

Macmillan Learning Achieve Student Interface Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Macmillan Achieve

Report Date: 12/6/2021

Product Description: [To be completed by Macmillan]

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Notes: Macmillan Learning is committed to the goal of providing equal access to all products regardless of an individual's age, ability, or situation and embraces the opportunity to develop services and information technologies that are accessible and usable by all individuals. Based on the feedback that we received in this VPAT, we are actively updating our platform and will make revised VPATs available as work is completed. This VPAT was created based on an audit of the student facing portion of our platform.

Evaluation Methods Used:

The evaluation was conducted in the following environments and browser/screen reader combinations:

- Windows 10: Chrome/JAWS
- Mac OSX: Safari/Voiceover

The accessibility assessment was conducted according to the following steps:

- I. An accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired, and low vision users. The evaluator inspected each screen using Google Chrome with the Wave and aXe toolbars. Code analysis was conducted using browser Developer Tools.
- II. Keyboard accessibility analysis (for mobility and physically impaired users) was conducted by attempting to thoroughly navigate the website through the keyboard, without using a mouse, using Google Chrome and Safari browsers.
- III. For deaf and hard of hearing users, any audio content was assessed for proper captioning.
- IV. The accessibility for low vision users was evaluated three ways: (1) using the screen magnification, palette, and contrast controls provided by the operating systems; (2) using the font resizing capability offered by the browser, and (3) using Color Contrast Analyzer version 2.2.
- V. An evaluator who is legally blind conducted the screen reader testing. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the website using the JAWS for Windows (v. 2021) screen reader with Google Chrome, and VoiceOver screen reader with Safari browser. Any pages found to have screen reader issues were re-examined in interactive sessions with a sighted evaluator.

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Some informational icons have no text equivalents. Some decorative icons are exposed as unlabeled images. A small number of controls using graphical icons are unlabeled.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>No audio-only or video-only content.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Video content is closed captioned.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Videos are described in their primary audio track.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Page semantic structure does not correctly implement landmark regions. Some headings are not in a hierarchical order. Some grids and tables are not correctly coded.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	A small number of elements are not in a meaningful sequence, including the Privacy dialog that appears at the bottom of the home page.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Content does not rely on sensory characteristics.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: Content does not rely on color alone.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: No audio automatically plays.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Partially Supports	Web: Most functions are accessible using keyboard. Several elements cannot be operated using keyboard, due to not being coded as interactive, or missing keyboard focus. Some non-interactive elements receive unnecessary tab focus.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p>	Web: Supports	Web: No keyboard traps present.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.4 (Web) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: No single character key shortcuts are used.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: A time-out dialog appears when the user has been inactive, allowing to remain logged in.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: No moving or auto-updating information is present.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: No flashing content.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Web: Partially Supports	Web: No skip links provided. Heading and semantic structure can be used to bypass blocks of repeated content on most pages.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) 	Web: Supports	Web: Page titles describe the topic or purpose of pages.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 		
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: Several modal dialogs do not correctly receive or trap focus. In some instances, focus is not placed predictably.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Partially Supports	Web: A small number of links are not descriptively labeled. Most significant example is the “Help” link in the header.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.1 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: All functionality can be accessed using single-pointer gestures.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.2 (Web) Revised Section 508 – Does not apply	Web: Supports	Web: Actions are performed on “up” event, and can be cancelled by moving the pointer off the element.
<u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.3 (Web) Revised Section 508 – Does not apply	Web: Partially Supports	Web: A small number of elements do not include the visible label in their accessible label. Most significant is the “View by” control on My Course page.
<u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.4 (Web) Revised Section 508 – Does not apply	Web: Not Applicable	Web: No motion activated functionality.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Language of page is declared.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>Page number control loses its value on focus. No other change of context occurs on focus.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No changes of context are triggered by input.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>In “text entry” assessment questions, entry errors are not correctly associated with the fields.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>While most elements are correctly labeled, some elements are not labeled or labelled in a manner that is not descriptive.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A small number of decorative elements have duplicate id values. This does not affect accessibility of the platform.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Partially Supports</p>	<p>Web:</p> <p>A number of custom controls, including menus, dialogs, tooltips, tab panels, accordions, etc., do not implement correct ARIA patterns, making them difficult to use.</p> <p>A number of non-semantic elements incorrectly apply ARIA labeling attributes.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No live content is present.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Videos are described in their main audio track.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.4 (Web) <p>Revised Section 508 – Does not apply</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Content/functionality is not restricted by the device orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Fields identify input purpose as appropriate.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.1.3.5 (Web) Revised Section 508 – Does not apply		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: With a very small number of exceptions, text content has sufficient color contrast (4.5:1 or greater).
<ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508		
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<p>1.4.4 Resize text (Level AA)</p> Also applies to: EN 301 549 Criteria	Web: Supports	Web: Pages scale up to 200% without loss of content or functionality.
<ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508		
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<p>1.4.5 Images of Text (Level AA)</p> Also applies to: EN 301 549 Criteria	Web: Supports	Web: No images of text are used.
<ul style="list-style-type: none"> 9.1.1.1 (Web) Revised Section 508		
<ul style="list-style-type: none"> 501 (Web)(Software) 		
<p>1.4.10 Reflow (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: Some pages, e.g. writing tools, do not correctly reflow to fit a 320px wide viewport.
<ul style="list-style-type: none"> 9.1.4.10 (Web) Revised Section 508 – Does not apply		
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria	Web: Partially Supports	Web: A significant number of focus indicators do not have sufficient color contrast.
<ul style="list-style-type: none"> 9.1.4.11 (Web) Revised Section 508 – Does not apply		
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria	Web: Supports	Web: Text spacing can be adjusted without loss of content or functionality.
<ul style="list-style-type: none"> 9.1.4.12 (Web) Revised Section 508 – Does not apply		

