

# Okta Verify Mac App Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5)

### Name of Product/Version:

Okta Verify Mac App version 9.67

### Report Date:

August 17, 2026

### Product Description:

Okta Verify is a multifactor authentication (MFA) app that allows users to confirm their identity when they sign in to their Okta account or access Okta-protected resources.

### Contact Information:

[accessibility@okta.com](mailto:accessibility@okta.com)

### Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between April 9, 2026 to April 21, 2026. The latest validation of issues was performed in the month of August, 2026.

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"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

## Evaluation Methods Used:

The Manual audit was performed using Mac and included exclusive use of the keyboard. Assistive technologies employed included the latest version of VoiceOver.

## Scope of Evaluation

The pages in the following table were evaluated as part of the audit on which this report is based.

| Page Title                      |
|---------------------------------|
| Add Account FROM Another Device |
| Add Account TO Another Device   |
| Desktop Authentication          |
| Enrollment - Get Started        |

## 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 (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                                                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>                                                                                                                                                          | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>                                                                                                           | (Yes)                                             |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> And <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a> | (Yes)                                             |

# Terms

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

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

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508:
  - Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
  - Chapter 6 – 602.3 Electronic Support Documentation
- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1- 11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non- Web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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>                            | <p>Software: Partially Supports</p> | <p>Software: Most non-text content has text alternatives or a text alternative that serves an equivalent purpose. The following exception exists:</p> <ul style="list-style-type: none"> <li>• An image does not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information available in the image, and if it is an active image, will not understand its function. This occurs on the following screen: Desktop Authentication.</li> </ul> |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-Web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | <p>Software: Not Applicable</p>     | <p>Software: Prerecorded audio-only and video-only files are not present.</p>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>Software: Not Applicable</p>     | <p>Software: Prerecorded videos are not present.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level        | Remarks and Explanations                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non- Web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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>                                                                                                                               |                          |                                                                                                                                                |
| <p><a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-Web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Not Applicable | Software: Prerecorded videos are not present, so the audio description is not required.                                                        |
| <p><a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non- Web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                    | Software: Supports       | Software: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level          | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                     |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non- Web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Does Not Support | <p>Software: The reading and navigation order of most content is logical and intuitive. The following exception exists:</p> <ul style="list-style-type: none"> <li>• Some hidden or empty interactive elements receive screen reader focus, so people who are blind and/or use a screen reader will navigate to elements that are not intended to be part of the reading order on a page or have no content/functionality. This occurs on the following screens: Add Account FROM Another Device; Add Account TO Another Device; Desktop Authentication; Enrollment - Get Started</li> </ul> |
| <p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non- Web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>                                                                                                                                                                                                       | Software: Supports         | Software: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level        | Remarks and Explanations                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                                                                                                                                                 |                          |                                                                                                                                              |
| <a href="#"><u>1.4.1 Use of Color</u></a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non- Web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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> | Software: Supports       | Software: Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. |
| <a href="#"><u>1.4.2 Audio Control</u></a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non- Web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Software)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                         | Software: Not Applicable | Software: The tested application does not contain audio content that plays automatically for more than 3 seconds.                            |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                            |
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| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                    |                                                                                                                                                                                                                                                                                                                                                                     |
| <p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non- Web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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>     | Software: Supports | Software: Functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and access keys are present, they do not conflict with existing browser and screen reader shortcuts, and functionality based on custom gestures is available when a screen reader is turned on. |
| <p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non- Web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: Keyboard focus is never locked or trapped in a particular area, and the user can navigate to and from all navigable elements using only a keyboard.                                                                                                                                                                                                       |
| <p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      | Software: Supports | Software: If a single-character key shortcut exists, then the single-character key shortcut can be turned                                                                                                                                                                                                                                                           |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level  | Remarks and Explanations                                                                                                                 |
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| <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non- Web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                          |                    | off or remapped, or it is only active when the relevant user interface component is in focus.                                            |
| <p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non- Web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.                              |
| <p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non- Web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>                                                                                                                                                                | Software: Supports | Software: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level        | Remarks and Explanations                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------|
| 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                                                                                                                    |
