

Accessibility Conformance Report (ACR®) Based off VPAT Version 2.4 – March 2020

For EXAMPLE CUSTOMER

Performed by TestPros, Inc.



2023

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Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version:	EXAMPLE CUSTOMER
Product Description:	EXAMPLE CUSTOMER SOFTWARE VERSION NN
Date:	MAY 01, 2023
Contact information:	[Company Fills Out]
Notes:	[Company Fills Out]
Evaluation Methods Used:	Combined Manual and Automated Process based on IAAP WAS Testing Methods, DHS Trusted Tester Methods, and recommended Assistive Technology tools.

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 2.4, at https://www.w3.org/TR/WCAG22/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

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(N/A):** 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.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	The name property of many non-text elements was provided as null or empty.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially Supports	One scenario was found on the preference screen where the visual information was not communicated accurately with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All the content was presented in a logical sequence.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Sensory Characters were not used as the only way to communicate information.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	Color was not used as a sole way to indicate the selection for some screens.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	N/A	N/A
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	There were many controls found without keyboard access.
<p>2.1.2 No Keyboard Trap (Level A)</p>		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	Keyboard trap was present. In some screens where multiple form fields were available, keyboard focus gets trapped.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Does Not Support	There were some keyboard shortcuts presented with a single key without an option to modify or deactivate them.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No flashing content found.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 <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 	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All the screens were presented with a title.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	A pop up focus did not move to the revealed content or the newly available pop up when a control triggered.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Links/buttons were meaningful.
2.5.1 Pointer Gestures (Level A 2.1 only)	N/A	N/A
2.5.2 Pointer Cancellation (Level A 2.1 only)	N/A	N/A
2.5.3 Label in Name (Level A 2.1 only)	Supports	All the control elements that have keyboard access and an accessible name did include the visible label in their accessible name.
2.5.4 Motion Actuation (Level A 2.1 only)	N/A	N/A
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application has a valid language.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p>	Supports	No change happened on focus.

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) 		
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No change happened on input.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Online Help pages were available for all the screens in the main menu/ toolbar.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Clear and concise error messages have been provided.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Labels and instructions were present for all the form fields.
3.3.9 Redundant Entry (Level A 2.2 only)	Supports	There was no redundant entry found for the content.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	The error messages were not exposed to the assistive technology.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	N/A	N/A
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	N/A	N/A
1.3.4 Orientation (Level AA 2.1 only)	N/A	N/A
1.3.5 Identify Input Purpose (Level AA 2.1 only)	N/A	N/A
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	Many non-complaint elements were found.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Text can be resized up to 200%.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No non-essential images of text found.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	Does Not Support	All the check boxes' borders have low contrast ratio against the background color.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	N/A	N/A
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	Supports	No significant change happened on hover or focus.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 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 	N/A	N/A
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Headings and labels were provided.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p>	Does Not Support	Many focusable controls were missing a well-defined focus indicator.

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) 		
2.4.11 Focus Appearance (Minimum) (Level AA 2.2 only)	Supports	The contrast ratio of the focus indicator is complaint.
2.4.12 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	Focus was not obscured.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Keyboard shortcut is provided for the dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Target size for the active controls is complaint.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	N/A
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <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 	Supports	Navigation is consistent.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <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 	Supports	Identification of the contents is consistent.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508	Supports	Error suggestions were provided.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	N/A	No legal and financial data was required.
<u>3.3.7 Accessible Authentication</u> (Level AA 2.2 only)	N/A	N/A
<u>4.1.3 Status Messages</u> (Level AA 2.1 only)	N/A	N/A

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Some controls were missing keyboard access.
302.2 With Limited Vision	Does Not Support	Many elements were found with low contrast ratio against the background color.
302.3 Without Perception of Color	Partially Supports	Color was used to convey most information.
302.4 Without Hearing	Supports	No Audio or video content found.
302.5 With Limited Hearing	Supports	No Audio or video content found.
302.6 Without Speech	N/A	No speech was required for operating the application.
302.7 With Limited Manipulation	Does Not Support	Many elements were found with low contrast ratio against the background color.
302.8 With Limited Reach and Strength	Supports	All the content was available for the user with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Many elements were found with low contrast ratio against the background color.

Chapter 4: [Hardware](#)

Notes: There are no hardware components of the application.

Chapter 5: [Software](#)

Notes: Please see the table 1 and 2 for WCAG 2.0 sections

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Does Not Support	Accessibility and compatibility features were not documented
602.3 Electronic Support Documentation	Not Evaluated	Not Evaluated
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Alternate formats of print materials can be provided at the user's request.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Support services provide a contact method conforming to 603.3
603.3 Accommodation of Communication Needs	Supports	Email support@oncuetechnology.com for all types of support. For support related to training, please contact training@oncuetechnology.com

Need Assistance?

If you have any questions or would like to speak with a TestPros accessibility expert, [book a discovery meeting here](#).

Or [leave us a message here](#) and we'll get back to you soon.

[To learn more about VPAT, visit our website.](#)



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