

Voluntary Product Accessibility Template® (VPAT®)

Version 2.1

March 2018

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About This Document

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report
- The VPAT Template

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report. The VPAT 2.1 template now includes criteria from WCAG 2.0 and EN 301 549, as well as the Revised Section 508 Standards and Section 255 guidelines.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.1 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

Eightfold Way Consultants Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Housing Benefits 101 Minnesota (HB101-MN), version 2020.11.30

Product Description: Website containing information and decision support tools regarding housing options, benefits, and strategies for people with disabilities in Minnesota.

Date: November 30, 2020

Contact information: James Eastman, Eightfold Way Consultants, jeastman@eightfoldway.com

Notes:

Evaluation Methods Used: General knowledge of product; unit testing; systems testing by users of adaptive technology; examination of HTML and CSS code

Applicable Standards/Guidelines WCAG 2.0 Level A/AA

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(Yes / No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1 (Web) 10.2.1 (non-web document) 11.2.1.1 (Software) 11.2.2.1 (Closed Functionality Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Content Management System assists in this area by managing alternative text for images.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<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"> 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: All videos include audio tracks.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: All videos include closed captioning</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Audio track serves as audio description for all videos</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Content Management System facilitates insertion of ARIA roles for content areas</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<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"> 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Page templates are arranged for meaningful sequence</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<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"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: All videos are presented within standard player interfaces</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports with exception</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Exception: Signature collection on a small number of forms requires mouse or tablet input.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.17 (Web) 10.2.17 (non-web document) 11.2.1.17 (Software) 11.2.2.17 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: No time limits.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p>	<p>Web: No flashes.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <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"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 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: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Bypass mechanism is embedded in page templates.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<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"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<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"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Supported by style guide.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Generated by CMS.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Automated behavior.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Supported by code review checklist.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<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"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: CRM assists by providing pre-parsed templates and test-parsing contributed content.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: No live audio content.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.6 (Web) 10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Audio track serves as audio description for all videos</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</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>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"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Relies on user agent. CSS uses em-units with this in mind.</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Logotypes only.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>applicable</p> <p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Software: Not applicable</p> <p>Closed: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 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: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Site search; multiple menu models</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Site is linguistically homogeneous</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 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: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Menus are based on sitewide database for automated consistency</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 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: Supports</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: Templates assist here</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Automated form validation makes this consistent</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable Authoring Tool: Not applicable</p>	<p>Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>
<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"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>	<p>Web: Electronic Docs: Not applicable Software: Not applicable Authoring Tool: Not applicable</p>

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	See WCAG inventory.
302.2 With Limited Vision	Supports	See WCAG inventory.
302.3 Without Perception of Color	Supports	See WCAG inventory.
302.4 Without Hearing	Supports	See WCAG inventory.
302.5 With Limited Hearing	Supports	See WCAG inventory.
302.6 Without Speech	Supports	See WCAG inventory.
302.7 With Limited Manipulation	Supports	See WCAG inventory.
302.8 With Limited Reach and Strength	Supports	See WCAG inventory.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	Plain language is used wherever possible, except when terms of art must be used so that program beneficiaries and government agencies can communicate.