| <u><b>2.3.1 Three Flashes or Below Threshold</b></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non- Web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1(Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>                                              | Software: Not Applicable | Software: The tested application does not contain flashing content.                                                |
| <u><b>2.4.1 Bypass Blocks</b></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non- Web document) - Does not apply</li> <li>11.2.4.1 (Open Functionality Software) - Does not apply</li> <li>11.2.4.1 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) - Does not apply to non-Software software</li> <li>504.2 (Authoring Tool)</li> </ul> | Software: Supports       | Software: A method is provided to skip navigation and other page elements that are repeated across Software pages. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <ul style="list-style-type: none"> <li>602.3 (Support Docs) - Does not apply to non-Software docs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non- Web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports           | Software: Pages have descriptive and informative titles.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non- Web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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>                                   | Software: Partially Supports | <p>Software: The navigation order of most interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability. The following exception exists:</p> <ul style="list-style-type: none"> <li>Keyboard focus is not confined within a modal, so people who use the keyboard to navigate content (including screen reader users) will be able to navigate outside of the modal, which may cause them to become disoriented. This occurs on the following screen: Add Account TO Another Device.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                 |
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| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non- Web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.                                                                                                                                                                                                                                                        |
| <p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non- Web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                                       | Software: Supports | Software: All functionality that can be operated with a pointer can be operated with single-point actions.                                                                                                                                                                                                                                                                               |
| <p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non- Web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> </ul>                                                                                                                                                                                                                                                                    | Software: Supports | <p>Software: For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• The action is not triggered on the down event.</li> <li>• The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion.</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Conformance Level  | Remarks and Explanations                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                               |                    | <ul style="list-style-type: none"> <li>• The up-event reverses any outcome of the preceding down-event.</li> <li>• Completing the function on the down-event is essential.</li> </ul> |
| <p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non- Web document)</li> <li>• 11.2.5.3 (Open Functionality Software)</li> <li>• 11.2.5.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply    | Software: Supports | Software: For each user interface component that includes a visible text label, the accessible name matches (or includes) the visible text in the label.                              |
| <p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non- Web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Software: Supports | Software: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.       |
| <p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non- Web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> </ul>                                                                                                                                                                                           | Software: Supports | Software: The language of each page is correct and can be determined programmatically.                                                                                                |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level  | Remarks and Explanations                                                                                                                                                                                               |
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| <ul style="list-style-type: none"> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                                                   |                    |                                                                                                                                                                                                                        |
| <p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non- Web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.            |
| <p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non- Web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>                                                                                                                                                                      | Software: Supports | Software: When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                              |
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| 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>                                                                                                                                                                                                                                                                                                                                                                                            |                    |                                                                                                                                                                                                                                       |
| <u><b>3.2.6 Consistent Help</b></u> (Level A 2.2 only)<br>EN 301 549 Criteria - Does not apply<br>Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                             | Software: Supports | Software: On Software pages that contain help features (including human or automated contact options or self-help options), those features occur in the same order relative to other page content unless the user changes that order. |
| <u><b>3.3.1 Error Identification</b></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non- Web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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> | Software: Supports | Software: For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.                               |
| <u><b>3.3.2 Labels or Instructions</b></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non- Web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>                                                                                                                                                                                                                         | Software: Supports | Software: For form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected.             |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                                                                                                                                     |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)<br>EN 301 549 Criteria - Does not apply<br>Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                                           | Software: Supports           | Software: If information previously entered by, or provided to, the user is required to be entered again in the same process, that information is either automatically populated or available for the user to select unless the previously entered information is no longer valid or re-entering the information is essential or required to ensure security.                                                                                                                                                                                                              |
| <a href="#">4.1.2 Name, Role, Value</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non- Web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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> | Software: Partially Supports | Software: The name, role, state, and/or value of most user interface components can be programmatically determined. The following exception exists: <ul style="list-style-type: none"> <li>A control has an incorrect programmatic state, so the control's state (like 'checked'/ 'unchecked' or 'expanded'/ 'collapsed') conveyed to screen readers and other assistive technologies is incorrect and misrepresents the control's state and functionality to people who use those technologies. This occurs on the following screen: Enrollment - Get Started.</li> </ul> |

