

SurveyGizmo Accessibility Conformance Report

VPAT® Version 2.0 – February 2018

Name of Product/Version: SurveyGizmo 2018.02.06.00

Product Description: Online Survey Software Web App

Date: 02/07/2018

Contact information: compliance@surveygizmo.com

Notes:

Evaluation Methods Used: Manual

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Section 508 as published in 2017, at http://www.Section508.gov	(Yes / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(Yes / No)

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.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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>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"> ● 9.2.1 (Web) ● 10.2.1 (non-web document) ● 11.2.1.1 (Software) ● 11.2.2.1 (Closed Functionality Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: If users are including images, they must ensure that they meet this guideline</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2 (Web) ● 10.2.2 (non-web document) ● 11.2.1.2 (Software) ● 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: If users are including video, users must include accompanying text with videos</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3 (Web) ● 10.2.3 (non-web document) ● 11.2.1.3 (Software) ● 11.2.2.3 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: When including videos users must ensure there are captions on those videos</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4 (Web) ● 10.2.4 (non-web document) ● 11.2.1.4 (Software) ● 11.2.2.4 (Closed Software) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: When including videos users must ensure there are captions on those videos</p>

<ul style="list-style-type: none"> ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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"> ● 9.2.7 (Web) ● 10.2.7 (non-web document) ● 11.2.1.7 (Software) ● 11.2.2.7 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.8 (Web) ● 10.2.8 (non-web document) ● 11.2.1.8 (Software) ● 11.2.2.8 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p>	<p>Surveys: Supports Authoring Tool: Not Evaluated</p>	

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.9 (Web) ● 10.2.9 (non-web document) ● 11.2.1.9 (Software) ● 11.2.2.9 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.10 (Web) ● 10.2.10 (non-web document) ● 11.2.1.10 (Software) ● 11.2.2.10 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must follow this guideline when changing themes, modifying text, or adding other elements</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.11 (Web) ● 10.2.11 (non-web document) ● 11.2.1.11 (Software) ● 11.2.2.11 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.15 (Web) ● 10.2.15 (non-web document) ● 11.2.1.15 (Software) ● 11.2.2.15 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.16 (Web) ● 10.2.16 (non-web document) ● 11.2.1.16 (Software) ● 11.2.2.16 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<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"> ● 9.2.17 (Web) ● 10.2.17 (non-web document) ● 11.2.1.17 (Software) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: When using page timers, users must enable the page timer option that allows respondents to extend time limit</p>

<ul style="list-style-type: none"> ● 11.2.2.17 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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"> ● 9.2.18 (Web) ● 10.2.18 (non-web document) ● 11.2.1.18 (Software) ● 11.2.2.18 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<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"> ● 9.2.19 (Web) ● 10.2.19 (non-web document) ● 11.2.1.19 (Software) ● 11.2.2.19 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must follow this guideline when adding their own content or multimedia</p>
<p>2.4.1 Bypass Blocks (Level A)</p>	<p>Surveys: Supports</p>	

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.20 (Web) ● 10.2.20 (non-web document) – Does not apply ● 11.2.1.20 (Software) – Does not apply ● 11.2.2.20 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 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 	<p>Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.21 (Web) ● 10.2.21 (non-web document) ● 11.2.1.21 (Software) - Does not apply ● 11.2.2.21 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must include a survey title</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.22 (Web) ● 10.2.22 (non-web document) ● 11.2.1.22 (Software) ● 11.2.2.22 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	

<p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.23 (Web) ● 10.2.23 (non-web document) ● 11.2.1.23 (Software) ● 11.2.2.23 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: User must follow this guideline when including links</p>
<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"> ● 9.2.27 (Web) ● 10.2.27 (non-web document) ● 11.2.1.27 (Software) ● 11.2.2.27 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</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"> ● 9.2.29 (Web) ● 10.2.29 (non-web document) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	

<ul style="list-style-type: none"> ● 11.2.1.29 (Software) ● 11.2.2.29 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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"> ● 9.2.30 (Web) ● 10.2.30 (non-web document) ● 11.2.1.30 (Software) ● 11.2.2.30 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: Users must follow this guideline when writing instructions</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"> ● 9.2.33 (Web) ● 10.2.33 (non-web document) ● 11.2.1.33 (Software) ● 11.2.2.33 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</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"> ● 9.2.34 (Web) ● 10.2.34 (non-web document) ● 11.2.1.34 (Software) ● 11.2.2.34 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: Users must follow this guideline when writing instructions and option labels</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"> ● 9.2.37 (Web) ● 10.2.37 (non-web document) ● 11.2.1.37 (Software) ● 11.2.2.37 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<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"> ● 9.2.38 (Web) ● 10.2.38 (non-web document) ● 11.2.1.38 (Software) ● 11.2.2.38 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	

<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
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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"> ● 9.2.5 (Web) ● 10.2.5 (non-web document) ● 11.2.1.5 (Software) ● 11.2.2.5 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: User must upload media with captions</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"> ● 9.2.6 (Web) ● 10.2.6 (non-web document) ● 11.2.1.6 (Software) ● 11.2.2.6 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: User must add text as necessary</p>

