OpenText Accessibility Conformance Report

VPAT® Version 2.4*

Name of product/version:	Extended ECM Version 22.1
Product description:	Extended ECM Smart View
Report date:	14 April 2022
Contact information:	support@opentext.com
Notes:	
Evaluation methods used:	This conformance report is based on the results of an accessibility audit conducted by TPG Interactive on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1. The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers. The following applications were used as part of the audit to identify potential accessibility issues: Desktop browsers: Chrome, Firefox, Safari Mobile browsers: None Assistive technologies: NVDA, JAWS, VoiceOver Accessibility testing tools: ARC Toolkit, Colour Contrast Analyser, Arc Capture Extension
Applicable standards/guidelines	This report covers the degree of conformance for the following accessibility standards/guidelines: Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA

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

	Web Content Accessibility Guidelines (WCAG) 2.1 Level A/AA

Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018

EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, V3.1.1 (2019-11) |

Terms

The terms used in the conformance level information are defined as follows:

Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

Partially supports: Some functionality of the product does not meet the criterion.

Does not support: The majority of product functionality does not meet the criterion.

Not applicable: The criterion is not relevant to the product.

Not evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

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WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web documents, 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

Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Non-text content that is presented to the user does not have a text alternative that serves the equivalent purpose. These include: • SVG elements in the "Create Business Workspace Tool Bar" and "Email Correspondence Aside" lack the image role • Decorative SVG elements in the "Recently Accessed Table Header" are not hidden • Informative SVG elements in the "Recently Accessed Table", "Create Business Workspace Tool Bar", "Notification Documents", and "Notification Aside" lack a proper text alternative • CSS images in the "Create Business Workspace Tool Bar" lack a proper text alternative
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Supports	

Criteria	Conformance level	Remarks and explanations
EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software)	Supports	

Criteria	Conformance level	Remarks and explanations
• 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions. These include: • Headings are not indicated as headings within "Enterprise", "Notification Aside", "Notification Documents", "Legal Review Aside", and "Templates" • List markup is incorrect within "Transfers" • Elements that do not function as headings are indicated as such within "Legal Review Aside" • Data tables are not properly defined or well-formed within "Sessions Table", "Recently Accessed Table Header", and "Document Table"
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open	Partially supports	The correct reading sequence can be programmatically determined for the majority of content, with some exceptions. These include: • Content behind the "Send On Modal" is not programmatically hidden

Criteria	Conformance level	Remarks and explanations
Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		from assistive technology • Content on the "Transfers" page is not organized in a logical and understandable order
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Partially supports	In the majority of cases, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include: • Color alone conveys information without additional shapes, patterns, or images within the "Notification Aside" • Color alone is used to distinguish links within

Criteria	Conformance level	Remarks and explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		"Notification Documents"
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are some exceptions. These include: • The menu within "My Docs" and "Upload File Modal" does not follow expected keyboard interaction patterns • Interactive controls that can be used with a mouse are not operable with the keyboard within "Aside User Panel", "Proxies", "Results", "Notification Aside", "Asset Inspection", "Properties and navigation", "Date Picker", "Attachments", and "Move Item Modal" • An inactive element within

Criteria	Conformance level	Remarks and explanations
		• "Upload File Modal" is included in the focus order • The "Attachments" tab list does not follow expected keyboard interaction patterns

2.1.2 No Keyboard Trap (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.1.2 (Web)
    • 10.2.1.2 (Non-web document)
    • 11.2.1.2 (Open Functionality Software)
    • 11.2.1.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially supports	For most components that receive keyboard focus, focus can be moved away from that component using only a keyboard interface, with some exceptions. These include:
		• Users are not able to move focus away from an element using the keyboard within "Notification Aside", "Create Contact Form", "Asset Inspection", "Legal Review Aside", and "Thumbnail View (Records Management)"

2.1.4 Character Key Shortcuts
(Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.1.4 (Web)
    • 10.2.1.4 (Non-web document)
    • 11.2.1.4.1 (Open Functionality Software)
    • 11.2.1.4.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria	Partially supports	The majority of the website features time limits that are either essential, tied to real-time

