Level Access – Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Access Assistant browser extension

Report Date: February 2024

Product Description: Access Assistant is a browser plug-in for Chrome, Firefox, and Edge that integrates with AMP to support dynamic testing directly in the browser, with the option to save results directly into AMP.

Contact Information: info@levelaccess.com

Notes: Testing was performed on Microsoft Windows 10 PCs with Google Chrome and Firefox.

Evaluation Methods Used: Evaluation of Access Assistant involved a combination of manual and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of Assistant using a testing methodology that is aligned with the Web Accessibility Conformance Evaluation Methodology 1.0. Assistive technology, including a screen reader (JAWS), screen magnification (ZoomText), and speech recognition (Dragon), were used along with exclusive use of the keyboard, manual inspection of code and review of Accessibility API output to determine support for the WCAG success criteria.

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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
Web Content Accessibility Guidelines 2.2	Level A – Yes Level AA – Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	Yes

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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 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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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)	Web: Supports	Web: Access Assistant provides appropriate text equivalents to all non-text content.

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Criteria	Conformance Level	Remarks and Explanations
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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Access Assistant does not contain either audio-only or video-only content.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant does not contain pre-recorded synchronized media.

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Criteria	Conformance Level	Remarks and Explanations
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) • 602.3 (Support Docs)	Web: Supports	Web: Access Assistant does not contain pre-recorded synchronized media.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: Access Assistant correctly conveys information, structure, and relationships except for the preview modes and issue visibility feature that highlights issues on the offending page. Exception examples include: • In the Headings and lists preview modes, all the elements that are highlighted in the target webpage are appended to the end of the page without a region or indicator separating them from the rest of the page and the expand/collapse button does not communicate what will be expanded/collapsed – the additional element details. However, code is provided in Assistant to allow users to locate the elements in the page via another way which provides an alternative path to identify the element.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: Access Assistant provides content in a meaningful sequence to support navigation and correct reading order except for the preview modes and issue visibility feature that highlights issues on the offending page. Exception examples include: • In the Headings and lists preview mode, all the elements that are highlighted in the target webpage are appended to the end of the page, where they are separated from the context of the page contents for which they are headings. However, code is provided in Assistant to allow users to locate the elements in the page via other ways.

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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)	Web: Supports	Web: Access Assistant does not solely rely on instructions that use sensory characteristics for understanding or operation.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant provides equivalents for the uses of color to convey or distinguish information, actions, or responses.

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Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 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)	Web: Supports	Web: Access Assistant does not contain audio content.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant provides keyboard operation for all functionality that can be operated with a pointer. The user interface is fully accessible from the keyboard.

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Criteria	Conformance Level	Remarks and Explanations
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) • 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)	Web: Supports	Web: Access Assistant does not contain functionality with a keyboard trap.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant does not use single character key shortcuts.

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Criteria	Conformance Level	Remarks and Explanations
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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Access Assistant does not contain a time limit set by the content. Assistant prompts the user before the session is about to expire and allows the user to request additional time.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant does not contain any moving, blinking, scrolling or auto-updating content.

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Criteria	Conformance Level	Remarks and Explanations
[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)	Web: Supports	Web: Access Assistant does not contain flashing content.

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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	Web: Supports	Web: Access Assistant provides a mechanism for skipping repetitive content. The skip link works as expected in Firefox and Chrome browsers tested.

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Criteria	Conformance Level	Remarks and Explanations
[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) - 602.3 (Support Docs)	Web: Supports	Web: Access Assistant provides meaningful page titles that describe their topic or purpose.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: Focusable components in Access Assistant receive sequential navigation focus in a meaningful order. Exception examples include: • In the Manual Test dialog, focus does not remain in the modal dialog and the user is able to tab out. • After adding an instance using the Manual Test dialog, the page is refreshed and focus returns to the top of the page rather than returning to the Manual Test button menu.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: The purpose of links in Access Assistant can be determined programmatically or in text within context. Of note: • A few links/buttons have accessible names that do describe the purpose of the element but may not be ideal, e.g., "view a" rather than "view a tag".

