

Staffbase Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Staffbase Email / v1.0

Report Date: July 22, 2022

Product Description: Staffbase Email is the industry's most-loved employee email tool for internal communicators to create engaging emails, target them to the right employees, and measure the impact.

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Notes:

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

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.

The section of this Voluntary Product Assessment Template (VPAT) referencing WCAG 2.1 is applicable to the EN 301 549 standards, Section 508, and the Accessibility for Ontarians with Disabilities Act (AODA), since level 2.1 includes level 2.0 requirements, to which the Section 508 and AODA refers.

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, and manual testing conducted via paired testing methodology involving non-sighted and sighted accessibility experts. This testing methodology ensures that every aspect related to accessibility and user experience is included in the analysis. Below is a list of some of the technologies and environments used:

- Assistive technologies – Screen readers: NVDA and VoiceOver, Keyboard-only interaction, Browser zoom
- Automated tools – aXe, Color Contrast Analyzer
- Browsers – Chrome, Safari
- Accessibility plugins – aXe, HeadingsMap
- Desktop – Windows 10, MacOS

The following combinations of technologies were used:

- Windows with Chrome and NVDA
- MacOS with Safari and VoiceOver
- Windows with Chrome and aXe
- Windows with Google Chrome and Zoom
- Windows with Google Chrome and Color Contrast Analyzer
- Windows with Google Chrome and HeadingsMap

Compatibility Matrix:

OS	Browser	Assistive Technology
Windows 10	Chrome	NVDA
MacOS	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)
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)

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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Features: For the informative images in the application alternative text is provided. However, there are a few exceptions where either alternative text is not provided to describe the purpose of the images or decorative image is not hidden from screen reader.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: The informative image doesn't have a description or alternative text assigned. 2. Overview: Graphical information is not perceivable to the screen reader users. 3. Resources and Contact Source Tab: The decorative image has a description and is not hidden from the screen reader users.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no audio-only and video-only content present in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Not Applicable</p>	<p>Features: There are no videos present in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no multimedia content present in the application that requires audio descriptions.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>		<p>Features:</p> <p>The screen reader properly identifies most of the information available in the application and the screen reader user is easily</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>able to perceive the relationships between elements and their respective roles. However, there are a few exceptions where visually impaired users face difficulty in understanding the information and its corresponding relationships.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Sent Email Tab – Email Statistics: The screen reader announces a hidden tabular structure regarding the graph. 2. Reports: The relationship between the cell and its column/row header is not defined in the table. 3. Header: The text "What's new on Staffbase Email" is not indicated as a heading. This is also present on some other pages. 4. My Team: The buttons "Export CSV of users", "Import Users" & "New Users" in the list are announced in one go when focused and the user cannot select and/or activate them individually. 5. Overview: There is not a heading level 1 present in the webpage. This is observed on many other pages. 6. Staffbase Setting Account: The breadcrumbs are not indicated and announced by the screen reader 7. Report: The elements "Account", "Security", etc. list is visually indicated but not properly coded.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The screen reader announces content in the application in a meaningful sequence. However, there are a few exceptions where the presentation order does not match with the reading order.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Exceptions:</p> <ol style="list-style-type: none"> 1. Overview: The reading order provided to graphs area is not meaningful. 2. Reports > New custom report: The reading order provided to table is not meaningful.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no information present in the application, which is presented in the form of sensory characteristics.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Features:</p> <p>Wherever color is used to convey some meaningful information in the application, it is accompanied by an alternative that does not rely on color only to interpret the same information.</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no such audio available in the application, which plays automatically as soon as the page is launched.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The application has many interactive user interface components like, buttons, links, dropdowns, and most of these elements are operable using a keyboard with and without the screen reader. However, there are few exceptions where it is difficult for the keyboard-only user to access some of these elements using a keyboard.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Email Draft Tab: The button "Schedule send" is not operable by the keyboard. The checkbox "Block auto-replies to this email" is not operable by the keyboard. 2. Overview: The Help toggletip cannot be displayed using the keyboard. 3. Reports: The edit field "Date" do not get collapsed automatically as the tab focus moves to next element. 4. Directory Contacts Tab and Contacts Import Tab: The buttons "First Name", "Last Name", "Email", "Location", etc are not