Criteria	Conformance level	Remarks and explanations
• 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		events, set to a time limit longer than 20 hours, provide a mechanism for users to turn off, adjust, or extend the time limit, with some exceptions. These include: • Status messages within "Attachments" and "Workflow Submitted" disappear automatically, and users can neither control the message timeout nor access past messages
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool)	Supports	

Criteria	Conformance level	Remarks and explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Does not support	A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available: • A correctly implemented skip link is not provided to skip over repeated blocks of content throughout the site.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Supports	

Criteria	Conformance level	Remarks and explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include: • Keyboard focus is not returned to the triggering element within "My Shares", "Aside User Panel", "Notification Aside", and "Control" • Focus order is not logical within "User Profile Side Panel", "Search for a document results/toolbar", "Notification Aside", "Create Contact Form", "Attachments", "Move Item Modal", and "Email Correspondence Aside" • Dynamically-added content is not added to the focus order directly after the element that exposed the content within "Search Aside" • Non-interactive elements receive keyboard focus within "Recently Accessed Table Header", "Search Aside", "Certificate Information", and "Upload File Modal"
2.4.4 Link Purpose (In Context) (Level A) Also applies to:	Supports	

Criteria	Conformance level	Remarks and explanations
EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

2.5.1 Pointer Gestures (Level A 2.1 only)
    Also applies to:
    EN 301 549 Criteria
• 9.2.5.1 (Web)
• 10.2.5.1 (Non-web document)
• 11.2.5.1 (Open Functionality Software)
• 11.2.5.1 (Closed Software)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Supports	

2.5.2 Pointer Cancellation (Level A 2.1 only)
    Also applies to:
    EN 301 549 Criteria
• 9.2.5.2 (Web)
• 10.2.5.2 (Non-web document)
• 11.2.5.2 (Open Functionality Software)
• 11.2.5.2 (Closed Software)
• 11.8.2 (Authoring Tool)
	Partially supports	Most single-pointer functions can be aborted by moving the pointer to a neutral location. Single-pointer functions which do not satisfy the requirement include:
		
		• Functionality is activated on a down event, and an up event does not reverse the function within "Search for a document", "Search Aside",

Criteria	Conformance level	Remarks and explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		"Asset Inspection", "Selected Toolbar", "Accessibility Header", "Properties and Navigation", and "Document Info Table Header"
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	For most user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with some exceptions. These include: • Placeholder used as a visible label within "Favorites", "Recently Accessed", "My Shares", "Create Contact Form", "Attachments", "User Group Table", "Move Item Modal", and "Upload File Modal" • For elements with visible text/label, the accessible name does not contain the visible text within "Proxies", "Search results/toolbar", "Relevance", "Selected Toolbar", "Asset Inspection", "Certificate Information", "Date Picker", and "Move Item Modal"
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software	Supports	

Criteria	Conformance level	Remarks and explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web)	Partially supports	Changing the settings of user interface components does not automatically cause a change of context, with some exceptions.

Criteria	Conformance level	Remarks and explanations
10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		These include: Keyboard focus does not remain on the user interface component when the component setting is changed within "User profile side panel toggles", "Recently Accessed Table Header", "Search for a document Results", "Create Contact Form", "Email Correspondence Aside", and "Move Item Modal"
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool)	Partially supports	Labels or instructions are provided for the majority of content that requires user input, with some exceptions. These include: - Required form controls do not convey or expose the fact that they are required within "Recently Accessed Table" - Controls that expect user