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) 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	Web: Supports	Web: Access Assistant does not use multipoint or path-based gestures for operation.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant uses single pointer functionality that is triggered on the up event.

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Criteria	Conformance Level	Remarks and Explanations
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) Revised Section 508 – Does not apply	Web: Supports	Web: Access Assistant provides user interface elements with accessible names that include the same text of their visible labels.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant does not contain any functionality that operates on device or user motion.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: The default human language of each web page can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria - 9.3.2.1 (Web) - 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)	Web: Supports	Web: No component in Access Assistant activates or changes content when a user places focus on that component.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: No component in Access Assistant activates or changes context when the setting of a user interface component is changed, except where a user has been advised of that behavior.

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Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Help mechanisms occur in the same order relative to other page content in Access Assistant.

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Criteria	Conformance Level	Remarks and Explanations
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) - 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)	Web: Supports	Web: Access Assistant identifies fields in error at the top of the form or associated with each form field.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant provides labels and instructions for input.

Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Access Assistant does not request redundant user-entered information in a processes.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply 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)	Web: Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

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Criteria	Conformance Level	Remarks and Explanations
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) – 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)	Web: Supports	Web: For all elements, Access Assistant provides appropriate names, and values.

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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) - 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)	Web: Supports	Web: Access Assistant does not contain live synchronized media.

Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant does not contain synchronized media.

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Criteria	Conformance Level	Remarks and Explanations
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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports	Web: Access Assistant content does not restrict its view or operation to a single display orientation.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant does not contain input fields that request information about the user, except for the username and password field which both communicate their purpose via the autocomplete attribute.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Partially Supports	Web: Access Assistant's visual representation of text has a sufficient contrast ratio with one exception: The hover and focus state of some page tabs with blue text have less than a 4.5:1 contrast ratio.

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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)	Web: Supports	Web: Text can be resized without assistive technology up to 200% without the loss of content or functionality in Access Assistant.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant uses text instead of images of text, except where essential.

Criteria	Conformance Level	Remarks and Explanations
[1.4.10 Reflow](#) (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 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	Web: Supports	Web: All Access Assistant content can be presented without loss of content or functionality at a width of 320 CSS pixels so that blocks of content can be read without horizontal scrolling. Note: On the Asset and Report pages, at 320CSS pixels the visual indicator of keyboard focus overlaps on links that wraps making some of the link text more difficult to read.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: All user interface controls, and graphical elements provide sufficient contrast to identify components, states, and focus with a contrast of >= 3:1.

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Criteria	Conformance Level	Remarks and Explanations
[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	Web: Supports	Web: Access Assistant functions and content are not lost when changing text spacing.

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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	Web: Supports	Web: Functionality in Access Assistant properly handles additional content appearing on focus or hover.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant provides more than one way to locate a web page, except where the web page is a step in a process.

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Criteria	Conformance Level	Remarks and Explanations
[2.4.6 Headings and Labels](#) (Level AA) 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)	Web: Supports	Web: Access Assistant provides headings and labels that accurately describe the topic or purpose of the content they label.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant provides a visible indication of keyboard focus for actionable elements on the page.

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Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When Access Assistant user interface components receive keyboard focus they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Access Assistant does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The size of the targets in Access Assistant meet the requirements of this criterion.

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Criteria	Conformance Level	Remarks and Explanations
[3.1.2 Language of Parts](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 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)	Web: Supports	Web: Access Assistant does not contain passages or phrases of languages that differ from the language of the page.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Access Assistant provides consistent navigation across multiple pages within the product.

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Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: 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	Web: Supports	Web: Access Assistant consistently identifies components with the same functionality consistently across the product.

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Criteria	Conformance Level	Remarks and Explanations
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)	Web: Supports	Web: Access Assistant provides suggestions for fixing errors where an error can be identified, and a suggestion is appropriate.

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 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)	Web: Supports	Web: Access Assistant does not contain financial or legal transactions. Where user-controllable data is entered, the user can change data and when detectable, error identification is provided.