Criteria	Conformance Level	Remarks and Explanations
		operable by the keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Features:</p> <p>Focus traverse smoothly and does not get struck during keyboard navigation.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There are no such character key shortcuts required in the</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>application to operate any feature, which clash with the predefined screen reader shortcuts.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no such time-based activity available in the web application.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no moving content in the application where content</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		changes automatically and requires a mechanism to pause, Stop or hide it.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no flashing or blinking content present anywhere in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Does Not Support</p>	<p>Features:</p> <p>There is no “Skip to Main Content” link present in the application, with the help of which screen reader users skips the header section and navigate to the main content area of the page directly.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Features:</p> <p>In the application, all the pages have unique page titles to</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>understand the context of the pages.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The application components receive focus in a meaningful order. However, there are a few exceptions where focus order is not meaningful.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: On selecting the button "Profile", the keyboard focus does not trap within the dropdown list. 2. Templates Tab: After selecting the button "New Folders", the

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>focus does not move to the updated content.</p> <ol style="list-style-type: none"> 3. Reports: The dual focus moves to the buttons "Add Metric". 4. Create New Chat Flow: Focus is not directed to the first functional element of the element modal. 5. Overview: After selecting the button "Load more", focus does not move to the updated content.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The purpose of each link in the application can be determined from the link text alone or from the programmatic context of the link. However, there is an exception where link text is not descriptive enough to understand the link meaningful.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Header: The "Staffbase logo" link is not descriptive or accurate or doesn't provide accurate information about where it redirects the user.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no functionality present in the application with complex</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>		<p>pointer gestures hence there is no need to provide alternative means for operating the content.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Features:</p> <p>The application functions that use a single pointer are completed when the user releases the pointer.</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Features:</p> <p>Visual labels match with the accessible or programmatic names</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>		for all the elements.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	Web: Not Applicable	<p>Features:</p> <p>The application does not have functionality operated by the device motion or user motion.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p>	Web: Supports	<p>Features:</p> <p>The default language of the application pages is identified using</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>the lang attribute in the HTML markup.</p>
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p>	<p>Features:</p> <p>The application components do not initiate a change of context when focused.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Features:</p> <p>Change of context does not occur automatically on user input.</p>
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>In the application, where error occurs automatically, an error message is provided as text and the error is identified by the screen reader. However, there is an exception where the screen</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>reader does not announce the error message.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Create New Chat Flow: On accessing the "Confirm" button, there is a visible error message but, the screen reader user is not aware that an error has occurred because it is not programmatically associated.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The UI elements are provided with correct and meaningful labels. However, there is an exception where unlabelled form controls are present.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Contact Imports Tab: The edit field "Static List Name" doesn't have a programmatic label assigned that describes its purpose. This issue was found on a few other pages.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The application uses semantically correct markup for all interface elements, has complete start and end tags, and has tags with unique ID values. However, there is an exception where an ID is not unique.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Overview: The value of the active ID "Path" is not unique.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) 		<p>Features:</p> <p>Most of the components present in the application have proper name/label, role/state, and value, which helps the screen reader user to understand the actual purpose and nature of these components. However, there are some exceptions where</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Name/Role/Value is not associated properly for the elements.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Create New Chat Flow: The combobox "Target Channel" doesn't have a programmatic label assigned that describes its purpose. This issue is also seen on Overview, Contact Imports Tab and Settings account. 2. Header: The screen reader does not announce the selected state of the currently active link "Overview". 3. Overview: The elements "Zoom In", "Zoom Out", "Selection Zoom", etc. don't have a role that programmatically defines the function of the buttons. Also, The "Export CSV", link is not coded as button. 4. Contact Imports Tab: The "CSV" & "Azure" button is not only coded as button. This issue is also seen on other tabs. 5. Directory Contacts Tab: The Select page, link is not coded as combobox. 6. Email Draft Tab: The "Sort By Date", link is not coded as button. 7. Email Draft Tab: The screen reader announces dual role as "link" & "button" for the "Send Or Schedule" and "More Action" buttons. 8. Email Draft Tab: The state of the "Ascending/ Descending" sortable button, whether it's content is descending or ascending, is not announced by the screen reader. 9. Sent Email Tab: The "All Users" & "Users" button doesn't have a role that programmatically defines the function of the control. 10. Sent Email Tab: The links "ACME Friday Update", "New York HQ Security Policy Update", etc are not operable while using

