

Digital Accessibility Centre Accessibility Conformance Report (VPAT® International Edition)

CampusM - Android

Company	Exlibris group
Date	30 th October 2019
Version	v1.0

Disclosure

Pursuant to item 7 in our terms and conditions, this report and its findings are intended for the client organization. Any other use of this material that is attributed to Digital Accessibility Centre, including delivery of excerpts, paraphrases, or edited versions to anyone not employed by the client organization must be approved by us in writing.

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)



Document Control

Product:	Android application
Version:	Android Application
Client:	Exlibris group
Product Description:	Android application
Applicable Standards/Guidelines:	<p>Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018</p> <p>Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500)</p> <p>Web Content Accessibility Guidelines 2.1 or WCAG 2.1</p> <p>EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, V2.1.2 (2018-08)</p>
Project Lead:	Geraint Bevan
VPAT Author:	Geraint Bevan
Quality checked by:	Gavin Evans
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) D’arcy Business Park Llandarcy Neath SA10 6FG
Contact details:	<p>Gavin.evans@digitalaccessibilitycentre.org 079366 85804</p> <p>Cam.nicholl@digitalaccessibilitycentre.org 07597 690358</p>
Phone:	01792 815267
Date Report Issued:	30 th October 2019

Contents

Digital Accessibility Centre Accessibility Conformance Report (VPAT® International Edition)	1
CampusM - Android	1
Document Control.....	2
Contents	3
Interim Report Results	4
Standard/Guideline.....	4
Included In Report.....	4
Evaluation Methods Used	4
<i>Terms</i>	5
WCAG 2.1 Report	5
Conclusion	5
Audit results:	6
<i>WCAG 2.1</i>	6
Table 1: Success Criteria, Level A.....	6
Table 2: Success Criteria, Level AA.....	22
<i>Revised Section 508 Report</i>	29
Chapter 3: Functional Performance Criteria (FPC)	29
Chapter 4: Hardware	29
Chapter 5: Generic Requirements	29
Chapter 6: ICT with Two-Way Voice Communication	30
Chapter 7: ICT with Video Capabilities	30
Chapter 8: Hardware	31
Chapter 9: Web	31
Chapter 10: Non-Web Software	31
Chapter 11: Software	31
Chapter 12: Documentation and Support Services	31
Chapter 13: ICT Providing Relay or Emergency Service Access	31
Legal Disclaimer.....	32
Appendix A	32
End of Document	32

Interim Report Results

These are the results of the Digital Accessibility Centre accessibility audit in line with WCAG 2.0 and 2.1 requirements measured against AA standard, along with the Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018.

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1 (inc. WCAG 2.1), at Level A, Level AA.	Yes
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V2.1.2 (2018-08)	Yes

Evaluation Methods Used

The **CampusM Android application** was tested using the following tools:

- Screen reading software: TalkBack
- Magnifying software: Android
- Used without a mouse (i.e. via Keyboard only)
- People who have a disability but do not require assistive technology:
 - Color Blind
 - Dyslexic
 - Learning Disabilities
 - Deaf

The following has been checked and reported on:

- Ability to interact with each step in each journey
- Ease of use and understanding
- Accessibility challenges
- WCAG 2.1 non-compliances

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 2.1 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.1 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](#).

Conclusion

This product has been found compliant with minor exceptions (described below) with WCAG 2.1 A and AA Guidelines.

Audit results:

WCAG 2.1

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)• 11.1.1.1.2 (Closed Functionality Software) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)	<p>Supports</p>	<p>No images were found to lack alternative text.</p>

Criteria	Conformance Level	Remarks and Explanations
<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> <ul style="list-style-type: none"> • 9.1.2.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Not applicable</p>	
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 	<p>Not applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially supports	Illogical heading structure is present.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	No issues were found with the sequence of content.
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Content was not found that not relies solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Pass	No areas were found that rely on color alone.
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	-

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	No issues were found relating to keyboard only.
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	No keyboard trap was present.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.4 Character Key Shortcuts</u> (Level A - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 	<p>Partially Supports</p>	<p>Pages are present that contain moving content.</p>
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Supports</p>	<p>No content was found to flash or flicker on the pages tested.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) 	Not applicable	
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) 	<p>Supports</p>	
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Partially Supports</p>	<p>Links when live tile is configured for library integration were found to lack a description that provided enough content to screen reader users.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><u>2.5.2 Pointer Cancellation</u> (Level A - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3 Label in Name</u> (Level A - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) <p>Revised Section 508 – Does not apply</p>	Supports	Labels were found to be appropriate.
<p><u>2.5.4 Motion Actuation</u> (Level A - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Supports</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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Not applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Supports</p>	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)	<p>Not applicable</p>	
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.2.5 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)	<p>Not applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.4 Orientation</u> (Level AA - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) <p>Revised Section 508 – Does not apply</p>	Supports	
<p><u>1.3.5 Identify Input Purpose</u> (Level AA - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) <p>Revised Section 508 – Does not apply</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p><u>1.4.4 Resize text</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Supports</p>	
<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) <p>Revised Section 508 – Does not apply</p>	<p>Not applicable</p>	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><u>1.4.12 Text Spacing</u> (Level AA - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.12 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA - 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.13 (Web) <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	
<p><u>2.4.7 Focus Visible</u> (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Not applicable	
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web 	Supports	
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Not applicable	
<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) <p>Revised Section 508 – Does not apply</p>	Not applicable	

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Links were found to lack a description that provided enough content to screen reader users.
302.2 With Limited Vision	Supports	Color contrast combinations are present that pass minimum requirements.
302.3 Without Perception of Color	Partially supports	The system does not rely on color alone. Tested brand colors pass WCAG 2.1 AA Guidelines; however, branding will change depending on client style.
302.4 Without Hearing	Supports	No restrictions for Deaf users.
302.5 With Limited Hearing	Supports	No restrictions for deaf users.
302.6 Without Speech	Supports	No restrictions for non-verbal users.
302.7 With Limited Manipulation	Supports	No restrictions for physically impaired users.
302.8 With Limited Reach and Strength	Supports	No restrictions for physically impaired users.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	No photosensitive seizure triggers were observed

Chapter 4: [Hardware](#)

Notes: No hardware was tested for this product

Chapter 5: [Generic Requirements](#)

Notes: N/A

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

Notes: No **two-way voice communication** found in this product.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	-
7.1.2 Captioning synchronization	Not Applicable	-
7.1.3 Preservation of captioning	Not Applicable	-
7.2.1 Audio description playback	Not Applicable	-
7.2.2 Audio description synchronization	Not Applicable	-
7.2.3 Preservation of audio description	Not Applicable	-
7.3 User controls for captions and audio description	Not Applicable	-

Chapter 8: Hardware

Notes: No hardware was tested for this product

Chapter 9: Web

Notes: N/A

Chapter 10: Non-Web Software

Notes:

N/A

Chapter 11: Software

Notes:

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	Supports	Listed within the accessibility statement.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Help and guidance is provided within the accessibility statement.
12.2.3 Effective communication	Supports	Feedback and report a problem within the application is available.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Product does not provide **Relay or Emergency Service**

Legal Disclaimer

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

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

Appendix A

Support	This appears when the product fully meets the letter and intent of the Criteria.
Partially Supports	This applies when the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Does not Support	Applies when we determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Applies when the Criteria does not apply to the specific product.

End of Document