**Table 2: Success Criteria, Level AA**

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Conformance Level        | Remarks and Explanations                                                                                                                             |
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| <p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Software)</li> <li>• 10.1.2.4 (Non-Software document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Software)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | Software: Not Applicable | Software: Live multimedia files with audio are not present, so synchronized captions are not required.                                               |
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non- Web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Not Applicable | Software: Prerecorded multimedia files are not present, so audio descriptions are not required.                                                      |
| <p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                   | Software: Supports       | Software: Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level        | Remarks and Explanations                                                                                   |
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| <ul style="list-style-type: none"> <li>10.1.3.4 (Non- Web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                              |                          |                                                                                                            |
| <p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non- Web document)</li> <li>11.1.3.5 (Open Functionality Software)</li> <li>11.1.3.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                           | Software: Not Applicable | Software: The product's technology does not have support for programmatic identification of input purpose. |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non- Web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports       | Software: Text and images of regular text have the required color contrast ratio with their backgrounds.   |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level  | Remarks and Explanations                                                                                                       |
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| <p><a href="#"><u>1.4.4 Resize text</u></a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non- Web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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>                     | Software: Supports | Software: Content is readable and functional when browser zoom is set to 200% of its initial size.                             |
| <p><a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non- Web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: When content can be presented visually using only text, an image of text is not used to present that text.           |
| <p><a href="#"><u>1.4.10 Reflow</u></a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                          | Software: Supports | Software: The content of each page is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>• 10.1.4.10 (Non- Web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                               |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non- Web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Software: Partially Supports | <p>Software: Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. The following exception exists:</p> <ul style="list-style-type: none"> <li>• The visual boundary of an interactive element (like a radio button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty in perceiving the boundaries of the interactive element. This occurs on the following screen: Enrollment - Get Started.</li> </ul> |
| <p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non- Web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply      | Software: Supports           | Software: The spacing between letters, words, lines of text, and paragraphs can be adjusted with no loss of content or functionality.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level  | Remarks and Explanations                                                                                                                                                                            |
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| <p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non- Web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                | Software: Supports | Software: When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. |
| <p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non- Web document) - Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.5 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) - Does not apply to non-Software software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) - Does not apply to non-Software docs</li> </ul> | Software: Supports | Software: Multiple ways are available to find other pages on the site.                                                                                                                              |
| <p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non- Web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                              | Software: Supports | Software: Headings and labels for form and interactive controls are informative.                                                                                                                    |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                          |
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| <ul style="list-style-type: none"> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                                                            |                    |                                                                                                                                                                                                                                   |
| <p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non- Web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: It is visually apparent which page element is currently receiving keyboard focus.                                                                                                                                       |
| <p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                           | Software: Supports | Software: When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.                                                                                            |
| <p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                      | Software: Supports | Software: All functionality that uses a dragging movement can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Software: Supports | Software: The size of the target for each clickable control is at least 24 by 24 CSS pixels, except where the target size is determined by the user agent; there is a different control with equivalent functionality; the target is in line with text; the presentation of the target is essential to the function or otherwise exempted under the rule; or each control is spaced such that a 24-pixel circle placed around the bounding box of the control will not intersect any similar circle for another control. |
| <p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non- Web document)</li> <li>• 11.3.1.2 (Open Functionality Software) - Does not apply</li> <li>• 11.3.1.2 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <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> | Software: Supports | Software: The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.                                                                                                                                                                                                                                                                                                                                                |
| <p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non- Web document) - Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) - Does not apply</li> <li>• 11.3.2.3 (Closed Software) - Does not apply</li> </ul>                                                                                                                                                                                                                                                      | Software: Supports | Software: Navigation patterns that are repeated on Software pages are presented in the same relative order each time they appear and do not change order when navigating through the site.                                                                                                                                                                                                                                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) - Does not apply to non-Software software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) - Does not apply to non-Software docs</li> </ul>                                                                                                                                                                                                                                                                                                                                       |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non- Web document) - Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) - Does not apply</li> <li>• 11.3.2.4 (Closed Software) - Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) - Does not apply to non-Software software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) - Does not apply to non-Software docs</li> </ul> | Software: Supports           | Software: Labels, names, and/or text alternatives for content that have the same functionality across multiple Software pages are consistently identified.                                                                                                                                                                                                                                                                                        |
| <p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non- Web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                   | Software: Partially Supports | <p>Software: In most cases, if input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server. The following exception exists:</p> <ul style="list-style-type: none"> <li>• A form field's error message does not suggest how to correct the error, so users may have difficulty determining how to complete the form</li> </ul> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level  | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> 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>                                                                                                                                                                                                                                                                                                                                               |                    | successfully. This occurs on the following screen: Enrollment - Get Started.                                                                                                                                                                                                                                                                                                                                        |
| <u><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non- Web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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> | Software: Supports | Software: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.                                                                                                                                           |
| <u><a href="#">3.3.8 Accessible Authentication (Minimum)</a></u> (Level AA 2.2 only)<br>EN 301 549 Criteria - Does not apply<br>Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                          | Software: Supports | Software: A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless either another method is available that does not rely on a cognitive function test; help is available to assist the user in completing the test; or the test is to recognize objects or identify non-text content the user provided to the Software site. |
| <u><a href="#">4.1.3 Status Messages</a></u> (Level AA 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                | Software: Supports | Software: Status messages can be programmatically determined and presented by assistive technologies without receiving focus.                                                                                                                                                                                                                                                                                       |