Criteria	Conformance Level	Remarks and Explanations
		the screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no live multimedia content present in the application.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p>	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no multimedia content present in the application.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Features:</p> <p>Content does not restrict its view and operation to a single display orientation in the application, such as portrait or landscape, unless a specific display orientation is essential.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Features:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>		<p>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.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The application has sufficient color contrast ratios i.e., 4.5:1 for most of the text present in the application. However, there are some exceptions where color contrast ratio is less than the standard ratio for regular text i.e., 4.5:1.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. My Team: The color contrast ratio between the placeholder text "Search" and its background is less than 4.5:1. 2. Sent Email Tab – Email Statistics: The color contrast ratio between the text "Add segments to your....." and its background is less than 4.5:1. 3. Settings – Web App Sending: The color contrast ratio between the placeholder text "Please Input an IP

Criteria	Conformance Level	Remarks and Explanations
		Address" text and its background is less than 4.5:1.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Features:</p> <p>All the application content and user interfaces support standard zoom capabilities built into modern web browsers and operating systems.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>There is no such information present in the application, which is in the form of Image of text.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The application is easy to navigate at 400% magnification level and there is no loss of any functionality or information is observed on 400% magnification level. However, there is an exception where dual scrollbar appears on the screen.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. Overview: The content does not adapt to the screen width, so the user needs to scroll in both directions to read.
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p>	<p>Features:</p> <p>The application provides a sufficient contrast ratio for different user interface components. Non-Text elements such as buttons, form fields etc. have a contrast ratio of 3.0:1.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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	<p>Web: Supports</p>	<p>Features:</p> <p>The 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.</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Partially Supports</p>	<p>Features:</p> <p>The Assistive Technology is not able to perceive the content triggered by hover or focus, as content on hover is not read by screen reader. However, there is an exception where content on hover is not read by the screen reader.</p> <p>Exception:</p> <ol style="list-style-type: none"> 1. My Team: The button "Edit", "Delete" is only visible on mouse hover.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>In the application, each page is part of any step or process, so it is not required to implement multiple ways in the application to access different content.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Partially Supports</p>	<p>Features:</p> <p>All the Headings present in the application are descriptive enough to understand their purpose. Sufficient labels are also provided for the form fields wherever a descriptive label</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>is needed. However, there are a few exceptions where label is not descriptive for the control.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: The "MW" label is not describing the purpose of the control. 2. Email Draft Tab: The "More Action" label is not describing the purpose of the input. This issue is also present on the Templates Tab. 3. Directory Contacts Tab: The pagination buttons label is not describing the purpose of the input.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p>	<p>Features:</p> <p>All focusable elements in the application have a visible keyboard focus indicator.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>The Application’s content is available in English language only. There is no change in language throughout the application.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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 	<p>Web: Supports</p>	<p>Features:</p> <p>Repeated components are occurring in the same order on every page of the application, which helps screen reader and cognitive user to predict the location of different web elements on each page.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to 	<p>Web: Supports</p>	<p>Features:</p> <p>Elements which have the same functionality across multiple pages in the application have same labels or same name.</p>

Criteria	Conformance Level	Remarks and Explanations
non-web software <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Features:</p> <p>Error suggestion messages are descriptive enough for users to understand and resolve the problem.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) 	<p>Web: Not Applicable</p>	<p>Features:</p> <p>This success criterion is related to legal commitment, financial data, etc., which involves serious risk, if no option, is provided for the user to review or revert the data before submission. However, application does not have such forms, where such risk is associated.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Features:</p> <p>Dynamic changes and notifications are automatically announced, and screen reader user can identify the updated status / progress of all tasks programmatically in the application. However, there are some exceptions where the status message is either not implemented or announced by the screen reader.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Header: The Search result message for invalid search is not implemented. Similar issue is also observed on Sent Email Tab and Email Statistics > New Follow Up 2. Sent Email Tab: The status message "successfully generated csv" is not announced by the screen reader. 3. Sent Email Tab –: The Search results message for invalid search is not implemented. 4. Sent Email Tab – Email Statistics > New Follow Up: The screen reader does not announce the search results when user enters any search term in the search edit.

