Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.3 (Revised) - December 2019

About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International that includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)

- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [ITI Accessibility web page](#).

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.

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

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for two major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

3. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.

4. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to be a VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The only requirement is that the final conformance report must be accessible.

3. A report must contain the following content at a minimum:

- **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

- **VPAT Heading Information** – Template version

- **Name of Product/Version** – Name of Product being reported, including version of the product

- **Product Description** – A brief description of the product

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included ensure it is clear "4 May 2016" or "May 4, 2016".

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- **Evaluation Methods Used** – Include a description of what evaluation methods were used to complete the VPAT for the product under test.

- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - The list must include only the Standards/Guidelines that were used to develop the product.

  - A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.

  - The applicable Standards/Guidelines that may be included are:

    - Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

    - Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500)

  - This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified.

  - Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.

- **Terms** – Conformance level terms description section

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

   o These tables are used to answer:

      ▪ Revised Section 508:

         • Chapter 5 Software

         • Chapter 6 Support Documentation

      ▪ The selected levels of WCAG 2.0 Guidelines.

   o If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508, the answers need to be clear in what individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

6. Conformance Levels – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- **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 only be used in WCAG 2.0 Level AAA.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

7. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

- When the conformance level is 'partially supports' or 'does not support', the remarks should identify:

    1. The functions or features with issues

    2. How they do not fully support

- If the criterion does not apply, explain why.

- If an accessible alternative is used, describe it.

8. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section doesn't apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report

    - Additional information about the product version that the document references

    - Any revisions to the document

    - Links to any related documents

    - Additional information describing the product

    - Additional information about what the document does or does not cover

    - Information suggested by the WCAG 2.0 Conformance Claim

    - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:
    - Testing is based on general product knowledge
    - Similar to another evaluated product
    - Testing with assistive technologies
    - Published test method (provide name, publisher, URL link)
    - Vendor proprietary test method
    - Other test method

- **Remarks and Explanations:** This section may include:
    - Information regarding the testing of a given criteria.
    - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
    - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
    - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
    - When an entire section is not being reported on because it doesn't apply to the product, for example:
        - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
        - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
    - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
    - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.0 Tables:** The WCAG 2.0 criteria are shown in three tables, Level A, Level AA, and Level AAA.
    - If desired, these tables can be combined into one table.

- When reporting on a level (A, AA or AAA) all criteria for that level must be answered.

- **Language:** Use text appropriate for your audience.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.

- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.

  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.

  - The shading of the row is also optional.

  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance Report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: http://www.itic.org.

- Check for each required item in the VPAT® document:

- The report title **[Company Name] Accessibility Conformance Report**

- The "**VPAT® Version 2.3 (Revised)" heading**

- **Name of Product/Version**

- **Product Description**

- **Report Date**

- **Contact Information**

- **Notes**

- **Evaluation methods used**

- **Applicable Standards/Guidelines**

- **Terms**

- **Report Information**

    - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Post your final document on your company's web site, or make the document available to customers upon request.

- Your final document should be accessible.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

[Company] Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Liaison International- Applicant Gateway

Product Description: Applicant Gateway is a web portal offering academic programs the opportunity to gather additional information and fees through post-application activities.

Report Date: 12/04/2019

Contact Information: Michael Margitich, VP CAS Products (mmargitich@liaisonedu.com)

Notes:
Scope+:

Sl.no	Page Name	URL	Testing Methodology*
1	Login	https://gateway-ag508.litest.io/app-gateway/#/login	Manual + Automation
2	Forgot Password	https://gateway-ag508.litest.io/app-gateway/#/login/forgotPassword	Manual + Automation
3	First Time User	https://gateway-ag508.litest.io/app-gateway/#/login/firstTimeUser	Manual + Automation
4	Header	https://gateway-ag508.litest.io/app-gateway/#/dashboard	Manual + Automation
5	Footer	https://gateway-ag508.litest.io/app-gateway/#/dashboard	Manual + Automation
6	Dashboard	https://gateway-ag508.litest.io/app-gateway/#/dashboard	Manual + Automation