Criteria	Conformance level	Remarks and explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		input or selection do not have appropriate labels within "Recently Accessed Table" and "Search for a document results" - Form controls rely on placeholder text as a label within "Document Info Table Header" - A non-interactive element has a title="..." attribute within "Navigation Header"
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	The majority of markup-based content does not have any parsing issues known to have an accessibility impact, with some exceptions. These include: The parsed DOM of the page has errors that may prevent assistive technology from correctly interpreting content within "Recently Accessed Table", "Relevance", "Search Aside", "Selected Toolbar", "Asset Inspection", "Accessibility Header", "Properties and navigation", and "Document Table"
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Not required 11.8.2 (Authoring Tool)	Does not support	The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. These include: The aria-label="..." attribute is used on inappropriate elements within "Recently Accessed Table",

Criteria	Conformance level	Remarks and explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		"Notification Aside", "Notification Documents", "Create Business Workspace Tool Bar", etc. • The button does not follow the established design pattern within "Favorites", "Recently Accessed", "My Shares", "Proxies", "Templates", etc. • The toggle button does not follow the established design pattern within "Legal Review Aside" and "Records Management – General" • The combo box (autocomplete) does not follow the established design pattern within "My Docs", "Proxies", "Document Info Table Header", "User Group Table", etc • The datepicker does not follow the established design pattern • The dialog does not follow the established design pattern within "Aside User Panel", "Notification Aside", "Create Contact Form", etc. • The disclosure control does not follow the established design pattern within "Aside User Panel", "Create Contact Form", "Certificate Information", etc. • The interactive grid does not follow the established design pattern within "Recently Accessed Table",

Criteria	Conformance level	Remarks and explanations
		"Templates", and "User Group Table"

Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open	Partially supports	The majority of content and functionality are presented and usable at different orientations, with some exceptions. These include: Content is limited when

Criteria	Conformance level	Remarks and explanations
Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		in portrait orientation within the "Send on Modal"
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The purpose of most input fields collecting information about the user can be programmatically determined, with some exceptions. These include: • The form field is missing a valid autocomplete="..." attribute within "Navigation Header"
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The majority of text and images of text has sufficient contrast, with some exceptions. These include: • Regular scale text does not have at least a 4.5:1 color contrast ratio within "Search Results/Toolbar", "Notification Aside", "Selected Toolbar", "Attachments", "Move Item Modal", and "Transfers"
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web	Partially supports	The majority of pages on the website allow text to be resized / zoomed up to 200% without loss of content or functionality, with some

Criteria	Conformance level	Remarks and explanations
document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		exceptions. These include: • There is a loss of content or functionality when text is resized up to 200% within "User Profile Side Panel", "Search for a document", "Create Business Workspace Tool Bar", "Templates", "Create Contact Form", "Asset Inspection", "Properties and navigation", "Date Picker", "Attachments", "Send on Modal", "Document Table", etc.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software)	Partially supports	The majority of the website can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, with some exceptions. These include:

Criteria	Conformance level	Remarks and explanations
• 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		• Content requires both horizontal and vertical scrolling when resized to a width of 320 CSS px / height of 256 CSS px within "Navigation Header", "Enterprise Workspace", and "Legal Review Aside" • Content is not present and functional when resized to a width of 320 CSS px / height of 256 CSS px within "Records Management"
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The majority of interface components and graphical objects have a contrast ratio of at least 3:1, with some exceptions. These include: • A color contrast ratio of 3:1 is not provided between adjacent focused and unfocused elements within "Document Info Table Header" • A color contrast ratio of 3:1 is not provided for graphical objects within "Search for a document – Results" and "Selected Toolbar"
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open	Partially supports	The majority of the website allows for relevant text style properties to be changed without loss of content or functionality, with some exceptions. These include: • Content is obscured or

Criteria	Conformance level	Remarks and explanations
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		functionality is degraded when text spacing styles are changed within "Search for a document – Results", "Selected Toolbar", and "Drop File"
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The majority of additional content that appears on hover or focus is dismissible, hoverable and persistent, with some exceptions. These include: • Content displayed on hover is not available on focus within "Favorites", "Recently Accessed", "Sessions Table", "Notification Aside", etc. • Content displayed is not dismissible within "Recently Accessed Table Toolbar"
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Supports	