Criteria	Conformance Level	Remarks and Explanations
		5. Settings – Account: The screen reader does not announce the status message “Save”.

Table 3: Success Criteria, Level AAA

Notes: AAA Success Criteria are not evaluated for this product.

Revised Section 508 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Features:</p> <p>NVDA and VoiceOver screen readers are equally supported by the application. Users using these screen readers can easily operate the application. However, there are some exceptions, where a screen reader user will have difficulty understanding the information, as disclosed in Table 1 against given guidelines.</p> <p>Table 1:</p> <ul style="list-style-type: none"> • Non-text Content (Level A) • Info and Relationships (Level A) • Meaningful Sequence (Level A) • Error Identification (Level A) • Labels or Instructions (Level A) • Parsing (Level A) • Name, Role, Value (Level A)
		<p>Features:</p> <p>The color scheme is appropriate and color contrast ratio of</p>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>majority of the text and interactive elements is equal to or greater than standard ratio of 4.5:1 for normal text and 3:1 for large text respectively, and all the application content and user interfaces support standard zoom capabilities built into modern web browsers and operating system. However, there are some instances where the low vision user will find it difficult to recognize web elements, as disclosed in Table 2 above against given guidelines.</p> <p>Table 2:</p> <ul style="list-style-type: none"> • Contrast (Minimum) (Level AA)
302.3 Without Perception of Color	Supports	<p>Features:</p> <p>In the application, wherever color is used to convey meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.</p>
302.4 Without Hearing	Supports	<p>Features:</p> <p>The application is accessible to people without hearing.</p>
302.5 With Limited Hearing	Supports	<p>Features:</p> <p>The application is accessible to people with limited hearing.</p>
302.6 Without Speech	Supports	<p>Features:</p> <p>The application allows people without speech to access the application as controls do not require speech input.</p>
302.7 With Limited Manipulation	Not Applicable	<p>Features:</p> <p>There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.</p>

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	<p>Features:</p> <p>The application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard for screen reader or keyboard only users. However, there are a few exceptions where it is difficult for screen reader or keyboard only user to access elements using a keyboard, as disclosed in Table 1 against given guidelines.</p> <p>Table 1:</p> <ul style="list-style-type: none"> • Keyboard (Level A) • Focus Order (Level A)
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>Features:</p> <p>Many features in the application have good support for users with cognitive disabilities due to following reasons:</p> <ol style="list-style-type: none"> 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. 4. Application does not have long paragraphs. 5. Application does not use complex vocabulary.

Chapter 4: [Hardware](#)

Notes: The application is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes: The application is not subject to the requirements of this section.

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	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	Not Evaluated	Support Documentation has not been evaluated as part of test scope.
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	Supports	Features: There is an email address, online form, and chat feature available which can be used to contact support for information regarding accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Features: There is an email address, online form, and chat feature available which can be used to contact support for any communication needed.

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Chapter 4: [Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Features: NVDA and VoiceOver screen readers are equally supported by the application. Users using these screen readers can easily operate the application. However, there are some exceptions, where a screen reader user will have difficulty understanding the information, as disclosed in Table 1 and 2 against given guidelines. Table 1: <ul style="list-style-type: none"> • Non-text Content (Level A) • Info and Relationships (Level A) • Meaningful Sequence (Level A) • Error Identification (Level A) • Labels or Instructions (Level A) • Parsing (Level A)