| Criteria                                                                                                                                                                                                                                                                                                                                                  | Conformance Level | Remarks and Explanations |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>10.4.1.3 (Non- Web document) - Does not apply</li> <li>11.4.1.3 (Open Functionality Software) - Does not apply</li> <li>11.4.1.3 (Closed Software) - Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply |                   |                          |

### Table 3: Success Criteria, Level AAA

Notes: Not Applicable. The software site was not audited for WCAG 2.2 AAA conformance.

# Revised Section 508 Report

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

| Criteria                          | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                         |
|-----------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302.1 Without Vision              | Software: Partially Supports | Software: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.2 Meaningful Sequence</li><li>• 2.4.3 Focus Order</li><li>• 3.3.3 Error Suggestion</li><li>• 4.1.2 Name, Role, Value</li></ul>      |
| 302.2 With Limited Vision         | Software: Partially Supports | Software: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.2 Meaningful Sequence</li><li>• 2.4.3 Focus Order</li><li>• 3.3.3 Error Suggestion</li><li>• 4.1.2 Name, Role, Value</li></ul> |
| 302.3 Without Perception of Color | Software: Supports           | Software: All functionality is usable without requiring color perception.                                                                                                                                                                                                                        |
| 302.4 Without Hearing             | Software: Supports           | Software: All functionality is usable without hearing.                                                                                                                                                                                                                                           |
| 302.5 With Limited Hearing        | Software: Supports           | Software: All functionality is usable with limited hearing.                                                                                                                                                                                                                                      |
| 302.6 Without Speech              | Software: Supports           | Software: All functionality is usable without speech.                                                                                                                                                                                                                                            |
| 302.7 With Limited Manipulation   | Software: Partially Supports | Software: Most functionality is usable with limited manipulation and does not require fine motor control or                                                                                                                                                                                      |

|                                                                |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                              | simultaneous manual operations.<br>Exceptions are noted in: <ul style="list-style-type: none"> <li>• 2.4.3 Focus Order</li> <li>• 3.3.3 Error Suggestion</li> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                                                                                                                                                                                                                                                        |
| 302.8 With Limited Reach and Strength                          | Software: Supports           | Software: All functionality is usable with limited reach and strength.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Software: Partially Supports | Software: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 1.1.1 Non-text Content</li> <li>• 1.3.2 Meaningful Sequence</li> <li>• 2.4.3 Focus Order</li> <li>• 3.3.3 Error Suggestion</li> <li>• 4.1.2 Name, Role, Value</li> </ul> |

## Chapter 4: [Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

## Chapter 5: [Software](#)

| Criteria                                                       | Conformance Level                    | Remarks and Explanations                                                                |
|----------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                     | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                                     |
| <a href="#">502 Interoperability with Assistive Technology</a> | Heading cell – no response required  | Heading cell – no response required                                                     |
| 502.2.1 User Control of Accessibility Features                 | Software: Not Applicable             | Software: The application is not platform software, so this requirement does not apply. |