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.12 (Web) ● 10.2.12 (non-web document) ● 11.2.1.12 (Software) ● 11.2.2.12 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: Use SurveyGizmo default theme or ensure their theme meets contrast requirements</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.13 (Web) ● 10.2.13 (non-web document) ● 11.2.1.13 (Software) ● 11.2.2.13 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.14 (Web) ● 10.2.14 (non-web document) ● 11.2.1.14 (Software) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	<p>Surveys: User must follow guideline if any images are added</p>

<ul style="list-style-type: none"> ● 11.2.2.14 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.24 (Web) ● 10.2.24 (non-web document) – Does not apply ● 11.2.1.24 (Software) – Does not apply ● 11.2.2.24 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 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 	<p>Surveys: Not Applicable Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.25 (Web) ● 10.2.25 (non-web document) ● 11.2.1.25 (Software) ● 11.2.2.25 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must follow guideline when adding text</p>
<p>2.4.7 Focus Visible (Level AA)</p>	<p>Surveys: Supports</p>	

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.26 (Web) ● 10.2.26 (non-web document) ● 11.2.1.26 (Software) ● 11.2.2.26 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.28 (Web) ● 10.2.28 (non-web document) ● 11.2.1.28 (Software) – Does not apply ● 11.2.2.28 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must follow guideline</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.31 (Web) ● 10.2.31 (non-web document) – Does not apply ● 11.2.1.31 (Software) – Does not apply ● 11.2.2.31 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	

<p>2017 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 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.32 (Web) ● 10.2.32 (non-web document) – Does not apply ● 11.2.1.32 (Software) – Does not apply ● 11.2.2.32 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 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 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.35 (Web) ● 10.2.35 (non-web document) ● 11.2.1.35 (Software) ● 11.2.2.35 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Surveys: Supports</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p> <p>Website: Not Evaluated</p>	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.36 (Web) ● 10.2.36 (non-web document) 	<p>Surveys: Supports with Exceptions</p> <p>Authoring Tool: Not Evaluated</p> <p>Documentation: Not Evaluated</p>	<p>Surveys: User must follow guideline by using review actions for any binding agreements</p>

<ul style="list-style-type: none"> ● 11.2.1.36 (Software) ● 11.2.2.36 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Website: Not Evaluated	
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Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must upload a video to accompany any audio</p>
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must upload a video to accompany any audio</p>
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must add text to accompany any media</p>
<p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria– Does not apply</p>	<p>Surveys: Supports with Authoring Tool: Not Evaluated</p>	<p>Surveys: User must add text to accompany any audio</p>

2017 Section 508 – Does not apply	Documentation: Not Evaluated Website: Not Evaluated	
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must use default SurveyGizmo theme or ensure their custom theme follows these guidelines
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: If using audio in surveys user must upload audio that follows these guidelines
<u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must ensure text follows these guidelines
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must follow these guidelines when adding images
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must avoid non accessible questions which are listed in the Test tab
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated	Surveys: If using the page timer action, users must enable the page timer option that allows respondents to extend time limit

2017 Section 508 – Does not apply	Documentation: Not Evaluated Website: Not Evaluated	
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must ensure their content follows this guideline
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must include page titles and/or a survey progress bar in order to meet this guideline
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: When using links, users must follow these guidelines
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated	Surveys: User must include page titles

	Website: Not Evaluated	
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must follow this guideline
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must follow this guideline
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must follow this guideline
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: Users must follow this guideline
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	

<p>3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must include Back buttons and a Review Action to meet this guideline</p>
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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
302.2 With Limited Vision	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
302.3 Without Perception of Color	<p>Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	<p>Surveys: User must follow this guideline</p>
302.4 Without Hearing	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	
302.5 With Limited Hearing	<p>Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated</p>	

302.6 Without Speech	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
302.7 With Limited Manipulation	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
302.8 With Limited Reach and Strength	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
302.9 With Limited Language, Cognitive, and Learning Abilities	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
402.1 General		
402.2 Speech-Output Enabled		
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume		
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics		

403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility		
404.1 General	Not Applicable	
405 Privacy		
405.1 General	Not Applicable	
406 Standard Connections		
406.1 General	Not Applicable	
407 Operable Parts		
407.2 Contrast	Not Applicable	
407.3 Input Controls		
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth		
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
408 Display Screens		
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators		
409.1 General	Not Applicable	

410 Color Coding		
410.1 General	Not Applicable	
411 Audible Signals		
411.1 General	Not Applicable	
412 ICT with Two-Way Voice Communication		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling		
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	

502.2.2 No Disruption of Accessibility Features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3 Accessibility Services		
502.3.1 Object Information	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.2 Modification of Object Information	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.3 Row, Column, and Headers	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.4 Values	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.5 Modification of Values	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.6 Label Relationships	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.7 Hierarchical Relationships	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.8 Text	Surveys: Supports Authoring Tool: Not Evaluated	

