

Entrust Accessibility Conformance Report WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Instant ID v.8.5

Report Date: February 2023

Product Description: Access Card Creation and Issuance Software

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Notes: Not Applicable

Evaluation Methods Used: Testing the Entrust Instant ID v.8.5 application involved a combination of manual and functional testing on the web platform. Level Access (Level) comprehensively tested a selection of pages representative of the Instant ID v.8.5 application, among other methodology, the screen reader JAWS 2022, exclusive use of the keyboard, and manual inspection of Accessibility API output (using tools such as Google Chrome inspector). Level also functionally tested typical user workflows with JAWS 2022 screen reader.

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 2.1	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.x Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Most pages in the application have non-text content that lacks a text alternative. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Global navigation has icon buttons which lack a text alternative, for example settings, notifications, help, and info. • There is no text equivalent provided when creating, reviewing, and selecting credential designs. • Several pages have decorative graphics that are not hidden from assistive technology, or meaningful graphics missing a text alternative.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>The application does not have audio-only or video-only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not have prerecorded video with audio.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not have prerecorded video with audio.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Does Not Support</p>	<p>Most pages in the application fail to communicate necessary information, structure, and relationships programmatically. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Many pages have text that functions as a heading but does not use heading markup. • Some dialogs do not have role or name information, for example the Photo Editor and Quick Start dialogs. • Some forms have fields whose label text is not associated with their input, for example the Workflow Designer, Personal Information, and Application Settings forms. • Credentials and Reports tables on the home page have table headers that do not use the "scope" attribute.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most pages in the application have a programmatic reading order that matches the visual and logical order. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • In rare cases, content is not displayed in a logical reading order, for example the fields, controls, and credential preview in the Personal Information form.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not include any information, instructions, or controls which rely on specific sensory characteristics.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not rely on color as the sole means of communicating visual information.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not have any audio which plays automatically.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Much of the core functionality of the application is not operable with a keyboard. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> • Many interactive controls across the application pages cannot be navigated to or operated with a keyboard. • Core task flows cannot be completed due to inoperable controls, for example editing an existing credential design. • Global navigation has menu items that cannot be reached by keyboard, for example the Design and Settings menus.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not trap keyboard focus.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Revised Section 508 – Does not apply</p>	Supports	The application does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not impose a time limit.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not have moving content that starts automatically.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not have flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> • Global header navigation is missing a Skip to main content link. • The Manage Your Settings page sidebar navigation is missing a method to skip past repetitive links.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most pages provide an informative, context-sensitive page title. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Some pages have a title that does not sufficiently describe the page, for example, the Enrollment page.
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most content in the application can be navigated sequentially in a logical focus order. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some pages display interactive elements in a focus order that is not logical. • Focus does not stay inside the boundaries of some modal dialogs, for example the Photo Editor and Quick Start dialogs. • Some dialogs do not receive focus when they appear or return focus to the triggering control when they close.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>For most links on the website, the purpose of the link can be determined in context. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The site logo link has a name that is not sufficiently descriptive. • Some links are missing a valid accessible name.
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Revised Section 508 – Does not apply</p>	Supports	The application does not require multi-point or path-based gestures for operation.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Revised Section 508 – Does not apply</p>	Supports	The application supports the cancellation of single pointer events.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Revised Section 508 – Does not apply</p>	Partially Supports	<p>For most user interface components with labels that include text or images of text, the programmatic name contains the text presented visually. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Several controls do not provide a valid label. Examples include text fields to design a workflow and selects (dropdowns) when creating a report.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Revised Section 508 – Does not apply</p>	Supports	Functionality in the application does not require device motion or user motion.
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	Pages in the application do not specify the language of the page programmatically.
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	When any user interface component in the application receives focus, it does not initiate a change of context.
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changing the setting of any user interface component within the application does not automatically cause a change of context.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most error messages on the website are clearly indicated. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • In rare cases, errors are only indicated by an alert symbol tooltip, for example in the Quick Start dialog.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most of the controls on the website provide labels or instructions when content requires user input. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some form fields are grouped visually but not programmatically, for example radio buttons in the Quick Start dialog. • Several error messages are not programmatically associated with their field. • In rare cases, form fields do not have persistent visual label text, for example the Colors Palette and Color Picker on the Create Report page.

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>For most content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, and elements do not have duplicate attributes. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some elements have non-unique IDs. • Some elements are improperly nested, for example multiple radio buttons nested within a single label in the Select a Credential Design dialog.

