in the VPAT® document:

  - **[Company Name] Accessibility Conformance Report** (report title)

  - **(Based on VPAT®Version 2.4)**

  - **Name of Product/Version**

  - **Report Date**

  - **Product Description**

  - **Contact Information**

  - **Notes**

  - **Evaluation Methods Used**

  - **Applicable Standards/Guidelines**

  - **Terms**

  - **Tables for Each Standard or Guideline**

    - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Verify that the final document is accessible.

- Post your final document on your company's website or make the document available to customers upon request.

Table Information for VPAT Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Mursion Portal Account Owner v2.5

Report Date: September 20, 2021

Product Description: The Mursion Portal is a web-based application for user creation & mgmt, scheduling, and dashboards & reporting.

Contact Information: Honey Patel, Director of Product Management (honey.patel@mursion.com or accessibility@mursion.com)

Notes:

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

As a summary, all elements and functionalities are supported such as heading hierarchy, focus visibility, error message announcement, correct role, label relationships, landmark, browser zoom, sufficient 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 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 reader NVDA, keyboard only interaction, Browser zoom;
- Automated tools – aXe, Color Contrast Analyzer;
- Browsers – Chrome, Safari;
- Accessibility plugins – aXe;
- Desktop- Windows 10, MacOS;
- Mobile- iPad, iPhone;

The following combinations of technologies were used:

- Windows with Chrome and NVDA;
- Mac Os with Safari and VoiceOver;
- iPhone with Safari and VoiceOver;
- iPad with Safari and Responsiveness;
- Windows with Chrome and aXe;
- Windows with Google Chrome and Zoom;
- Windows with Google Chrome and Color Contrast Analyzer;

Compatibility Matrix:

OS	Browser	Assistive Technology
Windows 10	Chrome	NVDA
Mac OS	Safari	Voiceover
iOS	Safari	Voiceover

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

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

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.1.1 (Web)
   • 10.1.1.1 (Non-web document)
   • 11.1.1.1.1 (Open Functionality Software)
   • 11.1.1.1.2 (Closed Functionality Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	WCAG 2.1
	Revised Section 508
	   • 501 (Web)(Software)
	
	Supports
		Features:
		There are informative images available in the application for which alternative text is provided and all the decorative images are hidden for the screen reader user.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
	WCAG 2.1
	Revised Section 508
	   • 501 (Web)(Software)
	
	Not Applicable
		Features:
		There is no audio only and video only content present in the application.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There are no videos present in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There are no multimedia content present in the web application that requires audio description.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The screen reader properly identifies all the information available in the application and the screen reader user is easily able to perceive the relationships between an element and its structure.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Screen reader reads the content present in the application in a meaningful sequence with the help of arrow keys.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics(Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no information present in the application, which is presented in the form of sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Wherever 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.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria	WCAG 2.1 Revised Section 508	**Features:** There is no such audio available in the application, which plays

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	• 501 (Web)(Software) **Not Applicable**	automatically as soon as the page is launched.
[2.1.1 Keyboard](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Application has many interactive user interface components like buttons, links, dropdowns, and all elements are operable using keyboard for screen reader/ keyboard-only users.
[2.1.2 No Keyboard Trap](#) (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Application has good support for keyboard interaction and there is no keyboard trap issue for all elements.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Not Applicable**	**Features:** There are no such character key shortcuts required in the application to operate any feature, which clashes with the predefined screen reader shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no such time-based activity available in the web application.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no functionality/activity or video present in the application where content changes automatically and requires a mechanism to Pause, Stop or hide it.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no flashing / blinking content present anywhere in the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	There is a "Skip to Main Content" link present in the application, with the help of which screen reader user can skip the header section and navigate to the main content area of the page.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** In the application, all the web pages have the unique page title to understand the context of the web page.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The application components receive focus in a meaningful order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The purpose of each link in the application can be determined from the link text alone or from the programmatic context of the link.
2.5.1 Pointer Gestures (Level A 2.1 only)	WCAG 2.1	**Features:**

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Not Applicable**	There is no functionality present in the application with complex pointer gestures hence there is no need to provide alternative means for operating the content.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Supports**	**Features:** The application functions that use a single pointer are completed when the user releases the pointer.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	WCAG 2.1 **Supports**	**Features:** Visual label matches with the accessible or programmatic name for all the elements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Not Applicable**	**Features:** The application does not have functionality operated by the device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The default language of the application's webpage is identified using the lang attribute in the HTML element.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The application's component does not initiate a change of context when focused.