	Documentation: Not Evaluated Website: Not Evaluated	
502.3.9 Modification of Text	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.10 List of Actions	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.11 Actions on Objects	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.12 Focus Cursor	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.13 Modification of Focus Cursor	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.3.14 Event Notification	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
502.4 Platform Accessibility Features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
503 Applications		
503.2 User Preferences	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must enable Low Vision Mode option
503.3 Alternative User Interfaces	Surveys: Not Applicable	

	Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Surveys: Not applicable Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
503.4.2 Audio Description Controls	Surveys: Not applicable Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Evaluated	
504.2.2 PDF Export	Not Evaluated	
504.3 Prompts	Not Evaluated	
504.4 Templates	Not Evaluated	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not Evaluated	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Evaluated	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Not Evaluated	
603.3 Accommodation of Communication Needs	Not Evaluated	

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Notes:

Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.2 Usage with limited vision	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.3 Usage without perception of colour	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.4 Usage without hearing	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.5 Usage with limited hearing	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.6 Usage without vocal capability	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.7 Usage with limited manipulation or strength	Surveys: Supports Authoring Tool: Not Evaluated	

	Documentation: Not Evaluated Website: Not Evaluated	
4.2.8 Usage with limited reach	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
4.2.9 Minimize photosensitive seizure triggers	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
4.2.10 Usage with limited cognition	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
4.2.11 Privacy	Not Evaluated	

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		
5.1.3.1 General	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.2 Auditory output delivery including speech	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.3 Auditory output correlation	Surveys: Supports with Exceptions	Surveys: User must follow this guideline

	Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.3.4 Speech output user control	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.5 Speech output automatic interruption	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.6 Speech output for non-text content	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.7 Speech output for video information	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.8 Masked entry	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.3.9 Private access to personal data	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.10 Non-interfering audio output	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.11 Private listening	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.3.12 Speaker volume	Surveys: Supports	

	Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.3.13 Volume reset	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.3.14 Spoken languages	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.15 Non-visual error identification	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.3.16 Receipts, tickets, and transactional outputs	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
5.1.4 Functionality closed to text enlargement	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.5 Visual output for auditory information	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.2 Activation of accessibility features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated	

	Website: Not Evaluated	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
5.5 Operable parts		
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)		
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display	Not Applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 Real-time text responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication		

6.5.1 General (informative)		
6.5.2 Resolution	Not Applicable	
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.6 Alternatives to video-based services	Not Applicable	

Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
7.1.2 Captioning synchronization	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
7.1.3 Preservation of captioning	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
7.2.1 Audio description playback	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
7.2.2 Audio description synchronization	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
7.2.3 Preservation of audio description	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated	Surveys: User must follow this guideline

	Website: Not Evaluated	
7.3 User controls for captions and audio description	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline

Chapter 8: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Physical access to ICT		
8.3.2.1 Change in level	Not Applicable	
8.3.2.2 Clear floor or ground space	Not Applicable	
8.3.2.3.1 General	Not Applicable	
8.3.2.3.2 Forward approach	Not Applicable	
8.3.2.3.3 Parallel approach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1.1 Unobstructed high forward reach	Not Applicable	
8.3.3.1.2 Unobstructed low forward reach	Not Applicable	

8.3.3.1.3.1 Clear floor space	Not Applicable	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.3.2.1 Unobstructed high side reach	Not Applicable	
8.3.3.2.2 Unobstructed low side reach	Not Applicable	
8.3.3.2.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.2.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4 Visibility	Not Applicable	
8.3.5 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts		
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of Operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

Chapter [9: Web](#) (see WCAG 2.0 section)

Notes:

Chapter [10: Non-web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General		
10.2 Document success criteria		
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning	Not applicable	
10.2.40 Audio description timing	Not applicable	

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology		
11.3.1 Closed functionality (informative)		
11.3.2 Accessibility services		
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.4 Assistive technology	Not applicable	
11.3.2.5 Object information	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.6 Row, column, and headers	Surveys: Supports with Exceptions Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	Surveys: User must follow this guideline
11.3.2.7 Values	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.8 Label relationships	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	

11.3.2.9 Parent-child relationships	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.10 Text	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.11 List of available actions	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.12 Execution of available actions	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.13 Tracking of focus and selection attributes	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.14 Modification of focus and selection attributes	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.15 Change notification	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.16 Modifications of states and properties	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.3.2.17 Modifications of values and text	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	

11.4 Documented accessibility usage		
11.4.1 User control of accessibility features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.4.2 No disruption of accessibility features	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.5 User preferences	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.6 Authoring tools		
11.6.1 Content technology		
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Surveys: Supports Authoring Tool: Not Evaluated Documentation: Not Evaluated Website: Not Evaluated	
11.6.4 Repair assistance	Not applicable	
11.6.5 Templates	Not applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Not Evaluated	
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Not Evaluated	

12.2.3 Effective communication	Not Evaluated	
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services	Not Applicable	
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