Criteria	Conformance Level	Remarks and Explanations
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most components in the application provide name, role, and state information where applicable. However, a rating of Partially Supports has been provided for the following reasons:</p> <ul style="list-style-type: none"> • Page tabs have invalid state information. • As previously stated in 2.5.3 Label in Name, several controls do not provide a valid label. • Accordion controls are missing the button role, as well as expanded and collapsed state information. • Name, role, and value information is not consistently provided, for example in buttons, tooltips, and other custom controls.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	This application does not contain live video.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	This application does not have prerecorded multimedia.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Supports	The application does not restrict operation or viewing of content in different display orientations.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Supports	The application does not contain common input fields with a meaning that maps to autofill names.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most text in the application conforms to contrast ratio minimums. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some color combinations do not provide sufficient text contrast. Examples include white text on a light gray background, white text on a coral pink background, and light gray text on a white background.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>A rating of Does Not Support has been provided for the following reasons:</p> <ul style="list-style-type: none"> • The application has a meta viewport maximum scale attribute which blocks text resizing. • Several pages have content that is lost or cutoff when 200% browser zoom is applied.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application does not contain images unless it is essential.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most content and functionality are available when presented at small viewport widths. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some content overlaps, becomes cutoff, or is unreadably small when the page has a viewport width of 320 CSS pixels. For example, the toolbar buttons on the Workflow Designer page overlap at small viewport widths.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most user interface components and graphical objects have a contrast ratio of 3:1 or greater. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> In rare cases, some controls have insufficient contrast. For example, help tooltips when creating a report are a light blue icon against a white background.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.12 Text Spacing (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Partially Supports	<p>For most content on the website, no loss of content or functionality occurs by altering text style properties. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some content overlaps or disappears when text spacing is altered, for example the Manage Tables control on the Field Connections page.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	Supports	Content that appears on hover or focus is persistent, hoverable, and dismissable.
<p>2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Where applicable, the website allows users to navigate to pages in multiple ways.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most headings and labels in the application describe their topic or purpose. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some controls do not have sufficiently descriptive names. • Some buttons perform different actions but have the same accessible name, for example, Enroll and Search buttons on the home page.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most interactive controls have a highly visible focus indicator. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The logo link in the header has a focus indicator that is partially visible. • Some controls are missing a focus indicator, for example sidebar navigation links.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The website does not have content that differs from the default language of the page.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Navigation is consistent throughout the website.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The controls and interfaces on the website are consistent with each other.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Input error messages make suggestions to the user on how to correct the error where appropriate.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The application checks user entered data for input errors and provides an opportunity to correct them.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 only) Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Most pages in the application do not contain status messages. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Some pages have loading indicators that do not have an equivalent status message conveyed to assistive technology. • Some success messages are not communicated to assistive technology when the action is completed. For example, when a user saves a photograph, enrollment, or application setting, screen reader users are not notified.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application allows people without vision to use screen readers to interact with most of the user interface elements. Some difficulty may occur while accessing the product, as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.1.1, 3.3.1, 4.1.1, 4.1.2, and in Table 2: 2.4.6.
302.2 With Limited Vision	Partially Supports	The application allows people with limited vision to interact with most of the user interface elements. Some difficulty may occur while accessing the product, as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.1.1, 3.3.1, 3.3.2, 4.1.2, and in Table 2: 1.4.3, 1.4.4, 2.4.6, 2.4.7.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	The application allows people without perception of color to interact with most of the user interface elements. Some difficulty may occur while accessing the product, as disclosed in Table 2: 1.4.3.
302.4 Without Hearing	Supports	The application allows people without hearing to access the site.
302.5 With Limited Hearing	Supports	The application allows people with limited hearing to access the site.
302.6 Without Speech	Supports	The application allows people without speech to access the site.
302.7 With Limited Manipulation	Partially Supports	The application allows people with limited manipulation to use alternative input mechanisms, such as keyboard, to interact with most of the user interface elements. Some difficulty may occur while accessing the product, as disclosed in Table 1: 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 4.1.1, 4.1.2, and in Table 2: 2.4.6, 2.4.7.
302.8 With Limited Reach and Strength	Supports	The application can be operated by people with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The application allows people with limited language, cognitive, and learning abilities to interact with most of the user interface elements. Some difficulty may occur while accessing the product, as disclosed in Table 1: 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.1.1, 3.3.1, 3.3.2, 4.1.1, 4.1.2, and in Table 2: 2.4.6, 2.4.7.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
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	Applicable – Not Tested	Applicable – Not Tested
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	Applicable – Not Tested
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	Applicable – Not Tested
603.3 Accommodation of Communication Needs	Applicable – Not Tested	Applicable – Not Tested