Criteria	Conformance Level	Remarks and Explanations
10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 501 (Web)(Software) **Supports**	**Features:** Changes of context do not occur automatically on user input.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software)	WCAG 2.1 Revised Section 508 501 (Web)(Software) **Supports**	**Features:** In the application, where errors occur automatically, the error is identified by the screen reader, and an error message is provided as text.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** All the UI elements in the application are provided with correct and meaningful labels.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** The application's webpage uses semantically correct markup for all interface elements; has a complete start and end tags; and has tags with unique ID values.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** All the components present in the application have proper name/label, role/state, and value, which helps screen reader users to understand the actual purpose and nature of these components.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software)	**Features:** There is no live multimedia content present in the web application.

Criteria	Conformance Level	Remarks and Explanations
• 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no multimedia content present in the web application.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software)	WCAG 2.1 **Supports**	**Features:** 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.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Supports**	**Features:** The purpose of each input field collecting information about the user is programmatically determined when: The input field serves a purpose identified in the Input Purposes for User Interface Components, and the content is implemented using technologies with support for identifying the expected meaning for form input data.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Application has sufficient color contrast ratio i.e., 4.5:1 for all the text present in the application.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** All the application content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Not Applicable**	**Features:** There is no such information present in the application, which is in the form of Image of text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	WCAG 2.1 **Supports**	**Features:** The application is operable at 400% magnification level as there is no loss of information and functionality at 400% magnification level.

Criteria	Conformance Level	Remarks and Explanations
9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Supports**	**Features:** The application provides a 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.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 **Supports**	**Features:** 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

1.4.13 Content on Hover or Focus (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
   • 9.1.4.13 (Web)
   • 10.1.4.13 (Non-web document)
   • 11.1.4.13 (Open Functionality Software)
   • 11.1.4.13 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	WCAG 2.1
	
	Not Applicable
		Features:
		The application does not contain content elements triggered by hover or focus.

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.4.5 (Web)
   • 10.2.4.5 (Non-web document) – Does not apply
   • 11.2.4.5 (Open Functionality Software) – Does not apply
   • 11.2.4.5 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
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
	WCAG 2.1
	Revised Section 508
	   • 501 (Web)(Software)
	
	Not Applicable
		Features:
		In the application, each webpage is part of any step or process, so it is not required to implement multiple ways in the application to access a different page.

2.4.6 Headings and Labels (Level AA)	WCAG 2.1	**Features:**

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Revised Section 508 • 501 (Web)(Software) **Supports**	All the Headings present in the application are descriptive enough to understand their purpose and a sufficient label is provided for the entire form fields wherever a descriptive label is needed.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** All focusable elements in the application have a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software)	**Features:** Application content is available in English language only. There is no change in language throughout the application.

Criteria	Conformance Level	Remarks and Explanations
• 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** 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.
3.2.4 Consistent Identification (Level AA) Also applies to:	WCAG 2.1 Revised Section 508	**Features:** Elements which have the same functionality across multiple pages in

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	• 501 (Web)(Software) **Supports**	the application have same labels or same name.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	WCAG 2.1 Revised Section 508 • 501 (Web)(Software) **Supports**	**Features:** Error suggestion messages are descriptive enough for users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	WCAG 2.1	**Features:**

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Revised Section 508 • 501 (Web)(Software) **Not Applicable**	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.
4.1.3 Status Messages(Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	WCAG 2.1 Revised Section 508 • 501 (Web)(Software **Supports**	**Features:** Dynamic changes and notifications are automatically announced, and screen reader user can identify the updated status / progress of all tasks programmatically in the application.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	**Features:** NVDA and Voice-over screen reader equally supports the application. Users using these screen readers can easily operate the application.
302.2 With Limited Vision	Supports	**Features:** Color scheme is appropriate and color contrast ratio of all the text and interactive elements is equal to or greater than standard ratio of 4.5:1 and 3:1 respectively and all application content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
302.3 Without Perception of Color	Supports	**Features:** In the application, wherever color is used to convey some meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.
302.4 Without Hearing	Not Applicable	**Features:** There are no videos present in the web application.
302.5 With Limited Hearing	Not Applicable	**Features:** There are no videos present in the web application.
302.6 Without Speech	Not Applicable	**Features:** Speech is not required to complete any task or activity.
	Not Applicable	**Features:**

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	**Supports**	**Features:** Application has many interactive user interface components like buttons, links, dropdowns, and all these elements are operable using a keyboard for screen reader/ keyboard-only users.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports**	**Features:** Many features in the application have good support for users with cognitive disabilities due to following reasons: 1. Application does not have any moving text/images/animations, which disrupts in reading. 2. Application does not have any multimedia, which plays automatically and confuses the user. 3. Application does not have any flashing object, which causes seizure.

