

# Apogee MyResNet VPAT®

WCAG 2.1 & 508 REQUIREMENTS, MARCH 2020

APOGEE TELECOM, INC.

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# Voluntary Product Accessibility Template® (VPAT®)

## Revised Section 508 Edition

VPAT Version 2.3 (Revised) – April 2019

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# Apogee Telecom Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

### Name of Product/Version:

- MyResNet website (<https://myresnet.com>)

### Product Description:

- The MyResNet website is an account creation portal to create and manage internet access.

### Report Date:

- May 2020

### Contact Information:

- [accessibility@apogee.us](mailto:accessibility@apogee.us)

### Notes:

- The scope of this VPAT includes features of the Apogee MyResNet website. It does not include external links.

## Evaluation Methods Used:

- JAWS Screen Reader
- NVDA
- Keyboard-Only Accessibility Testing
- Safari
- Windows 10 High Contrast
- HTML validators

## Applicable Standards/Guidelines

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

| Standard/Guideline  | Included In Report  |
|---|---|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>  | Level A <b>Yes</b><br>Level AA <b>Yes</b><br>Level AAA No |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>  | Level A <b>Yes</b><br>Level AA <b>Yes</b><br>Level AAA No |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a> | <b>Yes</b>  |

## 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:

- 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   |
|---|--------------------|--|
| <p><u><a href="#">1.1.1 Non-text Content</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                        | Partially Supports | <p>Textual equivalents are provided for most non-text content.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Error images need appropriate &lt;img alt&gt; text</li> <li>• The MyResNet Logo should have &lt;alt="MyResNet"&gt;</li> <li>• PDFs do not have alt-text or languages assigned</li> </ul> |
| <p><u><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports           | An alternative for time-based media is provided which presents equivalent information.   |
| <p><u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                  | Supports           | Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.   |
| <p><u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>  | Supports           | An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.  |

| Criteria  | Conformance Level  | Remarks and Explanations   |
|---|--------------------|--|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                    |  |
| <p><u><a href="#">1.3.1 Info and Relationships</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Partially Supports | <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Terms and Conditions do not announce their grouping label and instructions</li> <li>Some headings go from H1 to H3 skipping H2</li> </ul> |
| <p><u><a href="#">1.3.2 Meaningful Sequence</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>     | Supports           | <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>   |
| <p><u><a href="#">1.3.3 Sensory Characteristics</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           | <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>  |
| <p><u><a href="#">1.4.1 Use of Color</a></u> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>            | Partially Supports | <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>A rating of Partially Supports has been given for the following reasons:</p>  |



| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
|   |                    | <ul style="list-style-type: none"> <li>The Login button does not provide the proper color contrast ratio.</li> <li>The focus is not visible on the High Contrast Mode</li> <li>Package field gray on white does not provide proper contrast</li> </ul>  |
| <a href="#">1.4.2 Audio Control</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>    | Supports           | If any audio on a web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.   |
| <a href="#">2.1.1 Keyboard</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>         | Partially Supports | Most content functionality is operable through a keyboard interface.<br><br>A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>Signup Optional Services are not accessible using the tab function.</li> </ul>  |
| <a href="#">2.1.2 No Keyboard Trap</a> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           | If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. |
| <a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – does not apply  | Supports           | If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
|   |                   | <p>characters, then at least one of the following is true:</p> <p><b>Turn off:</b> A mechanism is available to turn the shortcut off;</p> <p><b>Remap:</b> A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</p> <p><b>Active only on focus:</b> The keyboard shortcut for a user interface component is only active when that component has focus.</p>  |
| <p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | <p>Website does not have any content that is time-limited.</p>  |
| <p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | <p>For moving, blinking, scrolling, or auto-updating information, all the following are true:</p> <p><b>Moving, blinking, scrolling:</b> For any moving, blinking, or scrolling information that (1) starts automatically, (2) lasts more than 5 seconds, and (3) is presented in parallel with other content, 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; and</p> <p><b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is present in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p> |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Does not Support   | Most of the web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds with the following exception. <ul style="list-style-type: none"> <li>When loading a long list the site displays a spinning wheel while loading.</li> </ul>   |
| <b><u>2.4.1 Bypass Blocks</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports           | A mechanism is available to bypass blocks of content that are repeatable on multiple web pages.  |
| <b><u>2.4.2 Page Titled</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Partially Supports | Web pages have titles that describe topic or purpose.<br><br>A rating of Partially Supports has been given for the following reasons: <ul style="list-style-type: none"> <li>Anti-virus software page title is missing</li> </ul>  |
| <b><u>2.4.3 Focus Order</u></b> (Level A)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Partially Supports | If a web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability<br><br>A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>Responsive hamburger menu is not sending focus to the expanded menu content</li> </ul> |
| <b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)<br>Also applies to:<br>Revised Section 508   | Partially Supports | The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determines link context,  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   | <p>except where the purpose of the link would be ambiguous to users in general.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>The support page has a link identified as "here"</li> </ul>  |
| <p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>     | Supports          | All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.  |
| <p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p> | Supports          | <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p> <p><b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function;</p> <p><b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</p> <p><b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event;</p> <p><b>Essential:</b> Completing the function on the down-event is essential.</p> |
| <p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>        | Supports          | For user interface components with labels that include text or images of text, the name contains the text that is presented visually.  |
| <p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>     | Supports          | Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:  |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
|  |                    | <p><b>Supported Interface:</b> The motion is used to operate functionality through an accessibility supported interface;</p> <p><b>Essential:</b> The motion is essential for the function and doing so would invalidate the activity.</p>   |
| <p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           | The default human language of each web page can be programmatically determined.  |
| <p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>         | Partially Supports | <p>When any component receives focus, it does not initiate a change of context.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Managed device page focus jumps back to the previous input field</li> </ul>  |
| <p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>         | Partially Supports | <p>Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Terms of Service policy and the Antivirus links do not announce a new window is opened.</li> </ul> |
| <p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>   | Partially Supports | If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text  |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                    | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The Aria-describedby is not connecting the error message to each input on the Device Management page MAC address field.</li> </ul>   |
| <p><b><u>4.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Partially Supports | <p>Labels or instructions are provided when content requires user input.</p> <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Terms and Condition check boxes do not announce that they are required</li> </ul>  |
| <p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                | Partially Supports | <p>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.</p> <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The renew account feature generates parsing errors on voice over</li> <li>Package selections have duplicate ID values</li> </ul> |
| <p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>      | Partially Supports | <p>Name, role, and/or value elements are provided in most cases.</p> <p>A rating of Partially Supports has been given for the following reasons:</p>  |

| Criteria | Conformance Level | Remarks and Explanations   |
|----------|-------------------|--|
|          |                   | <ul style="list-style-type: none"> <li>• The custom dropdown list for “Tell us where you will be living” is not screen reader operable.</li> <li>• Internet service package selections do not tab directly from one package option to the next.</li> </ul> |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <b><u>1.2.4 Captions (Live)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | Supports           | Captions are provided for all live audio content in synchronized media.   |
| <b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Not Applicable     |   |
| <b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – does not apply   | Supports           | Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.  |
|   |                    |   |
| <b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – does not apply  | Does not Support   | The purpose of each input field collecting information about the user can be programmatically determined. <ul style="list-style-type: none"> <li>Auto complete is set to “no” on the signup page</li> </ul> |
| <b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>  | Partially Supports | The visual presentation of text and images of text has a contrast ratio of at least 4.5:1:<br><br>A rating of Partially Supports has been given for the following reasons:                                  |



| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>   |                    | <ul style="list-style-type: none"> <li>The renew button has a contrast ratio of 2.83</li> <li>The “please choose” residence has a contrast ratio of 2.84</li> </ul>   |
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>    | Supports           | Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.  |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           | <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <p><b>Customizable:</b> The image of text can be visually customized to the user's requirements;</p> <p><b>Essential:</b> A particular presentation of text is essential to the information being conveyed.</p>              |
| <p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>  | Supports           | <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <p>Vertical scrolling content at a width equivalent to 320 CSS pixels;</p> <p>Horizontal scrolling content at a height equivalent to 256 CSS pixels;</p> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> |
| <p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>   | Partially Supports | The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent color(s):  |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
|  |                   | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The Login, signup and back buttons do not support proper contrast when changing states</li> <li>• Residence selector “please choose” does not support contrast ratio</li> </ul>  |
| <p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p>              | Supports          | <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <p>Line height (line spacing) to at least 1.5 times the font size;</p> <p>Spacing following paragraphs to at least 2 times the font size;</p> <p>Letter spacing (tracking) to at least 0.12 times the font size;</p> <p>Word spacing to at least 0.16 times the font size.</p> <p><b>Exception:</b> Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p> |
| <p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:<br/>Revised Section 508 – does not apply</p> | Supports          | <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p><b>Dismissible:</b> A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional</p>   |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
|   |                    | <p>content communicates an input error or does not obscure or replace other content;</p> <p><b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</p> <p><b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</p> <p><b>Exception:</b> The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> |
| <p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports           | More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.  |
| <p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Supports           | Headings and labels describe topic or purpose.  |
| <p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:<br/>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Partially Supports | <p>Keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible</p> <p>A rating of Partially Supports has been given for the following reason:</p>  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
|   |                   | <ul style="list-style-type: none"> <li>“Tell us where you will be living” focus does not provide proper color contrast.</li> </ul>  |
| <b><u>3.1.2 Language of Parts</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Supports          | The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. |
| <b><u>3.2.3 Consistent Navigation</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>     | Supports          | Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.   |
| <b><u>3.2.4 Consistent Identification</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | Components that have the same functionality within a set of Web pages are identified consistently.  |
| <b><u>3.3.3 Error Suggestion</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Supports          | If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.   |
| <b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)<br>Also applies to:<br>Revised Section 508   | Supports          | For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data  |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> |                    | <p>storage systems, or that submit user test responses, at least one of the following is true:</p> <p><b>Reversible:</b> Submissions are reversible.</p> <p><b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p><b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>           |
| <p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – does not apply</p>      | Partially Supports | <p>In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p> <p>A rating of Partially Supports has been given for the following reasons</p> <ul style="list-style-type: none"> <li>• Device management screen does not announce “loading” while retrieving data.</li> </ul> |

# Revised Section 508 Report

Notes:

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

Notes:

| Criteria                          | Conformance Level  | Remarks and Explanations   |
|-----------------------------------|--------------------|--|
| 302.1 Without Vision              | Partially Supports | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"><li>• As described in <b>1.1.1 Non-text Content</b>, some non-text elements do not provide textual equivalents.</li><li>• As described in <b>2.1.1 Keyboard</b>, some content functionality is not keyboard accessible.</li><li>• As described in <b>4.1.2 Name, Role, Value</b>, some menu elements fail to provide accessible names and roles.</li></ul> |
| 302.2 With Limited Vision         | Partially Supports | <p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"><li>• As described in <b>1.1.1 Non-text Content</b>, some non-text elements do not provide textual equivalents.</li></ul>   |
| 302.3 Without Perception of Color | Partially Supports | <p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"><li>• As described in <b>1.4.3 Contrast (Minimum)</b> some buttons do not provide full contrast</li><li>• As described in <b>1.4.11 Non-text Contrast</b> some buttons do not provide full contrast</li></ul>  |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| 302.4 Without Hearing  | Not Applicable     | Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.   |
| 302.5 With Limited Hearing                                     | Not Applicable     | Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.  |
| 302.6 Without Speech   | Not Applicable     | Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.   |
| 302.7 With Limited Manipulation                                | Partially Supports | A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, some content functionality is not keyboard accessible.</li> </ul>  |
| 302.8 With Limited Reach and Strength                          | Partially Supports | A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>As described in <b>2.1.1 Keyboard</b>, some content functionality is not keyboard accessible.</li> </ul>  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | A rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>As described in 1.3.5 Identify input purpose auto-complete is set to “no” on the sign-up page.</li> </ul> |
|  |                    |  |

## 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   |
|--|--------------------------------------|--|
| <b>601.1 Scope</b>   | Heading cell – no response required  | Heading cell – no response required  |
| <b><a href="#">602 Support Documentation</a></b>                 | Heading cell – no response required  | Heading cell – no response required  |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.0</a> section | See information in WCAG 2.0 section  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports                             | Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.  |
| <b><a href="#">603 Support Services</a></b>                      | Heading cell – no response required  | Heading cell – no response required  |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             | ICT support services shall include information on the accessibility and compatibility features required by 602.2.  |
| 603.3 Accommodation of Communication Needs                       | Supports                             | Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.   |



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