Criteria	Conformance level	Remarks and explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	The majority of headings and labels appropriately describe the topic or purpose of their related content, with some exceptions. These include: • Labels provided for controls and elements are not sufficiently descriptive within "Search for a document - Relevance" and "Asset Inspection"
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open	Partially supports	On most pages on the website, the human language of each passage or phrase in the content can be programmatically determined, with some exceptions. These include:

Criteria	Conformance level	Remarks and explanations
Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		• Changes in language are not explicitly marked up within "Create Contact Form", "Move Item Modal", and "Upload File Modal"
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open	Supports	

Criteria	Conformance level	Remarks and explanations
Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	For most automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user, with some exceptions. These include: • Corrections or suggestions for errors are not provided within "Asset Inspection"
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	

Criteria	Conformance level	Remarks and explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) – Does not apply • 11.4.1.3 (Open Functionality Software) – Does not apply • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Most status messages can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include: • Status messages are not conveyed to some users within "Favorites", "Recently Accessed", "My Docs", "Proxies", "Recently Accessed Table Header", "Search Aside", "Create Business Workspace Tool Bar", "Attachments", "Document Info Table Header", "Move Item Modal", and "Drop File"

Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not evaluated	
1.4.8 Visual Presentation (Level AAA)	Not evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not evaluated	
2.2.3 No Timing (Level AAA)	Not evaluated	
2.2.4 Interruptions (Level AAA)	Not evaluated	
2.2.5 Re-authenticating (Level AAA)	Not evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not evaluated	
2.3.2 Three Flashes (Level AAA)	Not evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not evaluated	
2.4.8 Location (Level AAA)	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level	Not evaluated	

Criteria	Conformance level	Remarks and explanations
AAA)		
2.4.10 Section Headings (Level AAA)	Not evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	
3.1.3 Unusual Words (Level AAA)	Not evaluated	
3.1.4 Abbreviations (Level AAA)	Not evaluated	
3.1.5 Reading Level (Level AAA)	Not evaluated	
3.1.6 Pronunciation (Level AAA)	Not evaluated	
3.2.5 Change on Request (Level AAA)	Not evaluated	
3.3.5 Help (Level AAA)	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Does not support	There are multiple issues found on the website affecting users without vision, including: • Non-text content that is presented to the user that does not have a text alternative that serves the equivalent purpose • Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text • The name, role, state, and value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies • The correct reading sequence of content cannot always be programmatically determined, as it relies on its visual presentation • A mechanism to bypass blocks of content that are

Criteria	Conformance level	Remarks and explanations
		repeated on multiple Web pages is not available • Functionality of the content is not operable through a keyboard interface • Content that relies on color to convey information
302.2 With Limited Vision	Does not support	There are multiple issues found on the website affecting users with limited vision, including: • Regular sized text with a contrast ratio below 4.5:1 • Pages do not allow text to be resized/zoomed up to 200% without loss of content or functionality • Non-text content that is presented to the user that does not have a text alternative that serves the equivalent purpose • Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text • The name, role, state, and value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including

Criteria	Conformance level	Remarks and explanations
		assistive technologies • The correct reading sequence of content cannot always be programmatically determined, as it relies on its visual presentation • A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Functionality of the content is not operable through a keyboard interface • Content that relies on color to convey information
302.3 Without Perception of Color	Does not support	There are multiple issues found on the website affecting users without perception of color, including: • Regular sized text with a contrast ratio below 4.5:1 • Content that relies on color to convey information
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does not support	There are multiple issues found on the website affecting users with limited manipulation, including: • Functionality of the content is not operable through a keyboard interface

Criteria	Conformance level	Remarks and explanations
		• A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Components that receive keyboard focus, and focus cannot be moved away from that component using only a keyboard interface • Focusable components do not receive focus in an order that preserves meaning and operability • Changing the setting of a user interface component causes an unexpected change of context
302.8 With Limited Reach and Strength	Does not support	There are multiple issues found on the website affecting users with limited reach and strength, including: • Functionality of the content is not operable through a keyboard interface • A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Components that receive keyboard focus, and focus cannot be moved away from that component using only a keyboard interface • Focusable components do not receive focus in an order that preserves meaning and operability

