

Cherwell Software, LLC Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Cherwell Service Management (CSM) 10.2.0

Report Date: March 5, 2021

Product Description: Cherwell® Service Management (CSM) is a configurable, scalable, Out-Of-The-Box (OOTB) service desk solution based on IT Service Management (ITSM) best practices and the ITIL framework.

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Notes: The English only language settings of the CSM Web and Portal applications were tested to ensure that the representative sample of pages tested for this report gives sufficient coverage of accessibility features of the websites as a whole.

Evaluation Methods Used: Testing CSM Web and Portal applications involved a combination of automated, manual, and functional testing. The evaluation was conducted using the screen reader JAWS 2020, exclusive use of the keyboard, browser zoom, and manual inspection of code.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A Yes Level AA Yes Level AAA No
Web Content Accessibility Guidelines 2.1	Level A Yes Level AA Yes Level AAA No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	Yes

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Partially Supports</p> <p>Web Portal: Partially Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications provide text alternatives for most non-text content, such as images, icons, and visual affordances. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The text editor image and person icon images on some client pages is used as an actionable element and lacks a text alternative or a name that describes its purpose. • Some redundant images in the main navigation of both the CSM Client and Portal pages lack an alt attribute. • Triggering menus do not communicate the current or updated state of the sub-menus.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports</p> <p>Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications do not include any audio-only or video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p>	<p>Web Client: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Portal: Supports</p>	<p>applications do not include any synchronized multimedia (video with an audio track).</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications do not include any synchronized multimedia (video with an audio track).</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications mostly ensure that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. However, a rating of Partially Supports has been given for the following reasons:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.3.1.2 (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) 		<ul style="list-style-type: none"> • Tabular data structures, such as Incident data tables (ARIA grid), found on both Client and Portal pages, do not correctly associate column and row headers with table cells. • Some form fields on both Client and Portal pages lack visible or programmatically associated labels. • Fieldsets are not provided for groups of related form controls on some pages of both Client and Portal pages. • Some pages lack any HTML heading structure on some Portal pages. • Some text on both Client and Portal pages, which is styled to imply that it is a heading, is not marked as such in the HTML. • On some Client pages, layout tables do not indicate their use for presentation purposes. • Keyboard focus does not update to the revealed sub-menus from the triggering menus on both Client and Portal applications.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: 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) • 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) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined in most cases. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • In some cases, on both the Client and Portal pages, the elements are not read out in the same visual order in which they are displayed on the screen.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.3 Sensory Characteristics (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) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications do not include any information, instructions, or controls which rely on specific sensory characteristics.</p>
<p>1.4.1 Use of Color (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) 	<p>Web Client: Partially Supports Web Portal: Supports</p>	<p>Web Client: CSM Client application mostly ensures that information conveyed through color is also available in textual format. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> On the Email page, color alone is used to indicate the active link. <p>Web Portal: Color is not used as the sole means of conveying information. Wherever color is used in the Portal application to convey information, the same information is also available in textual format.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal application do not include any audio playback.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: Most of the actionable components in the CSM application are keyboard accessible. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Actionable ARIA gridcells within the incident data grid are not receiving keyboard focus. • ARIA tabs on the New Incident page do not provide expected keyboard paradigm. Arrow keys do not move focus or selection among these tabs. • Actionable ARIA Listbox options on the One-Step Manager page are not in the page tab order. • The quick search link in the main navigation does not receive keyboard focus. • Throughout the application, several inactive elements, such as headings, are in the page tab order. • Some actionable elements, such as column headers, on the incident page are associated with mouse drag-and-drop events only. This functionality is not operable through a keyboard

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>interface.</p> <p>Web Client and Portal: No keyboard trap was identified within Client and Portal application.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications do not use keyboard shortcuts.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web client and Portal: User is notified prior to session expiration so they can extend their session.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.1 (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) 		
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web both Client and Portal: Both CSM Client and Portal applications do not include content which moves, blinks, scrolls or auto-updates.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 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) <p>Revised Section 508</p>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications do not include content which moves, blinks, scrolls or auto-updates.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <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>Web Client: Partially Supports</p> <p>Web Portal: Partially Supports</p>	<p>Web Client and Portal: Both CSM Client and Portal applications provide a skip link to bypass blocks of product images that are repeated on Product Details page. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • CSM Client and Portal applications do not provide a skip link to bypass the navigational links that are repeated on multiple pages.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports</p> <p>Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both provide a suitable title for each page.</p>
<p>2.4.3 Focus Order (Level A)</p>	<p>Web Client: Partially</p>	<p>Web Client and Portal: CSM Client and Portal</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p> <p>Web Portal: Partially Supports</p>	<p>applications both can mostly be navigated sequentially in a focus order which matches the logical reading order. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • On some pages, such as Search, Incident, etc., the focus order does not follow the visual or logical order of the elements as they are displayed on the screen. • When activating a menu item in the main navigation, the corresponding content updates, but the focus does move to the newly revealed content. • When modal dialogs, such as Choose Your Role, Edit, etc., are activated, focus does not update to the dialog. • When dialogs, such as Choose Your Role, Edit, etc., are dismissed, focus does not return to the triggering control. • Keyboard focus is not constrained within the modals, such as Choose Your Role, Edit, etc.
<p>2.4.4 Link Purpose (In Context) (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) 	<p>Web Client: Partially Supports</p> <p>Web Portal: Partially Supports</p>	<p>Web Client and Portal: Most links in the CSM applications have a discernible link text that describes their purpose clearly. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • On the Home page, several links share the same accessible name (i.e. filter). • In the navigation bar, images adjacent to text or links provide redundant textual equivalents.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.5.1 Pointer Gestures (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>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both do not require multipoint or path-based gestures for operation.</p>
<p>2.5.2 Pointer Cancellation (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) <p>Revised Section 508 – Does not apply</p>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both do not use a pointer to execute any part of the function.</p>
<p>2.5.3 Label in Name (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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: For most user interface components with labels include text, the name contains the text that is presented visually. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> On some pages, such as My Profile, Employee Directory, etc., form elements are not programmatically associated with their visual labels. The person icon image that is used as an