|                                                 |                                     |                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 502.2.2 No Disruption of Accessibility Features | Software: Not Applicable            | Software: The application is not platform software, so this requirement does not apply.                                                                                                                                                                                                                                                          |
| <b>502.3 Accessibility Services</b>             | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                                                                                                                              |
| 502.3.1 Object Information                      | Software: Partially Supports        | Software: The role, state(s), properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                                    |
| 502.3.2 Modification of Object Information      | Software: Partially Supports        | Software: For most objects that allow the user to set their respective properties and/or state, the act of setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul> |
| 502.3.3 Rows, Column, and Headers               | Software: Supports                  | Software: When a data table is present, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology.                                                                                                        |
| 502.3.4 Values                                  | Software: Partially Supports        | Software: For most objects that have a current value or have a set or range of values associated with the object, the value(s) are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>               |

|                                    |                              |                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 502.3.5 Modification of Values     | Software: Partially Supports | Software: For most objects that allow the user to set or modify their value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>                                   |
| 502.3.6 Label Relationships        | Software: Partially Supports | Software: For most elements that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul> |
| 502.3.7 Hierarchical Relationships | Software: Supports           | Software: When a page contains elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology.                                                                                                                                                             |
| 502.3.8 Text                       | Software: Supports           | Software: All text, text attributes (such as whether text is static or editable), and text boundaries (such as text that receives visual focus) are programmatically determinable, so they can be perceived and conveyed by assistive technology.                                                                                                   |
| 502.3.9 Modification of Text       | Software: Supports           | Software: When text can be set by the user (such as by typing in an input field), the act of adding or modifying text is available programmatically, so that it can be perceived and performed using assistive technology.                                                                                                                          |

|                                         |                                     |                                                                                                                                                                                                                                    |
|-----------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 502.3.10 List of Actions                | Software: Supports                  | Software: When one or more actions may be performed on an element, all of those actions are programmatically determinable, so that each action can be perceived and conveyed by assistive technology.                              |
| 502.3.11 Actions on Objects             | Software: Supports                  | Software: When one or more actions may be performed on an element, all of those actions are available programmatically, so that each action can be performed using assistive technology.                                           |
| 502.3.12 Focus Cursor                   | Software: Supports                  | Software: The position and content of the focus indicator, text insertion point, and/or text selector are programmatically determinable, so that focus position and content can be perceived and conveyed by assistive technology. |
| 502.3.13 Modification of Focus Cursor   | Software: Supports                  | Software: When the focus indicator, text insertion point, and/or text selector indicator can be modified, the modifications are programmatically determinable, so they can be performed by assistive technology.                   |
| 502.3.14 Event Notification             | Software: Supports                  | Software: Status messages relevant to user interactions are available to, and presented by, assistive technology.                                                                                                                  |
| 502.4 Platform Accessibility Features   | Software: Not Applicable            | Software: The Software site or application is not platform software, so this requirement does not apply.                                                                                                                           |
| <a href="#"><u>503 Applications</u></a> | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                |

|                                                                |                                      |                                                                                                                          |
|----------------------------------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 503.2 User Preferences                                         | Software: Supports                   | Software: The application allows users to set or modify color, contrast, font type and size, and focus cursor.           |
| 503.3 Alternative User Interfaces                              | Software: Not Applicable             | Software: The application does not offer an alternative user interface.                                                  |
| <b>503.4 User Controls for Captions and Audio Description</b>  | Heading cell – no response required  | Heading cell – no response required                                                                                      |
| 503.4.1 Caption Controls                                       | Software: Not Applicable             | Software: The Software site or application does not contain media with an audio component that has closed captions.      |
| 503.4.2 Audio Description Controls                             | Software: Not Applicable             | Software: The Software site or application does not contain media with a video component that offers audio descriptions. |
| <b><u>504 Authoring Tools</u></b>                              | Heading cell – no response required  | Heading cell – no response required                                                                                      |
| 504.2 Content Creation or Editing                              | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                                                                      |
| 504.2.1 Preservation of Information Provided for Accessibility | Software: Not Applicable             | Software: The Software site or application is not an authoring tool.                                                     |
| 504.2.2 PDF Export                                             | Software: Not Applicable             | Software: The Software site or application is not an authoring tool.                                                     |
| 504.3 Prompts                                                  | Software: Not Applicable             | Software: The Software site or application is not an authoring tool.                                                     |
| 504.4 Templates                                                | Software: Not Applicable             | Software: The Software site or application is not an authoring tool.                                                     |