Criteria	Conformance level	Remarks and explanations
		• Changing the setting of a user interface component causes an unexpected change of context
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not support	There are multiple issues found on the website affecting users with limited language, cognitive, and learning abilities, including: • Labels do not appropriately describe the topic or purpose of the related content • Corrections or suggestions for input errors are not provided • Status messages disappear automatically, and users can neither control the message timeout nor access past messages

Chapter 4: Hardware

Notes: Extended ECM is not hardware

Criteria	Conformance level	Remarks and explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Extended ECM is not hardware
402.2.2 Transactional Outputs	Not Applicable	Extended ECM is not hardware
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Extended ECM is not hardware
402.2.4 User Control	Not Applicable	Extended ECM is not hardware
402.2.5 Braille Instructions	Not Applicable	Extended ECM is not hardware
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Extended ECM is not hardware
402.3.2 Non-private Listening	Not Applicable	Extended ECM is not hardware
402.4 Characters on Display Screens	Not Applicable	Extended ECM is not hardware
402.5 Characters on Variable Message Signs	Not Applicable	Extended ECM is not hardware
403 Biometrics	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance level	Remarks and explanations
403.1 General	Not Applicable	Extended ECM is not hardware
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Extended ECM is not hardware
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Extended ECM is not hardware
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Extended ECM is not hardware
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Extended ECM is not hardware
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Extended ECM is not hardware
407.3.2 Alphabetic Keys	Not Applicable	Extended ECM is not hardware
407.3.3 Numeric Keys	Not Applicable	Extended ECM is not hardware
407.4 Key Repeat	Not Applicable	Extended ECM is not hardware
407.5 Timed Response	Not Applicable	Extended ECM is not hardware
407.6 Operation	Not Applicable	Extended ECM is not

Criteria	Conformance level	Remarks and explanations
		hardware
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Extended ECM is not hardware
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Extended ECM is not hardware
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Extended ECM is not hardware
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Extended ECM is not hardware
407.8.2 Side Reach	Not Applicable	Extended ECM is not hardware
407.8.2.1 Unobstructed Side Reach	Not Applicable	Extended ECM is not hardware
407.8.2.2 Obstructed Side Reach	Not Applicable	Extended ECM is not hardware
407.8.3 Forward Reach	Not Applicable	Extended ECM is not hardware
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Extended ECM is not hardware
407.8.3.2 Obstructed Forward Reach	Not Applicable	Extended ECM is not hardware
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Extended ECM is not hardware
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Extended ECM is not hardware
408 Display Screens	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance level	Remarks and explanations
408.2 Visibility	Not Applicable	Extended ECM is not hardware
408.3 Flashing	Not Applicable	Extended ECM is not hardware
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Extended ECM is not hardware
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Extended ECM is not hardware
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Extended ECM is not hardware
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Extended ECM is not hardware
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Extended ECM is not hardware
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Extended ECM is not hardware
412.3.2 Wireline Handsets	Not Applicable	Extended ECM is not hardware
412.4 Digital Encoding of Speech	Not Applicable	Extended ECM is not

Criteria	Conformance level	Remarks and explanations
		hardware
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Extended ECM is not hardware
412.7 Video Communication	Not Applicable	Extended ECM is not hardware
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Extended ECM is not hardware
412.8.2 Voice and Hearing Carry Over	Not Applicable	Extended ECM is not hardware
412.8.3 Signal Compatibility	Not Applicable	Extended ECM is not hardware
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Extended ECM is not hardware
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Extended ECM is not hardware
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Extended ECM is not hardware
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Extended ECM is not hardware
414.1.2 Other ICT	Not Applicable	Extended ECM is not hardware
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance level	Remarks and explanations
415.1.1 Caption Controls	Not Applicable	Extended ECM is not hardware
415.1.2 Audio Description Controls	Not Applicable	Extended ECM is not hardware