7	Competencies	https://gateway-ag508.litest.io/app-gateway/#/competencies	Manual + Automation
8	Collect Documents	https://gateway-ag508.litest.io/app-gateway/#/documents	Manual + Automation
9	Extend Offer	https://gateway-ag508.litest.io/app-gateway/#/extendOffer	Manual + Automation
10	Fee Collection	https://gateway-ag508.litest.io/app-gateway/#/tuitionDeposit	Manual + Automation
11	Prerequisites	https://gateway-ag508.litest.io/app-gateway/#/prerequisites	Manual + Automation
12	Schedule Interview	https://gateway-ag508.litest.io/app-gateway/#/interviewScheduler	Manual + Automation
13	Supplemental Application	https://gateway-ag508.litest.io/app-gateway/#/application	Manual + Automation
14	Supplemental Payment	https://gateway-ag508.litest.io/app-gateway/#/payments	Manual + Automation
15	Payment History	https://gateway-ag508.litest.io/app-gateway/#/profile/paymentHistory	Manual + Automation

* Automation used aXe core rule engine 3.4.0

* Manual assessment based on Windows 10 – Chrome 78.0 – NVDA 2019.2

+ As a multitenant configurable product, each client has their own custom combination of layout, color, forms and questions that make up their gateway and may affect compliance.

Evaluation Methods Used: A combination of automated and manual accessibility assessment techniques were used to evaluate the application. The technology platforms on which the testing was performed were Windows 10 OS, Chrome 78.0, and NVDA 2019.2

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)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Non-text content i.e., Informative Images and icons are provided with the text alternatives. Assistive technologies use these text alternatives to inform the purpose of the images & icons to users with visual impairments in audio or braille
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Information, structure, and relationships conveyed through presentation are programmatically determined or are available in text

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is rendered in a correct meaningful sequence, programmatically determined which allows assistive technologies to convey the relationship between the content
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Other than sensory characteristics of components such as shape, color, size, visual location, orientation, or sound instructions are used for understanding and operating content of the product.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Along with the color, other methods are provided to convey information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of the product
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No keyboard traps: user can move into, and away from, any user interface component, simply by using their keyboard.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Product supports time-out limits for inactive users. **Exceptions:** • **Extend:** The user is not warned before time expires and given at least 20 seconds to extend the time limit with a simple action.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For moving, blinking, scrolling, or auto-updating information, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Applicant Gateway does not contain a part that flashes more than three times in one second.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Users of assistive technologies e.g. screen readers, as well as other users (keyboard only, screen magnifiers, etc.) can scan the page quickly and efficiently using bypass blocks (Skip links, headings, Landmarks, Iframe titles).

Criteria	Conformance Level	Remarks and Explanations

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Page Titles are provided in such a way to help users find content and orient themselves within it. It also empowers users to know effortlessly when that page has changed

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Applicant Gateway pages navigate sequentially, and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Liaison uses descriptive text or WAI-ARIA attributes to identify the purpose of links

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	The default human language of each page is provided programmatically by liaison.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	A component merely receiving focus will never automatically initiate a change of context.

3.2.2 On Input (Level A) Also applies to: Revised Section 508	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		the user has been advised of the behavior before using the component.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Applicant Gateway provides ways to identify errors that will be interpreted by people with disabilities and/or using assistive technologies.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Applicant Gateway provides Labels or instructions clearly, when content requires user input.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For all user interface components in the Applicant Gateway (including but not limited to: form elements, links and components generated by scripts), the name and role is programmatically determined; states, properties, and values that are set by the user programmatically ; and notification of changes to these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of this product.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media available in the current iteration of this product.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Applicant Gateway maintains a threshold value of color contrast i.e., 4.5 :1 between the regular text and its background and 3:1 between the large text and (at or over 18 point or 14 point bold) and its background. *
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Applicant Gateway pages can scale content up to 200% and the pages will still be readable and will not lose any functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Applicant Gateway does not contain any images of text. *

