

Macmillan iClicker Instructor Web Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Macmillan iClicker Instructor Web

Report Date: 2/28/2022

Product Description: A flexible, intuitive student engagement system

Contact Information: Rachel Comerford, Senior Director of Content Standards and Accessibility,
Rachel.Comerford@Macmillan.com

Notes: Macmillan Learning is committed to the goal of providing equal access to all products regardless of an individual's age, ability, or situation and embraces the opportunity to develop services and information technologies that are accessible and usable by all individuals. Based on the feedback that we received in this VPAT, we are actively updating our platform and will make revised VPATs available as work is completed. This VPAT was created based on an audit of the instructor facing portion of our platform.

Evaluation Methods Used:

The evaluation was conducted in the following environments and browser/screen reader combinations:

- Windows 10: Chrome/JAWS
- Mac OSX: Safari/Voiceover

The accessibility assessment was conducted according to the following steps:

- I. An accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired, and low vision users. The evaluator inspected each screen using Google Chrome with the Wave and aXe toolbars. Code analysis was conducted using browser Developer Tools.
- II. Keyboard accessibility analysis (for mobility and physically impaired users) was conducted by attempting to thoroughly navigate the website through the keyboard, without using a mouse, using Google Chrome and Safari browsers.
- III. For deaf and hard of hearing users, any audio content was assessed for proper captioning.
- IV. The accessibility for low vision users was evaluated three ways: (1) using the screen magnification, palette, and contrast controls provided by the operating systems; (2) using the font resizing capability offered by the browser, and (3) using Color Contrast Analyzer version 2.2.
- V. An evaluator who is legally blind conducted the screen reader testing. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the website using the JAWS for Windows (v. 2022) screen reader with Google Chrome, and VoiceOver screen reader with Safari browser. Any pages found to have screen reader issues were re-examined in interactive sessions with a sighted evaluator.

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 suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: Some decorative images have unnecessary alt text; some images lack alt attributes, or have non-descriptive alt attributes. Most decorative icons are exposed to assistive technology. Some icons used to convey information have no text equivalents.</p> <p>Instructors are unable to add alt text to question images used during live polling and quizzing. While it can be accommodated during live sessions via instructor narration, this renders student study tools associated with these questions completely inaccessible to users relying on text equivalents.</p> <p>For assignment content, question images can be labeled with alt text.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not applicable</p>	<p>Web: No audio-only or video-only content.</p>
<p>1.2.2 Captions (Prerecorded) (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not applicable</p>	<p>Web: No video content.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p>	<p>Web: Not applicable</p>	<p>Web: No video content.</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 		
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Does not Support	Web: Pages lack semantic structure/landmark regions. No meaningful heading structure on most pages. Many data tables/grids are not correctly marked up.
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: All modal dialog content appears at the bottom of the page. Question response content order does not match on-screen order.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: Sensory characteristics are not used to convey information.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: Content does not rely on color alone.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508	Web: Supports	Web: No audio automatically plays.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<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"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>Due to modal dialogs not receiving or trapping keyboard focus, most functions are not keyboard accessible.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No keyboard traps are present in the interface.</p>
<p>2.1.4 Character Key Shortcuts (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) <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No single character key shortcuts are used.</p>
<p>2.2.1 Timing Adjustable (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Login timeout notification is provided, and user can extend their session time. Some notifications disappear within seconds, not giving users enough time to review.</p>
<p>2.2.2 Pause, Stop, Hide (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No moving or auto-updating information is present.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No flashing content.</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 		
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Web: Does not Support	Web: No skip links provided. No semantic or heading structure is available to assist in bypassing blocks of content.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Does not Support	Web: Page titles do not describe the topic or purpose of pages.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: Modal dialogs do not correctly receive or trap focus. In some instances, focus is not placed predictably, such as when operating expandable/collapsible controls.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: A small number of links are not descriptively labeled.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.1 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: All functionality can be accessed using single-pointer gestures.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.2 Pointer Cancellation (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>	Web: Supports	Web: Actions are performed on “up” event and can be cancelled by moving the pointer off the element.
<p>2.5.3 Label in Name (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>	Web: Partially Supports	Web: A number of accessible labels do not include visible label text.
<p>2.5.4 Motion Actuation (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>	Web: Not Applicable	Web: No motion activated functionality.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508 501 (Web)(Software)</p>	Web: Supports	Web: Language of page is declared.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: No change of context occurs on focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: In the Grading Side Panel, interacting with form fields and buttons causes immediate changes of context.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Input errors are identified and announced.</p>
<p>3.3.2 Labels or Instructions (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: Some elements are not labeled or labelled in a manner that is not descriptive.</p>
<p>4.1.1 Parsing (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: A small number of decorative elements have duplicate id values. This does not affect accessibility of the platform.</p>
<p>4.1.2 Name, Role, Value (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Does not Support</p>	<p>Web: All custom controls, including dialogs, tooltips, tab panels, expandable/collapsible, toggle buttons, etc., do not implement correct ARIA patterns, making them difficult or impossible to use.</p> <p>Many interactive elements are not marked up as such.</p> <p>A number of non-semantic elements incorrectly apply ARIA labeling attributes.</p>