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

| Criteria                                  | Conformance Level                   | Remarks and Explanations            |
|-------------------------------------------|-------------------------------------|-------------------------------------|
| <a href="#">601 Scope</a>                 | Heading cell – no response required | Heading cell – no response required |
| <a href="#">602 Support Documentation</a> | Heading cell – no response required | Heading cell – no response required |

|                                                                  |                                      |                                                                                   |
|------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------|
| 602.2 Accessibility and Compatibility Features                   | Software: Not Applicable             | Software: Documentation is not provided for the Software site or application.     |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                               |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Software: Not Applicable             | Software: Documentation is not provided for the Software site or application.     |
| <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    | Software: Not Applicable             | Software: Support services are not provided for the Software site or application. |
| 603.3 Accommodation of Communication Needs                       | Software: Not Applicable             | Software: Support services are not provided for the Software site or application. |

# EN 301 549 Report

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

| Criteria                                          | Conformance Level            | Remarks and Explanations                                                                                                                                                                                                                                                                        |
|---------------------------------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4.2.1 Usage without vision                        | Software: Partially Supports | Software: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.3.2 Meaningful Sequence</li><li>• 2.4.3 Focus Order</li><li>• 3.3.3 Error Suggestion</li><li>• 4.1.2 Name, Role, Value</li></ul>     |
| 4.2.2 Usage with limited vision                   | Software: Partially Supports | Software: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-text Content</li><li>• 1.4.11 Non-text Contrast</li><li>• 2.4.3 Focus Order</li><li>• 3.3.3 Error Suggestion</li><li>• 4.1.2 Name, Role, Value</li></ul> |
| 4.2.3 Usage without perception of colour          | Software: Partially Supports | Software: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.4.11 Non-Text Contrast</li></ul>                                                                                                                         |
| 4.2.4 Usage without hearing                       | Software: Supports           | Software: All functionality is usable without hearing.                                                                                                                                                                                                                                          |
| 4.2.5 Usage with limited hearing                  | Software: Supports           | Software: All functionality is usable with limited hearing.                                                                                                                                                                                                                                     |
| 4.2.6 Usage with no or limited vocal capability   | Software: Supports           | Software: All functionality is usable without speech or other vocal output.                                                                                                                                                                                                                     |
| 4.2.7 Usage with limited manipulation or strength | Software: Partially Supports | Software: Most functionality is usable by people with limited manipulation and                                                                                                                                                                                                                  |

|                                                           |                              |                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           |                              | <p>does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 2.4.3 Focus Order</li> <li>• 4.1.2 Name, Role, Value</li> </ul>                                                                                                                                                                             |
| 4.2.8 Usage with limited reach                            | Software: Supports           | Software: All functionality is usable by people with limited reach.                                                                                                                                                                                                                                                                                                                        |
| 4.2.9 Minimize photosensitive seizure triggers            | Software: Supports           | Software: All functionality may be operated in a mode that minimizes the potential for triggering photosensitive seizures.                                                                                                                                                                                                                                                                 |
| 4.2.10 Usage with limited cognition, language or learning | Software: Partially Supports | <p>Software: Most functionality is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 2.4.3 Focus Order</li> <li>• 3.3.3 Error Suggestion</li> </ul> |
| 4.2.11 Privacy                                            | Software: Supports           | Software: Where the product provides features for accessibility, it maintains the privacy of people who use these features at the same level as other users.                                                                                                                                                                                                                               |

## Clause [5: Generic Requirements](#)

| Criteria                            | Conformance Level                   | Remarks and Explanations               |
|-------------------------------------|-------------------------------------|----------------------------------------|
| <b>5.1 Closed functionality</b>     | Heading cell – no response required | Heading cell – no response required    |
| <b>5.1.2 General</b>                | Heading cell – no response required | Heading cell – no response required    |
| <b>5.1.2.1 Closed functionality</b> | See 5.2 through 13                  | See information in 5.2 through 13      |
| <b>5.1.2.2 Assistive technology</b> | See 5.1.3 through 5.1.6             | See information in 5.1.3 through 5.1.6 |
| <b>5.1.3 Non-visual access</b>      | Heading cell – no response required | Heading cell – no response required    |