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Name, Role, Value (Level A) <p>Table 2:</p> <ul style="list-style-type: none"> • Content on Hover or Focus (Level AA 2.1 only) • Status Messages (Level AA 2.1 only)
4.2.2 Usage with limited vision	Partially Supports	<p>Features:</p> <p>The color scheme is appropriate and color contrast ratio of majority of the text and interactive elements is equal to or greater than standard ratio of 4.5:1 for normal text and 3:1 for large text respectively, and all the application content and user interfaces support standard zoom capabilities built into modern web browsers and operating system. However, there are some instances where the low vision user will find it difficult to recognize web elements, as disclosed in Table 2 against given guidelines.</p> <p>Table 2:</p> <ul style="list-style-type: none"> • Contrast (Minimum) (Level AA) • Reflow (Level AA 2.1 only)
4.2.3 Usage without perception of colour	Supports	<p>Features:</p> <p>In the application, wherever color is used to convey meaningful information, it is accompanied with an alternative that does not rely on color to interpret the same information.</p>
4.2.4 Usage without hearing	Supports	<p>Features:</p> <p>The application is accessible to people without hearing.</p>
4.2.5 Usage with limited hearing	Supports	<p>Features:</p>

Criteria	Conformance Level	Remarks and Explanations
		The application is accessible to people with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Features: The application allows people with no or limited vocal capability to access it, and controls do not require speech input.
4.2.7 Usage with limited manipulation or strength	Not Applicable	Features: There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
4.2.8 Usage with limited reach	Partially Supports	Features: The application has many interactive user interface components like buttons, links, dropdowns, and most of these elements are operable using a keyboard for screen reader or keyboard only users. However, there are a few exceptions where it is difficult for a screen reader or keyboard only user to access elements using a keyboard, as disclosed in Tables 1 against given guidelines. Table 1: <ul style="list-style-type: none"> • Keyboard (Level A) • Focus Order (Level A)
4.2.9 Minimize photosensitive seizure triggers	Supports	Features: The application does not include any content that triggers photosensitive seizures in the application.
4.2.10 Usage with limited cognition, language, or learning	Supports	Features: Many features in the application have good support for

Criteria	Conformance Level	Remarks and Explanations
		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. 4. Application does not have long paragraphs. 5. Application does not use complex vocabulary.
4.2.11 Privacy	Supports	Features: The application respects the privacy of assistive technology users.

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
5.1.3.1 Audio output of visual information	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.2 Auditory output delivery including speech	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.8 Masked entry	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.9 Private access to I data	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.13 Volume reset	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The application supports standard assistive technologies

Criteria	Conformance Level	Remarks and Explanations
		and is, therefore not subject to the closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The application supports standard assistive technologies and is, therefore not subject 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	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.1.7 Access without speech	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.2 Activation of accessibility features	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.3 Biometrics	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	The application supports standard assistive technologies and is, therefore not subject 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	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.5.2 Operable parts discernibility	Not Applicable	The application supports standard assistive technologies and is, therefore not subject 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	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.6.2 Visual status	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.7 Key repeat	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.8 Double-strike key acceptance	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.
5.9 Simultaneous user actions	Not Applicable	The application supports standard assistive technologies and is, therefore not subject to the closed functionality.

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

Notes: Not Applicable

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

Notes: Not Applicable

Chapter 8: [Hardware](#)

Notes: Not Applicable

Chapter 9: [Web](#)

Notes: See WCAG 2.1 Section

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

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: The application is not subject to the requirements of this section.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does Not Support	Features: There is no section available in the application, which describes the information regarding accessibility and its compatibility with different assistive technologies.
12.1.2 Accessible documentation	Not Evaluated	Support Documentation has not been evaluated as part of test scope.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Features: There is an email address, online form, and Chat feature available which can be used to contact support for

Criteria	Conformance Level	Remarks and Explanations
		information regarding accessibility and compatibility features.
12.2.3 Effective communication	Supports	Features: There is an email address, online form, and Chat feature available which can be used to contact support for any communication needed.
12.2.4 Accessible documentation	Supports	Features: There is an email address, online form, and Chat feature available which can be used to contact support for accessible documentation.

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

Notes: Not Applicable

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