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		actionable button does not have a text alternative.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications do not have functionality that requires device motion or user motion.
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web Client: Partially Supports Web Portal: Partially Supports	Web Client and Portal: The default language is programmatically determined in most of the pages. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> The default language is not set on the Login page of both Client and Portal applications.
<p>3.2.1 On Focus (Level A)</p> 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) 	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications do not initiate a change in context as a result of any component receiving focus.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Partially Supports</p> <p>Web Portal: Supports</p>	<p>Web Client: CSM Client application generally does not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Pressing arrow keys on some combo boxes, such as Font, Size, etc., cause keyboard focus to move to the message box unexpectedly. <p>Web Portal: CSM Portal application does not initiate a change in context when the setting of a user interface component is changed, except where a user has been advised of that behavior.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (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) <p>Revised Section 508</p>	<p>Web Client: Supports</p> <p>Web Portal: Supports</p>	<p>Web Client and Portal: The errors are identified and made apparent to users in text. Errors are also placed adjacent to fields in error.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web Client: Partially Supports</p> <p>Web Portal: Partially Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both mostly provide programmatically identifiable labels and instructions for user input fields. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In some cases, the fact that a field is required is not clearly indicated to screen reader users. The error message text is not programmatically associated with the relevant form field on the log-in pages of both Client and Portal applications. In rare instances, a fieldset is not provided for groups of related form controls. In some cases, visual labels or instructions are not provided for user input.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.1 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web Client: Partially Supports</p> <p>Web Portal: Partially Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both use HTML and ARIA which is mostly compliant with the relevant specifications. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some elements have non-unique IDs.
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Web Client: Partially</p>	<p>Web Client and Portal: For some user interface</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) • 11.4.1.2.2 (Closed Software) – Not required • 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) 	<p>Supports</p> <p>Web Portal: Partially Supports</p>	<p>components within the product (including but not limited to form elements, links, and components generated by scripts), the name and role can be programmatically determined. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In some cases, ARIA roles, states, and properties are used inappropriately. • Often, ARIA roles, states, and properties are invalid. • Often, placeholder values are used to label or explain user input. • Often, custom controls do not provide proper textual name, role, and state information. • In rare instances, frames do not provide meaningful titles. • In rare instances, page tabs do not provide state and role information. • Often, textual information is not updated appropriately when an element’s state changes. • In rare instances, assistive technology is not informed of changes in content. • Often, form fields do not provide visible or programmatically associated labels. • In rare instances, progress bars do not provide accessible names. • Often, image buttons do not provide meaningful alternative textual descriptions.

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) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both do not include any synchronized multimedia (video with an audio track).</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (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> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both do not include any synchronized multimedia (video with an audio track).</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both support landscape and portrait view.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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>		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 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>	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: The content in the Client and Portal applications is implemented using technologies with support for identifying the expected meaning for form input data.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (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) • 602.3 (Support Docs) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications mostly ensure that visual presentation of text and images of text has a contrast ratio of 4.5:1. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The gray text on the footer against the background color has a ratio of 3.3:1, color. • The heading text, Service catalog, has a ratio of 2.0:1, color.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p>	<p>Web Client: Partially Supports</p>	<p>Web Client and Portal: Most text and image of text can be resized without assistive technology up to 200%</p>