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"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: No live content is present.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: No video content.</p>
<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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Content/functionality is not restricted by the device orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does not Support</p>	<p>Web: Form fields do not identify input purpose using “autocomplete” attributes.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: With a small number of exceptions, text content has sufficient color contrast (4.5:1 or greater).</p>
<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"> • 9.1.1.1 (Web) <p>Revised Section 508</p>	<p>Web: Does not Support</p>	<p>Web: When scaled up to 200%, pages lose content and functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<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"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No images of text are used. It should be noted that some user-added images may have images of text.</p>
<p>1.4.10 Reflow (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>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>Pages do not reflow to fit a 320px wide viewport.</p>
<p>1.4.11 Non-text Contrast (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) <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Some field boundaries, icons, and focus indicators do not have sufficient color contrast.</p>
<p>1.4.12 Text Spacing (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) <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Text spacing can be adjusted without loss of content or functionality.</p>
<p>1.4.13 Content on Hover or Focus (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) <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Tooltips are not hoverable or dismissable.</p>
<p>2.4.5 Multiple Ways (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Most pages are steps in the process and have to be accesses sequentially.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Does Not Support</p>	<p>Web: No meaningful heading structure on most pages. Text appearing as headings is not marked up as such.</p>
<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"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: A number of elements do not display visible tab focus.</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: Single language is used.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Consistent navigation mechanisms are employed.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: “Student” navigation selector control uses a pattern different from other navigation selectors.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p>	<p>Web: Error messages are announced.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 		
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Entry errors are prevented.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.3 (Web) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Status messages are absent in many cases.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	The product is not operable with keyboard navigation and screen reader use. Most significant issues are the lack of semantic and heading structure, modal dialogs that do not capture focus, and incorrectly implemented custom controls.
302.2 With Limited Vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums. It does not support browser zoom or content reflow.
302.3 Without Perception of Color	Supports	This product is operable without perception of color.
302.4 Without Hearing	Supports	The product does not require use of hearing to operate.
302.5 With Limited Hearing	Supports	The product does not require use of hearing to operate.
302.6 Without Speech	Supports	Use of speech is not required to operate the product.
302.7 With Limited Manipulation	Does not Support	The product is not operable with keyboard navigation.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Does not Support	The product is not operable with keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.

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

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	Supports	Accessibility information page is available for the product.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No non-electronic support documentation is provided.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Information on accessibility and compatibility features is available via the accessibility information page or email.
603.3 Accommodation of Communication Needs	Supports	Accessible online chat or email can be used for contacting support.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The product is not operable with keyboard navigation and screen reader use. Most significant issues are the lack of semantic and heading structure, modal dialogs that do not capture focus, and incorrectly implemented custom controls.
4.2.2 Usage with limited vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums. It does not support browser zoom or content reflow.
4.2.3 Usage without perception of colour	Supports	This product is operable without perception of color.
4.2.4 Usage without hearing	Supports	The product does not require use of hearing to operate.
4.2.5 Usage with limited hearing	Supports	The product does not require use of hearing to operate.
4.2.6 Usage with no or limited vocal capability	Supports	Use of speech is not required to operate the product.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The product is not operable with keyboard navigation.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage with limited reach	Partially Supports	The product is not operable with keyboard navigation.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not include flashing content or other seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.
4.2.11 Privacy	Supports	Privacy notice is available.

Chapter [9: Web](#) (see [WCAG 2.x 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	Supports	Accessibility information page is available for the product.
12.1.2 Accessible documentation	See WCAG 2.x 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	Information on accessibility and compatibility features is available via the accessibility information page or email.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Partially Supports	Accessible online chat or email can be used for contacting support.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Legal Disclaimer (Company)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to another agreement and/or terms of use, the terms and conditions of that agreement and the terms of use remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.