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Applicant Gateway provides Multiple ways i.e., more than one way to navigate through the site in order to help users locate content in a manner that meets their needs.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Applicant Gateway pages have descriptive headings and labels which are unique and contextual.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Focus indication is always visible during keyboard navigation.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Applicant Gateway does not contain any additional languages in the content in this iteration.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The user interface of Applicant Gateway has a consistent structure i.e., navigation elements (such as navigation menus, search forms or table of contents) are used on multiple pages, and are presented in the same relative order which will help users with disabilities to quickly anticipate how to find (or skip) the content each time they encounter it.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Applicant Gateway user interface components (such as links, buttons, active icons, informational icons, objects, etc.) that are used on multiple pages are identified (labelled) consistently across all pages.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Applicant Gateway error messages provide suggested solutions to errors encountered.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Applicant Gateway offers data checking for input errors during payment and an opportunity to correct them. It also provides a mechanism for reviewing, confirming, and correcting information before finalizing a payment submission.

* As a multitenant configurable product, each client has their own custom combination of layout, color selection, forms and questions that make up their gateway and may affect compliance.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria have not been evaluated and hence, the Success Criteria, Level AAA table has been removed.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Applicant Gateway supports modes of operation that do not require user vision.
302.2 With Limited Vision	Partially Supports	Applicant Gateway supports standard browser magnification and mode that reduces the field of vision required. **Exceptions:** • Liaison does not support a mode that allows user control of contrast.
302.3 Without Perception of Color	Supports	Applicant Gateway does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
302.4 Without Hearing	Supports	Applicant Gateway does not rely on any auditory modes of operation.
302.5 With Limited Hearing	Supports	Applicant Gateway does not rely on any auditory modes of operation.Therefore also has no mode which improves clarity, reduces background noise, or allows user control of volume.
302.6 Without Speech	Not applicable	No mode of operation is provided. ICT shall provide at least one mode of operation that does not require user speech on the Liaison product

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.8 With Limited Reach and Strength	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Applicant Gateway provides features which are simpler and easier to use by individuals with limited cognitive, language, and learning abilities

Chapter 4: Hardware

Notes: Hardware is not applicable for this product and hence, the hardware table has been removed.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Exception: Web applications that conform to all Level A, Level AA Success Criteria, and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Applicant Gateway is a web only application
502.2.2 No Disruption of Accessibility Features	Not Applicable	Applicant Gateway is a web only application
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Applicant Gateway is a web only application
502.3.2 Modification of Object Information	Not Applicable	Applicant Gateway is a web only application
502.3.3 Row, Column, and Headers	Not Applicable	Applicant Gateway is a web only application
502.3.4 Values	Not Applicable	Applicant Gateway is a web only application
502.3.5 Modification of Values	Not Applicable	Applicant Gateway is a web only application
502.3.6 Label Relationships	Not Applicable	Applicant Gateway is a web only application
502.3.7 Hierarchical Relationships	Not Applicable	Applicant Gateway is a web only application
502.3.8 Text	Not Applicable	Applicant Gateway is a web only application
502.3.9 Modification of Text	Not Applicable	Applicant Gateway is a web only application
502.3.10 List of Actions	Not Applicable	Applicant Gateway is a web only application
502.3.11 Actions on Objects	Not Applicable	Applicant Gateway is a web only application
502.3.12 Focus Cursor	Not Applicable	Applicant Gateway is a web only application
502.3.13 Modification of Focus Cursor	Not Applicable	Applicant Gateway is a web only application
502.3.14 Event Notification	Not Applicable	Applicant Gateway is a web only application
502.4 Platform Accessibility Features	Not Applicable	Applicant Gateway is a web only application
503 Applications	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Not Applicable	Applicant Gateway is a web only application
503.3 Alternative User Interfaces	Not Applicable	Applicant Gateway is a web only application
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Applicant Gateway is a web only application
503.4.2 Audio Description Controls	Not Applicable	Applicant Gateway is a web only application
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Applicant Gateway is a web only application
504.2.2 PDF Export	Not Applicable	Applicant Gateway is a web only application
504.3 Prompts	Not Applicable	There no prompts provided in Applicant Gateway
504.4 Templates	Not Applicable	There no templates provided in Applicant Gateway

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	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)

Include your company legal disclaimer here, if needed.