Transact – Accessibility Conformance Report WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Transact eAccounts iOS app

Report Date: July 2024

Product Description: Transact eAccounts is a mobile application that enables students at participating institutions to manage their university-related financial transactions and access campus services through their mobile devices.

Contact Information: accessibility@transactcampus.com

Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of manual and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- VoiceOver
- Platform specific accessibility features

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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

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Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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](#).

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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)	iOS app: Partially Supports	iOS app: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include: • There is visually hidden content meant to be hidden from all users, but it can still be accessed by keyboard and screen reader users. • There are images that serve a decorative purpose but are not marked as such.
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)	iOS app: Supports	iOS app: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

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Criteria	Conformance Level	Remarks and Explanations
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)	iOS app: Supports	iOS app: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include: • There is content that functions as a heading but is not marked as a heading. • There are form controls with visual labels that are not programmatically associated with the control.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning. Exceptions include: • The "Camden Prod" logo is not included in the reader order. • There is an illogical reading order in the first time sign in tutorial.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

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Criteria	Conformance Level	Remarks and Explanations
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)	iOS app: Partially Supports	iOS app: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include: There are error messages that use color alone to visually indicate they are errors.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS app: Supports	iOS app: The product does not include audio that plays automatically.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include: There are controls on the dashboard, meals, and cash alert screens that cannot be navigated to with the keyboard.
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)	iOS app: Partially Supports	iOS app: In most instances, where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard [and/or advises users of any non-standard methods required to do so]. Exceptions include: On the change PIN screen Keyboard focus is trapped when the user fills the "Re-enter New PIN" field.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product does not contain time-limited or time-dependent content.
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)	iOS app: Supports	iOS app: The product does not contain content that moves, blinks, scrolls, or auto-updates.
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)	iOS app: Supports	iOS app: The product does not contain flashing content.
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	iOS app: Not Applicable	iOS app: Not Applicable

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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)	iOS app: Supports	iOS app: Screens of the product provide titles that adequately describe their topic or purpose.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, screens of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include: • Focus does not return to the elements that activate dialogs when they are closed. This was found on manage account, add money, account detail, and add institution screens. • There are dialogs on the Add Money and Meals Detail screens that do not receive focus when they appear.
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)	iOS app: Supports	iOS app: The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

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Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product does not contain functionality that requires device motion or user motion.
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)	iOS app: Supports	iOS app: The product ensures that the default human language used on each [page/screen] can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text. Exceptions include: • After submitting a form when inline errors are present, focus does not move to the first field in error. This occurs on the Manage Account screen. • There are errors on the manage account screen that do not mention the name of the field in error.
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)	iOS app: Partially Supports	iOS app: In some instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: • There are several fields where there is no text indicating that there are required. • On the Meals Detail screen There are pull-down controls that do not provide an introductory label that describes the control's effect, giving context to the options.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

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Criteria	Conformance Level	Remarks and Explanations
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)	iOS app: Does Not Support	iOS app: Significant and/or critical portions of the product contain interface components whose name, role, state, and value cannot be programmatically determined, [and whose state, properties, and value cannot be programmatically set]. Examples include: • There are instances of visually hidden content meant to be hidden from all users, but it can still be accessed by keyboard and screen reader users. • There are images that serve a decorative purpose but are not marked as such. • There is meaningful content on the add institution page that cannot receive VoiceOver focus. • There are disclosure buttons without role and state (expanded/collapsed) information. • There is a custom tabs group consisting of two tabs, resulting in two separate accessible controls that do not announce themselves as a tab and do not identify their unselected state. • There are toggles without role and state information. • There are form controls with visual labels that are not programmatically associated with the control.

Table 2: Success Criteria, Level AA

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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)	iOS app: Supports	iOS app: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
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)	iOS app: Supports	iOS app: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • There is text on the dashboard screen that does not meet the required minimum color contrast ratio with its background.

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Supports	iOS app: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, the product uses text instead of images of text, or the images of text can be visually customized to user viewing requirements. Exceptions include: • There is text on the Add Institution and Manage Account screens created with images of text rather than actual text elements.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product allows for resizing of content to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for content usage such as tables, maps, or diagrams] .
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Does Not Support	iOS app: Visual presentation of most non-text content across the product does not have a contrast ratio of at least 3:1 against adjacent color(s). Examples include: • There are several screens with user interface components with a focus indicator that has a contrast ratio below 3.00:1. • There are several screens with user interface components with a contrast ratio below 3.00:1.

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: The product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Supports	iOS app: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.

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
	iOS app: Not Applicable	iOS app: Not Applicable

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)
	iOS app: Supports	iOS app: Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.

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Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, the product provides a visible indication of keyboard focus for elements on each screen. Exceptions include: • Visual indication of keyboard focus is barely noticeable when navigating through the selected "Transaction Activity" and "Scheduled Deposits" controls on the account detail page. • There are several instances of interactive controls without a visible keyboard focus indicator.
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)	iOS app: Supports	iOS app: Screens of the product present content in a single language.
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	iOS app: Not Applicable	iOS app: Not Applicable

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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	iOS app: Not Applicable	iOS app: Not Applicable
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	iOS app: Partially Supports	iOS app: In some instances, input fields in the product that identify input errors also provide suggestions for correcting each error. Exceptions include: • There are error messages that provide no suggestions on how to fix the issue.
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)	iOS app: Supports	iOS app: Where the product causes financial transactions to occur, user input fields are checked for errors, and the user is provided the opportunity to correct them.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	iOS app: Not Applicable	iOS app: Not Applicable

Revised Section 508 Report

Notes:

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	iOS app: Partially Supports	iOS app: The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, role, value

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Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	iOS app: Partially Supports	iOS app: The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, role, value • 1.4.3 Contrast (Minimum) • 1.4.5 Images of Text • 2.4.7 Focus Visible • 3.3.2 Labels or Instructions
302.3 Without Perception of Color	iOS app: Partially Supports	iOS app: The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.1 Use of Color • 3.3.1 Error Identification • 1.4.3 Contrast (Minimum)
302.4 Without Hearing	iOS app: Partially Supports	iOS app: The product is mostly usable by people without hearing except as disclosed in: • 1.1.1 Non-text Content
302.5 With Limited Hearing	iOS app: Partially Supports	iOS app: The product is usable by people with limited hearing except as disclosed in: • 1.1.1 Non-text Content

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Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	iOS app: Supports	iOS app: The product is usable by people without speech.
302.7 With Limited Manipulation	iOS app: Partially Supports	iOS app: The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 2.1.1 Keyboard • 2.1.2 No Keyboard Trap • 2.4.3 Focus Order • 3.3.3 Error Suggestion • 4.1.2 Name, role, value • 2.4.7 Focus Visible
302.8 With Limited Reach and Strength	iOS app: Supports	iOS app: The product's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	iOS app: Partially Supports	iOS app: The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.3.2 Meaningful Sequence • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 3.3.1 Error Identification • 3.3.3 Error Suggestion • 4.1.2 Name, role, value • 1.4.5 Images of Text • 2.4.7 Focus Visible • 3.3.2 Labels or Instructions

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Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes: Not Applicable

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