Chapter 4: Hardware

Notes: This website is a web 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
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	**Not Applicable**	**Features:** Application is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	**Supports**	

Criteria	Conformance Level	Remarks and Explanations
		Features: Application does not prohibit user to use built-in accessibility features provided by Operating System itself. It means user can use features such as High Contrast, etc., along with the application without any problem. User can activate features like sticky keys in Windows etc., while working in application.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Supports**	**Features:** All 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.
502.3.2 Modification of Object Information	**Supports**	**Features:** Current state and change in state of all the element is programmatically recognized by assistive technology.
502.3.3 Row, Column, and Headers	**Supports**	**Features:** There are tables provided in the application which are properly tagged.
502.3.4 Values	**Supports**	**Features:** Current value associated with the object is perceived programmatically by the assistive technology.
502.3.5 Modification of Values	**Supports**	**Features:** Value that can be set by the user is perceived programmatically by the assistive technology.
502.3.6 Label Relationships	**Supports**	**Features:** This application uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to Assistive Technologies.
502.3.7 Hierarchical Relationships	**Supports**	**Features:** Application has standard HTML markup to express hierarchical

Criteria	Conformance Level	Remarks and Explanations
		relationships.
502.3.8 Text	Supports	**Features:** Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	**Features:** 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.
502.3.10 List of Actions	Supports	**Features:** Application programmatically exposes all actions that can be executed on an object.
502.3.11 Actions on Objects	Supports	**Features:** Application allows assistive technologies (AT) to programmatically execute available actions on objects
502.3.12 Focus Cursor	Support	**Features:** Web application uses a border outliner to indicate the current position of the focus indicator throughout the application.
502.3.13 Modification of Focus Cursor	Supports	**Features:** Website allows assistive technology (AT) user to modify the location of focus, the text insertion point and change selection attributes of objects.
502.3.14 Event Notification	Supports	**Features:** All the status messages and notifications on the application are announced to the user.
502.4 Platform Accessibility Features	Not Applicable	**Features:** Application is not considered platform software as defined by Section 508.
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	**Supports**	**Features:** 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	**Not Applicable**	**Features:** Application does not provide any alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Not Applicable**	**Features:** There is no multimedia content present in the application.
503.4.2 Audio Description Controls	**Not Applicable**	**Features:** There is no multimedia content present in the application.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing(if not authoring tool, enter "not applicable")	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	Application is not an authoring tool
504.2.2 PDF Export	**Not Applicable**	Application is not an authoring tool
504.3 Prompts	**Not Applicable**	Application is not an authoring tool
504.4 Templates	**Not Applicable**	Application is not an authoring tool

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	**Does Not Support**	

Criteria	Conformance Level	Remarks and Explanations
		Features: 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 [WCAG 2.1](#) section	
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	**Features:** Since, the application provides information through the digital medium. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does Not Support**	**Features:** There is no accessibility information/ Support section available in the application, which provides information regarding accessibility and compatibility features.
603.3 Accommodation of Communication Needs	**Supports**	**Features:** There is phone number and email address mentioned, using which user can contact the Tech support for any technical issues.

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	**Supports**	**Features:** NVDA and Voice-over screen reader equally supports the application. Users using these screen readers can easily operate the application.
4.2.2 Usage with limited vision	**Supports**	**Features:** Color scheme is appropriate and color contrast ratio of all the text and interactive elements is equal to or greater than standard ratio of 4.5:1 and 3:1 respectively and all application content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
4.2.3 Usage without perception of color	**Supports**	**Features:** In the application, wherever color is used to convey some meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.
4.2.4 Usage without hearing	**Not Applicable**	**Features:** There are no videos present in the web application.
4.2.5 Usage with limited hearing	**Not Applicable**	**Features:** There are no videos present in the web application.
4.2.6 Usage with no or limited vocal capability	**Not Applicable**	**Features:** Speech is not required to complete any task or activity.
4.2.7 Usage with limited manipulation or strength	**Not Applicable**	**Features:** There are no such complicated keyboard actions required in the

