

OpenText Extended ECM 23.1 Accessibility Conformance Report

International edition, based on VPAT® version 2.4Rev*

Name of product/version:	OpenText Extended ECM 23.1
Report date:	07 June 2023
Product description:	Web application
Contact information:	OpenText Customer Support support@opentext.com
Notes:	
Evaluation methods used:	<p>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 accessibility guidelines.</p> <p>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.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Chrome, Firefox, Safari• Assistive technologies and settings: JAWS, NVDA, VoiceOver• Accessibility testing tools: ARC Toolkit, ARC Capture Extension, Colour Contrast Analyzer
Applicable standards/guidelines:	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA• Web Content Accessibility Guidelines (WCAG) 2.1 Level A/AA• Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA• 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 for ICT products and services - V3.1.1 (2019-11) and EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)

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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.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.1.1 (Web)• 10.1.1.1 (Non-web document)• 11.1.1.1.1 (Open Functionality Software)• 11.1.1.1.2 (Closed Functionality Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with one exception: The logo "OpenText Extended ECM 23.1" in the navigation header does not have a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.2.1 (Web)• 10.1.2.1 (Non-web document)• 11.1.2.1.1 (Open Functionality Software)• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs)	Not applicable	The reviewed pages contain no audio-only or video-only content.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The reviewed pages do not contain synchronized media with prerecorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The reviewed pages do not contain any synchronized media which would require an alternative for time-based media or audio description.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions. These include: some lists not marked up as lists and some headings not marked up as headings.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	A correct reading sequence can be programmatically determined for most content in the application, with some exceptions. These include content behind a modal dialog that is not programmatically hidden from assistive technologies.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.

Criteria	Conformance level	Remarks and explanations
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	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 two exceptions where color is used as the only visual means for conveying meaning.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The reviewed pages do not contain any audio which plays automatically for more than three seconds.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 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) 	Partially Supports	The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, with some exceptions. These include 23 instances where controls or functions cannot be reached or operated with the keyboard.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	For most components that receives keyboard focus, focus can be moved away from that component using only a keyboard interface, with some exceptions. These include 3 instances where the user cannot move focus away from an element using the keyboard.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The application does not provide keyboard shortcuts.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Not applicable	The application does not feature any time limits.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The reviewed pages do not contain moving, blinking, scrolling, or auto-updating content without a mechanism to pause, stop, hide, or control the frequency of updates.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The reviewed pages do not contain anything that flashes more than three times in any one second period.
<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) 10.2.4.1 (Non-web document) – Does not apply 	Supports	The application provides skip links for bypassing the top navigation.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All pages have titles that describe their topic or purpose.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 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	Partially supports	Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include dynamically-added content that needs be added to the focus order directly after the element that exposed the content, or keyboard focus needs to be moved to the new content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, with two exceptions where link text does not provide adequate context on their own in several components.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	All functionality can be operated using a single pointer without a path-based gesture.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 – Does not apply		
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	For most controls with visible text labels, the accessible name of the control contains the label text, with 2 exceptions where a control's accessible name does not contain the visible label text.
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not applicable	The reviewed pages do not have functionality operated by device motion or user motion.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The human language of all pages in the application is correctly identified.

Criteria	Conformance level	Remarks and explanations
<u>3.2.1 On Focus</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Components do not initiate a change of context when they receive focus.
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing the values of form controls does not cause an automatic change of context.
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) 	Supports	For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Labels or instructions are provided for content that requires user input.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The markup-based content does not have any parsing issues known to have an accessibility impact.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 	Partially supports	For most of the user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		some exceptions. These include: tooltips, buttons, and menus that do not follow the established design pattern.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The reviewed pages do not contain synchronized media with live audio content.
<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"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	Not applicable	The reviewed pages do not contain any synchronized media which would require an audio description.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	All content and functionality are presented and usable at different orientations.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	The purpose of each input field collecting information about the user can be programmatically determined.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially Supports	Most text has sufficient contrast, with 2 exceptions where text content has insufficient color contrast between the foreground and background of normal text content.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	In most cases, text can be resized by zooming web pages up to 200% without loss of content or functionality with some exceptions. These include 13 components where content or functionality is lost when text is resized.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not applicable	The reviewed pages did not contain images of text.
<p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Does Not Support	Resizing the application to a width of 320 CSS pixels results in two-dimensional scrolling or loss of content or functionality. This issue occurs in every user flow tested.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 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 some custom-styled control borders.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The majority of the application allows for relevant text style properties to be changed without loss of content or functionality, with one exception where content is obscured or functionality is degraded when text spacing styles are changed.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Most additional content that appears on hover or focus is dismissible, hoverable, and persistent, with some exceptions where the content is not dismissible.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria	Supports	More than one way is available to locate web pages (with the exception of pages that are the result of, or a step in, a process).