Chapter 5: Software

Notes: Extended ECM is not a software product

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See the **Error! Reference source not found.** section.	See the **Error! Reference source not found.** section.
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Extended ECM is not a software product
502.2.2 No Disruption of Accessibility Features	Not Applicable	Extended ECM is not a software product
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Extended ECM is not a software product
502.3.2 Modification of Object Information	Not Applicable	Extended ECM is not a software product
502.3.3 Row, Column, and Headers	Not Applicable	Extended ECM is not a software product
502.3.4 Values	Not Applicable	Extended ECM is not a software product
502.3.5 Modification of Values	Not Applicable	Extended ECM is not a software product
502.3.6 Label Relationships	Not Applicable	Extended ECM is not a software product
502.3.7 Hierarchical Relationships	Not Applicable	Extended ECM is not a software product
502.3.8 Text	Not Applicable	Extended ECM is not a software product
502.3.9 Modification of Text	Not Applicable	Extended ECM is not a software product

Criteria	Conformance level	Remarks and explanations
502.3.10 List of Actions	Not Applicable	Extended ECM is not a software product
502.3.11 Actions on Objects	Not Applicable	Extended ECM is not a software product
502.3.12 Focus Cursor	Not Applicable	Extended ECM is not a software product
502.3.13 Modification of Focus Cursor	Not Applicable	Extended ECM is not a software product
502.3.14 Event Notification	Not Applicable	Extended ECM is not a software product
502.4 Platform Accessibility Features	Not Applicable	Extended ECM is not a software product
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Extended ECM is not a software product
503.3 Alternative User Interfaces	Not Applicable	Extended ECM is not a software product
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Extended ECM is not a software product
503.4.2 Audio Description Controls	Not Applicable	Extended ECM is not a software product
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See **Error! Reference source not found.**	See **Error! Reference source not found.**
504.2.1 Preservation of Information Provided for Accessibility in Format	Not Applicable	Extended ECM is not a software product

Criteria	Conformance level	Remarks and explanations
Conversion		
504.2.2 PDF Export	Not Applicable	Extended ECM is not a software product
504.3 Prompts	Not Applicable	Extended ECM is not a software product
504.4 Templates	Not Applicable	Extended ECM is not a software product

Chapter 6: Support Documentation and Services

Notes: Extended ECM does not provide any support documentation.

Criteria	Conformance level	Remarks and explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not Applicable	Extended ECM does not provide any support documentation.
602.3 Electronic Support Documentation	Not Applicable	Extended ECM does not provide any support documentation.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Extended ECM does not provide any support documentation.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Extended ECM does not provide any support documentation.
603.3 Accommodation of Communication Needs	Not Applicable	Extended ECM does not provide any support documentation.

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Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does not support	There are multiple issues found on the website affecting users without vision, including: • Non-text content that is presented to the user that does not have a text alternative that serves the equivalent purpose • Information, structure, and relationships conveyed through presentation cannot be programmatically determined and are not available in text • The name, role, state, and value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies • The correct reading sequence of content cannot always be programmatically determined, as it relies on its visual presentation • A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Functionality of the content is not operable through a keyboard interface

Criteria	Conformance Level	Remarks and Explanations
		• Content that relies on color to convey information • Status messages disappear automatically, and users can neither control the message timeout nor access past messages
4.2.2 Usage with limited vision	Does not support	There are multiple issues found on the website affecting users with limited vision, including: • Regular sized text with a contrast ratio below 4.5:1 • Pages do not allow text to be resized/zoomed up to 200% without loss of content or functionality • Status messages disappear automatically, and users can neither control the message timeout nor access past messages • Functionality is activated on a down event, and an up event does not reverse the function • Content is not present and functional or requires both horizontal and vertical scrolling when resized to a width of 320 CSS px / height of 256 CSS px • User interface components and graphical objects lack a contrast ratio of 3:1 • Content is obscured or functionality is degraded when text spacing styles are changed
4.2.3 Usage without perception of colour	Does not support	There are multiple issues found on the website affecting users without perception of color,