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Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Access Assistant assists users to complete authentication by allowing the user to paste into the username and password fields and by identifying the field's input purpose. In addition, single-sign-on options are available that can be used with authentication apps which do not require a cognitive function test.

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Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports	Web: Status messages, such as success/results, progress, waiting states, or error messages, are indicated programmatically in Access Assistant via ARIA live region or appropriate roles.

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Table 3: Success Criteria, Level AAA

Notes: Level AAA criteria were not evaluated for this conformance report.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Access Assistant can be used by those without vision.
302.2 With Limited Vision	Supports	Access Assistant can be used by those with limited vision.
302.3 Without Perception of Color	Supports	Access Assistant can be used by those without perception of color.
302.4 Without Hearing	Supports	Access Assistant can be used by those without hearing.

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Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	Access Assistant can be used by those with limited hearing.
302.6 Without Speech	Supports	Access Assistant can be used by those without speech.
302.7 With Limited Manipulation	Supports	Access Assistant can be used by those with limited manipulation.
302.8 With Limited Reach and Strength	Supports	Access Assistant can be used by those with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Access Assistant can be used by those with limited language, cognitive, and learning abilities.

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Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes: Results for Support Documentation and Services is contained in a separate accessibility conformance report.

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	Access Assistant can be used by those without vision.

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Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Supports	Access Assistant can be used by those with limited vision.
4.2.3 Usage without perception of colour	Supports	Access Assistant can be used by those without perception of color.
4.2.4 Usage without hearing	Supports	Access Assistant can be used by those without hearing.
4.2.5 Usage with limited hearing	Supports	Access Assistant can be used by those with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Access Assistant can be used by those without speech.
4.2.7 Usage with limited manipulation or strength	Supports	Access Assistant can be used by those with limited manipulation and strength.
4.2.8 Usage with limited reach	Supports	Access Assistant can be used by those with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Access Assistant does not contain flashing content.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Supports	Access Assistant can be used by those with limited language, cognitive, and learning abilities.
4.2.11 Privacy	Supports	Access Assistant maintains the privacy of users.

Chapter 5: Generic Requirements

Notes:

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

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Criteria	Conformance Level	Remarks and Explanations
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	Access Assistant does not have closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.8 Masked entry	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	Access Assistant does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	Access Assistant does not have closed functionality.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Access Assistant does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	Access Assistant does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	Access Assistant does not have 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	Access Assistant is not closed to keyboards.
5.1.7 Access without speech	Not Applicable	Access Assistant does not have closed functionality.
5.2 Activation of accessibility features	Supports	Access Assistant does not provide its own built-in accessibility features but is created in a way that platform and

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Criteria	Conformance Level	Remarks and Explanations
		third-party assistive technology can access it.
5.3 Biometrics	Not Applicable	Access Assistant does not rely on biological characteristics.
5.4 Preservation of accessibility information during conversion	Supports	Access Assistant does not convert content.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Access Assistant does not contain mechanical controls.
5.5.2 Operable parts discernibility	Not Applicable	Access Assistant does not contain mechanical controls.
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	Access Assistant does not contain locking or toggle controls.

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Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not Applicable	Access Assistant does not contain locking or toggle controls.
5.7 Key repeat	Not Applicable	Access Assistant relies on platform software to supply key repeat.
5.8 Double-strike key acceptance	Not Applicable	Access Assistant does not provide a keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	Access Assistant does not require simultaneous user actions.

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: Not Applicable

Chapter 7: [ICT with Video Capabilities](#)

Notes: Not Applicable

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Chapter 8: [Hardware](#)

Notes: Not Applicable

Chapter 9: [Web](#) (see [WCAG 2.x section](#))

Notes: Not Applicable

Chapter 10: [Non-Web Documents](#)

Notes: Not Applicable

Chapter 11: [Software](#)

Notes: Not Applicable

Chapter 12: [Documentation and Support Services](#)

Notes: Information regarding Support Documentation and Services will be available in the Accessibility Conformance Report for our support site.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

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