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All headings and labels appropriately describe the topic or purpose of their related content.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Partially Supports	The majority of keyboard operable user interface components provide a visible keyboard focus indicator, with one exception: the "Name" control in the "Create Business Workspace Tool Bar" component does not have a visible focus indication.

Criteria	Conformance level	Remarks and explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not applicable	The reviewed pages do not contain passages or phrases in a second language.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Navigational mechanisms that are repeated on multiple pages within a set of Web pages occur in the same relative order each time they are repeated.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to:	Supports	Components that have the same functionality within a set of pages are identified consistently.

Criteria	Conformance level	Remarks and explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Not applicable	The application does not contain pages that cause legal commitments or financial transactions, modify or delete user-controllable data in a data storage system, or submit user test responses.

Criteria	Conformance level	Remarks and explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Most status messages can be presented to the user by assistive technologies without receiving focus, with 3 exceptions. These include components where visible search status and search results count are apparent to sighted users, but not to people using a screen reader.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Supports	All the product functions are usable without vision.
302.2 With Limited Vision	Partially Supports	All the product functions are usable with limited vision with some exceptions. These include: Some color contrast issues for text and focus indicators.
302.3 Without Perception of Color	Partially supports	All the product functions are usable without perception of color with some exceptions. These include: Some color contrast issues for text and focus indicators.
302.4 Without Hearing	Supports	Product functions are usable without hearing.
302.5 With Limited Hearing	Supports	Product functions are usable with limited hearing.
302.6 Without Speech	Supports	Product functions are usable without speech.
302.7 With Limited Manipulation	Supports	Product functions are usable with limited manipulation.
302.8 With Limited Reach and Strength	Supports	Product functions are usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Product functions are usable with limited language, cognitive, and learning abilities.

Chapter 4: [Hardware](#)

Notes: Not applicable

Chapter 5: [Software](#)

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

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

Notes: Not applicable. The scope of the accessibility review did not include documentation and support services.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	All the product functions are usable without vision.
4.2.2 Usage with limited vision	Partially supports	Most product functions are usable with limited vision with some exceptions. These include: Some color contrast issues for text and focus indicators.
4.2.3 Usage without perception of colour	Partially supports	Most product functions are usable without perception of color with some exceptions. These include: Some color contrast issues for text and focus indicators.
4.2.4 Usage without hearing	Supports	Product functions are usable without hearing.
4.2.5 Usage with limited hearing	Supports	Product functions are usable with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Product functions are usable without speech.
4.2.7 Usage with limited manipulation or strength	Supports	Product functions are usable with limited manipulation.
4.2.8 Usage with limited reach	Supports	Product functions are usable with limited reach and strength.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain photosensitive triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	Product functions are usable with limited language, cognitive, and learning abilities.
4.2.11 Privacy	Support	The product does not compromise standard privacy settings.

Chapter 5: [Generic Requirements](#)

Notes:

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 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	The product is not closed to screen readers.
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed to screen readers.
5.1.3.3 Auditory output correlation – Informative only	Not applicable	The product is not closed to screen readers.
5.1.3.4 Speech output user control	Not applicable	The product is not closed to screen readers.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed to screen readers.
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed to screen readers.
5.1.3.7 Speech output for video information	Not applicable	The product is not closed to screen readers.
5.1.3.8 Masked entry	Not applicable	The product is not closed to screen readers.
5.1.3.9 Private access to personal data	Not applicable	The product is not closed to screen readers.
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed to screen readers.
5.1.3.11 Private listening volume	Not applicable	The product is not closed to screen readers.
5.1.3.12 Speaker volume	Not applicable	The product is not closed to screen readers.
5.1.3.13 Volume reset	Not applicable	The product is not closed to screen readers.
5.1.3.14 Spoken languages	Not applicable	The product is not closed to screen readers.
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed to screen readers.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed to screen readers.
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed to text enlargement.
5.1.5 Visual output for auditory information	Not applicable	The product does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed to keyboards.
5.1.7 Access without speech	Not applicable	The product does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	The product does not have user-activated accessibility features.
5.3 Biometrics	Not applicable	The product does not have biometric features.
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not include documentation provided for accessibility.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product does not include manually operable parts.
5.5.2 Operable parts discernibility	Not applicable	The product does not include manually operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product does not have locking or toggle controls.
5.6.2 Visual status	Not applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not applicable	Key repeat is a function of the underlying platform.
5.8 Double-strike key acceptance	Not applicable	The product does not provide a keyboard.
5.9 Simultaneous user actions	Not applicable	The product does not require simultaneous user actions.

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

Notes: Not applicable

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

Notes: Not applicable. The product does not display, transmit, convert, or record video.

Chapter 8: [Hardware](#)

Notes: Not applicable

Chapter 9: [Web](#)

See the [WCAG 2.x Report](#) section.

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

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: [Software](#)

Notes: Not applicable. The product is a web application and does not have authoring tool functionality.

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

Notes: Not applicable. The scope of the accessibility review did not include documentation and support services.

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

Notes: Not applicable

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