Criteria	Conformance Level	Remarks and Explanations
		including: • Regular sized text with a contrast ratio below 4.5:1 • Content that relies on color to convey information • User interface components and graphical objects lack a contrast ratio of 3:1
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage without vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Does not support	There are multiple issues found on the website affecting users with limited manipulation or strength, including: • Functionality of the content is not operable through a keyboard interface • A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Components that receive keyboard focus, and focus cannot be moved away from that component using only a keyboard interface • Focusable components do not receive focus in an order that preserves meaning and operability • Changing the setting of a user interface component causes an unexpected change of context • Functionality is activated on a down event, and an up event

Criteria	Conformance Level	Remarks and Explanations
		does not reverse the function • Elements with a visible label have an accessible name that does not include the visible text • Content is cut off from view in portrait orientation
4.2.8 Usage with limited reach	Does not support	There are multiple issues found on the website affecting users with limited reach, including: • Functionality of the content is not operable through a keyboard interface • A mechanism to bypass blocks of content that are repeated on multiple Web pages is not available • Components that receive keyboard focus, and focus cannot be moved away from that component using only a keyboard interface • Focusable components do not receive focus in an order that preserves meaning and operability • Changing the setting of a user interface component causes an unexpected change of context • Content is cut off from view in portrait orientation
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Does not support	There are multiple issues found on the website affecting users with limited language, cognitive, and learning abilities, including: • Labels do not appropriately

Criteria	Conformance Level	Remarks and Explanations
		describe the topic or purpose of the related content • Corrections or suggestions for input errors are not provided • Status messages disappear automatically, and users can neither control the message timeout nor access past messages • Functionality is activated on a down event, and an up event does not reverse the function • Content appearing on hover or focus is not dismissible • Content is obscured or functionality is degraded when text spacing styles are changed
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: Extended ECM does not contain functionality limited by characteristics that prevent a user from attaching, installing, or using assistive technology.

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 General	Not applicable	
5.1.3.2 Auditory output delivery including speech	Not applicable	
5.1.3.3 Auditory output correlation	Not applicable	
5.1.3.4 Speech output user control	Not applicable	
5.1.3.5 Speech output automatic interruption	Not applicable	
5.1.3.6 Speech output for non-text content	Not applicable	
5.1.3.7 Speech output for video information	Not applicable	
5.1.3.8 Masked entry	Not applicable	
5.1.3.9 Private access to personal data	Not applicable	
5.1.3.10 Non-interfering audio output	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening	Not applicable	
5.1.3.12 Speaker volume	Not applicable	
5.1.3.13 Volume reset	Not applicable	
5.1.3.14 Spoken languages	Not applicable	
5.1.3.15 Non-visual error identification	Not applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	
5.1.4 Functionality closed to text enlargement	Not applicable	
5.1.5 Visual output for auditory information	Not applicable	
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	
5.2 Activation of accessibility features	Not applicable	
5.3 Biometrics	Not applicable	
5.4 Preservation of accessibility information during conversion	Not applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	
5.5.2 Operable parts discernibility	Not applicable	
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	

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not applicable	
5.7 Key repeat	Not applicable	
5.8 Double-strike key acceptance	Not applicable	
5.9 Simultaneous user actions	Not applicable	

Chapter 6: ICT with Two-Way Voice Communication

Notes: Extended ECM does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not applicable	
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not applicable	
6.2.1.2 Concurrent voice and text	Not applicable	
6.2.2.1 Visually distinguishable display	Not applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not applicable	
6.2.3 Interoperability	Not applicable	
6.2.4 Real-time text responsiveness	Not applicable	
6.3 Caller ID	Not applicable	
6.4 Alternatives to voice-based services	Not applicable	
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not applicable	
6.5.3 Frame rate	Not applicable	
6.5.4 Synchronization between audio and video	Not applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes: Extended ECM does not natively provide video capabilities.