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.13 (Web) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Tooltips are not hoverable or dismissable.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports</p>	<p>Web: Most pages are steps in the process and have to be accesses sequentially. Book content can be accessed in multiple ways.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: Some headings are not in a hierarchical order. Some text appearing as headings is not marked up as such.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: A number of elements do not display visible tab focus.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Single language is used.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Consistent navigation mechanisms are employed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Elements are identified in a consistent manner.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports</p>	<p>Web: In “text entry” assessment questions, entry errors are not correctly associated with the fields.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Entry errors are prevented.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: Some status messages are not announced, and some persist when navigating to other pages.</p>

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product is partially operable with keyboard navigation and screen reader use.
302.2 With Limited Vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums. It does not fully support content reflow.
302.3 Without Perception of Color	Supports	This product is operable without perception of color.
302.4 Without Hearing	Supports	The product does not require use of hearing to operate.
302.5 With Limited Hearing	Supports	The product does not require use of hearing to operate.
302.6 Without Speech	Supports	Use of speech is not required to operate the product.
302.7 With Limited Manipulation	Partially Supports	The product is partially operable with keyboard navigation.
302.8 With Limited Reach and Strength	Partially Supports	The product is partially operable with keyboard navigation.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.

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

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	Supports	Accessibility documentation is available.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No non-electronic support documentation is provided.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Information on accessibility and compatibility features is available
603.3 Accommodation of Communication Needs	Partially Supports	Accessible online chat is the only means of contacting support.

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Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The product is partially operable with keyboard navigation and screen reader use.
4.2.2 Usage with limited vision	Partially Supports	The product is partially operable with limited vision. A small number of elements do not meet color contrast minimums. It does not fully support content reflow.
4.2.3 Usage without perception of colour	Supports	This product is operable without perception of color.
4.2.4 Usage without hearing	Supports	The product does not require use of hearing to operate.
4.2.5 Usage with limited hearing	Supports	The product does not require use of hearing to operate.
4.2.6 Usage with no or limited vocal capability	Supports	Use of speech is not required to operate the product.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The product is partially operable with keyboard navigation.
4.2.8 Usage with limited reach	Partially Supports	The product is partially operable with keyboard navigation.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content or other seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	The product uses consistent navigation. The product supports the use of text spacing adjustment.
4.2.11 Privacy	Supports	Privacy notice is presented upon initial visit.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Accessibility documentation is available.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Information on accessibility and compatibility features is available
12.2.3 Effective communication	Partially Supports	Accessible online chat is the only means of contacting support.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Legal Disclaimer (Company)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to another

agreement and/or terms of use, the terms and conditions of that agreement and the terms of use remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.