Criteria	Conformance Level	Remarks and Explanations
<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) 	<p>Web Portal: Partially Supports</p>	<p>without loss of content or functionality. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Some pages have containing elements that do not allow text to resize without loss of functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications both do not use images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Content in CSM Client and Portal applications can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for vertical and horizontal scrolling.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> 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	Web Client: Partially Supports Web Portal: Partially Supports	Web Client and Portal: User interface components in CSM Client and Portal applications are clearly distinguished from the static content. However, a rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> • Several Menu links such as My Service Cart, My order, etc. do not provide a clear visual indication of keyboard focus. The contrast of focus indicator against the background is lower than 3:1.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> 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	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications allow users to override author specified text spacing to improve reading experience.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> 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) 	Web Client: Supports Web Portal: Supports	Web Client and Portal: No new content is revealed on mouse pointer hover or keyboard focus in CSM Client and Portal applications.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria <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 	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications provide more than one way to locate a Web page within a set of Web pages.
<p>2.4.6 Headings and Labels (Level AA)</p> 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) 	Web Client: Partially Supports Web Portal: Partially Supports	Web Client and Portal: Although the CSM Client Portal applications include many user interface components whose labels are unique and descriptive, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • Multiple radio buttons, checkboxes, and filter controls within the ARIA grid structure do not have a unique label.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Partially Supports Web Portal: Partially Supports</p>	<p>Web Client and Portal: Although most keyboard operable user interfaces in CSM Client and Portal applications have a mode of operation where the keyboard focus indicator is visible, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Several controls, such as previous, Next, etc. do not provide a visual indication of keyboard focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications do not present content in multiple languages.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply 	<p>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Components that have the same functionality within a set of Web pages are identified consistently in CSM Client and Portal applications.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <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>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (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>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: Components that have the same functionality within a set of Web pages are identified consistently in CSM Client and Portal applications.</p>
<p>3.3.3 Error Suggestion (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>Web Client: Supports Web Portal: Supports</p>	<p>Web Client and Portal: CSM Client and Portal applications provide suggestions to the user if an input error is automatically detected and suggestions for correction are known.</p>

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>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) • 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) 	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications do not present any legal commitment or financial transactions.
<u>4.1.3 Status Messages</u> (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	Web Client: Supports Web Portal: Supports	Web Client and Portal: CSM Client and Portal applications make users aware of important changes in content that are not given focus.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web Client: Partially Supports Web Portal: Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, some non-text content lacks textually equivalent labels. • As described in 1.3.1 Info and Relationships, the semantic relationship of information is not well defined for some content, and visual content often does not provide a textual equivalent. • As described in 1.3.2 Meaningful Sequence, the focus order does not coincide with visual order on rare occasions. • As described in 1.4.1 Use of Color, color alone is used to communicate information in some cases. • As described in 2.1.1 Keyboard, some content such as ARIA grid

Criteria	Conformance Level	Remarks and Explanations
		<p>cells, tabs, and some custom controls are not operable with a keyboard.</p> <ul style="list-style-type: none"> • As described in 2.4.1 Bypass Blocks, in rare instances, pages do not provide a mechanism to skip repetitive content. • As described in 2.4.3 Focus Order, in some cases, dialogs and page content do not manage focus appropriately. • As described in 2.4.4 Link Purpose (In Context), in some cases, link topic and purpose cannot be programmatically determined from its context. • As described in 3.1.1 Language of Page, in rare instances, the document language is not defined. • As described in 3.3.2 Labels or Instructions, in rare instances, a fieldset is not provided for groups of related form controls, some form fields do not have visual labels, and the error message text is not programmatically associated with the relevant field. • As described in 4.1.1 Parsing, elements often have non-unique IDs. • As described in 4.1.2 Name, Role, Value, textual name, role, and state information is not provided for some interactive content.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 2.4.6 Headings and Labels, in some cases, form fields labels are not unique.
302.2 With Limited Vision	Web Client: Partially Supports Web Portal: Partially Supports	A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> As described in 1.1.1 Non-text Content, and 1.4.1 Use of Color, users with limited vision will have difficulty using the product. As described in 1.4.3 Contrast (Minimum), some specific color combinations for text content do not provide sufficient contrast.
302.3 Without Perception of Color	Web Client: Partially Supports Web Portal: Partially Supports	A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> As described in 1.4.1 Use of Color, users without perception of color will have difficulty using the product.
302.4 Without Hearing	Web Client: Supports Web Portal: Supports	The product can be used by those without hearing.
302.5 With Limited Hearing	Web Client: Supports Web Portal: Supports	The product can be used by those with limited hearing.
302.6 Without Speech	Web Client: Supports Web Portal: Supports	The product is usable by those without speech.
302.7 With Limited Manipulation	Web Client: Partially Supports Web Portal: Partially Supports	A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, 2.4.1 Bypass Blocks, and 2.4.3 Focus Order, users with limited manipulation will have difficulty using the product. As described in 2.4.7 Focus

Criteria	Conformance Level	Remarks and Explanations
		Visible , keyboard focus is not indicated visually for some content
302.8 With Limited Reach and Strength	Web Client: Partially Supports Web Portal: Partially Supports	A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, and 2.4.7 Focus Visible, users with limited reach and strength will have difficulty using the product.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web Client: Partially Supports Web Portal: Partially Supports	A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> As described in 2.4.2 Page Titled, 2.4.4 Link Purpose (In Context), 2.4.6 Headings and Labels, 3.1.1 Language of Page, and 3.3.2 Labels or Instructions, users with limited language, cognitive, and learning abilities will have difficulty using the product.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

Legal Disclaimer (Company)

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