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: Extended ECM is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not applicable	
8.1.3 Colour	Not applicable	
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not applicable	
8.2.1.2 Incremental volume control	Not applicable	
8.2.2.1 Fixed-line devices	Not applicable	
8.2.2.2 Wireless communication devices	Not applicable	
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	Not applicable	
8.3.2.2 Clear floor or ground space	Not applicable	
8.3.2.3.1 General	Not applicable	
8.3.2.3.2 Forward approach	Not applicable	
8.3.2.3.3 Parallel approach	Not applicable	
8.3.2.4 Knee and toe clearance width	Not applicable	
8.3.2.5 Toe clearance	Not applicable	
8.3.2.6 Knee clearance	Not applicable	
8.3.3.1.1 Unobstructed high forward reach	Not applicable	
8.3.3.1.2 Unobstructed low forward reach	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.3.1 Clear floor space	Not applicable	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not applicable	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not applicable	
8.3.3.2.1 Unobstructed high side reach	Not applicable	
8.3.3.2.2 Unobstructed low side reach	Not applicable	
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	Not applicable	
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	Not applicable	
8.3.4 Visibility	Not applicable	
8.3.5 Installation instructions	Not applicable	
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not applicable	
8.4.2.1 Means of Operation of mechanical parts	Not applicable	
8.4.2.2 Force of operation of mechanical parts	Not applicable	
8.4.3 Keys, tickets and fare cards	Not applicable	
8.5 Tactile indication of speech mode	Not applicable	

Chapter 9: [Web](#)

See the **Error! Reference source not found.** section.

Chapter 10: Non-web Documents

Notes: Extended ECM is not a non-web document.

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See **Error! Reference source not found.**	See **Error! Reference source not found.**
10.5 Caption positioning	Not applicable	
10.6 Audio description timing	Not applicable	

Chapter 11: Software

Notes: Extended ECM is not software.

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See **Error! Reference source not found.**	See **Error! Reference source not found.**
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Not applicable	
11.5.2.4 Assistive technology	Not applicable	
11.5.2.5 Object information	Not applicable	
11.5.2.6 Row, column, and headers	Not applicable	
11.5.2.7 Values	Not applicable	
11.5.2.8 Label relationships	Not applicable	
11.5.2.9 Parent-child relationships	Not applicable	
11.5.2.10 Text	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.11 List of available actions	Not applicable	
11.5.2.12 Execution of available actions	Not applicable	
11.5.2.13 Tracking of focus and selection attributes	Not applicable	
11.5.2.14 Modification of focus and selection attributes	Not applicable	
11.5.2.15 Change notification	Not applicable	
11.5.2.16 Modifications of states and properties	Not applicable	
11.5.2.17 Modifications of values and text	Not applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	
11.6.2 No disruption of accessibility features	Not applicable	
11.7 User preferences	Not applicable	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter "not applicable")	See **Error! Reference source not found.**	See **Error! Reference source not found.**
11.8.3 Preservation of accessibility information in transformations	Not applicable	
11.8.4 Repair assistance	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not applicable	

Chapter 12: Documentation and Support Services

Notes: Extended ECM does not provide any support documentation.

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	Not applicable	
12.1.2 Accessible documentation	See **Error! Reference source not found.**	See **Error! Reference source not found.**
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	
12.2.3 Effective communication	Not applicable	
12.2.4 Accessible documentation	See **Error! Reference source not found.**	See **Error! Reference source not found.**

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Extended ECM does not provide relay or emergency service access.

Criteria	Conformance Level	Remarks and Explanations
13.1.1 General (Informative)	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	
13.1.3 Sign relay services	Not applicable	
13.1.4 Lip-reading relay services	Not applicable	
13.1.5 Captioned telephony services	Not applicable	
13.1.6 Speech to speech relay services	Not applicable	
13.2 Access to relay services	Not applicable	
13.3 Access to emergency services	Not applicable	

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