Criteria	Conformance Level	Remarks and Explanations
		application to perform any task, which requires simultaneous actions or fine motor control.
4.2.8 Usage with limited reach	**Supports**	**Features:** Application has many interactive user interface components like buttons, links, dropdowns, and all these elements are operable using a keyboard for screen reader/ keyboard-only users.
4.2.9 Minimize photosensitive seizure triggers	**Supports**	**Features:** Application does not have any flashing object, which causes seizure.
4.2.10 Usage with limited cognition, language, or learning	**Supports**	**Features:** Many features in the application have good support for users with cognitive disabilities due to following reasons: 1. Application does not have any moving text/images/animations, which disrupts in reading. 2. Application does not have any multimedia, which plays automatically and confuses the user.
4.2.11 Privacy	**Supports**	**Features:** The application does not contain accessibility components that compromise the privacy of the user.

Chapter 5: Generic Requirements

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 Audio output of visual information	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.2 Auditory output delivery including speech	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.3 Auditory output correlation	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.4 Speech output user control	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.5 Speech output automatic interruption	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.6 Speech output for non-text content	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.7 Speech output for video information	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.8 Masked entry	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.9 Private access to personal data	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.10 Non-interfering audio output	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.11 Private listening volume	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.13 Volume reset	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.14 Spoken languages	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.15 Non-visual error identification	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.4 Functionality closed to text enlargement	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.5 Visual output for auditory information	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.1.7 Access without speech	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.2 Activation of accessibility features	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.4 Preservation of accessibility information during conversion	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.5.2 Operable parts discernibility	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.6.2 Visual status	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.7 Key repeat	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.8 Double-strike key acceptance	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.
5.9 Simultaneous user actions	**Not Applicable**	Application supports standard assistive technologies and is, therefore not subjected to the closed functionality.

Chapter 10: Non-Web Software

Notes: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG 2.1 section
10.5 Caption positioning	**Not Applicable**	
10.6 Audio description timing	**Not Applicable**	

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	**Supports**	The product uses standard platform accessibility services.
11.5.2.4 Assistive technology	**Not Applicable**	The product is not itself an assistive technology.
11.5.2.5 Object information	**Supports**	**Features:** All 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.
	Supports	**Features:**

Criteria	Conformance Level	Remarks and Explanations
11.5.2.6 Row, column, and headers		There are tables provided in the application which are properly tagged.
11.5.2.7 Values	Supports	**Features:** Current value associated with the object is perceived programmatically by the assistive technology.
11.5.2.8 Label relationships	Supports	**Features:** This application uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to Assistive Technologies.
11.5.2.9 Parent-child relationships	Supports	**Features:** Application has standard HTML markup to express hierarchical relationships.
11.5.2.10 Text	Supports	**Features:** Application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
11.5.2.11 List of available actions	Supports	**Features:** Application programmatically exposes all actions that can be executed on an object.
11.5.2.12 Execution of available actions	Supports	**Features:** Application allows assistive technologies (AT) to programmatically execute available actions on objects
11.5.2.13 Tracking of focus and selection attributes	Supports	**Features:** The keyboard focus indicator is visible on most interactive components.
11.5.2.14 Modification of focus and selection attributes	Supports	**Features:** The application does allow users to modify states or properties of an object using

Criteria	Conformance Level	Remarks and Explanations
		assistive technologies
11.5.2.15 Change notification	**Supports**	**Features:** When components in the application change their programmatic states and values, the changes are available to assistive technology.
11.5.2.16 Modifications of states and properties	**Supports**	**Features:** The application does allow users to modify states or properties of an object using assistive technologies.
11.5.2.17 Modifications of values and text	**Supports**	**Features:** The product does allow users to modify values or text of an object using assistive technologies.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	**Not Applicable**	The product is not considered platform software as defined by EN 301 549.
11.6.2 No disruption of accessibility features	**Supports**	**Features:** Application does not prohibit user to use built-in accessibility features provided by Operating System itself. It means user can use features such as High Contrast, etc., along with the application without any problem.
11.7 User preferences	**Supports**	Application respects user preferences from browser.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section

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Criteria	Conformance Level	Remarks and Explanations
11.8.3 Preservation of accessibility information in transformations	**Not Applicable**	Application is not an authoring tool
11.8.4 Repair assistance	**Not Applicable**	Application is not an authoring tool
11.8.5 Templates	**Not Applicable**	Application is not an authoring tool

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