|                                                       |                                     |                                                           |
|-------------------------------------------------------|-------------------------------------|-----------------------------------------------------------|
| 5.1.3.1 Audio output of visual information            | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.2 Auditory output delivery including speech     | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.3 Auditory output correlation                   | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.4 Speech output user control                    | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.5 Speech output automatic interruption          | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.6 Speech output for non-text content            | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.7 Speech output for video information           | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.8 Masked entry                                  | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.9 Private access to personal data               | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.10 Non-interfering audio output                 | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.11 Private listening volume                     | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.12 Speaker volume                               | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.13 Volume reset                                 | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.14 Spoken languages                             | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.15 Non-visual error identification              | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.4 Functionality closed to text enlargement        | Software: Not Applicable            | Software: The product does not have closed functionality. |
| 5.1.5 Visual output for auditory information          | Software: Not Applicable            | Software: The product does not have closed functionality. |
| <b>5.1.6 Operation without keyboard interface</b>     | Heading cell – no response required | Heading cell – no response required                       |

|                                                                 |                                     |                                                                                                                                                                             |
|-----------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5.1.6.1 Closed functionality</b>                             | 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                                             | Software: Not Applicable            | Software: The product does not have closed functionality.                                                                                                                   |
| 5.1.7 Access without speech                                     | Software: Not Applicable            | Software: The product does not have closed functionality.                                                                                                                   |
| 5.2 Activation of accessibility features                        | Software: Not Applicable            | Software: The product does not have specific documented accessibility features. The product instead relies upon platform accessibility features.                            |
| 5.3 Biometrics                                                  | Software: Not Applicable            | Software: The product does not use biometric forms of user identification or control. All functionality is accessible through standard input methods (keyboard, mouse, UI). |
| 5.4 Preservation of accessibility information during conversion | Software: Not Applicable            | Software: The product does not convert the content.                                                                                                                         |
| <b>5.5 Operable parts</b>                                       | Heading cell – no response required | Heading cell – no response required                                                                                                                                         |
| 5.5.1 Means of operation                                        | Software: Not Applicable            | Software: The product has only non-mechanical operable parts, such as on-screen buttons, which do not require grasping, pinching, or twisting of the wrist to operate.      |
| 5.5.2 Operable parts discernibility                             | Software: Not Applicable            | Software: The product has only non-mechanical operable parts, such as on-screen buttons, which do not require grasping, pinching, or twisting of the wrist to operate.      |
| <b>5.6 Locking or toggle controls</b>                           | Heading cell – no response required | Heading cell – no response required                                                                                                                                         |
| 5.6.1 Tactile or auditory status                                | Software: Not Applicable            | Software: Tactile or auditory status is not included in the product.                                                                                                        |
| 5.6.2 Visual status                                             | Software: Not Applicable            | Software: Visual status of controls isn't discernible in the product                                                                                                        |
| 5.7 Key repeat                                                  | Software: Not Applicable            | Software: Key repeat functionality is not found in the product.                                                                                                             |
| 5.8 Double-strike key acceptance                                | Software: Not Applicable            | Software: Double -strike key acceptance is not found in the product.                                                                                                        |

|                               |                          |                                                                                                                                                                                                                                       |
|-------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5.9 Simultaneous user actions | Software: Not Applicable | Software: The product does not require simultaneous user actions for core functionality. All actions triggered by key combinations are also available via the graphical user interface using mouse or sequential keyboard navigation. |
|-------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## **Clause 6: [ICT with Two-Way Voice Communication](#)**

Notes: Not Applicable. The product does not contain Two-Way Voice Communication

## **Clause 7: [ICT with Video Capabilities](#)**

| Criteria                                 | Conformance Level                   | Remarks and Explanations                                                                                            |
|------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>7.1 Caption processing technology</b> | Heading cell – no response required | Heading cell – no response required                                                                                 |
| 7.1.1 Captioning playback                | Software: Not Applicable            | Software: The Software site or application does not contain video that has synchronized audio.                      |
| 7.1.2 Captioning synchronization         | Software: Not Applicable            | Software: The Software site or application does not contain video that has synchronized audio.                      |
| 7.1.3 Preservation of captioning         | Software: Not Applicable            | Software: The Software site or application does not transmit, convert, or record video that has synchronized audio. |
| 7.1.4 Captions characteristics           | Software: Not Applicable            | Software: The Software site or application does not contain video that has synchronized audio.                      |
| 7.1.5 Spoken subtitles                   | Software: Not Applicable            | Software: The Software site or application does not contain video that has synchronized audio.                      |

|                                                      |                          |                                                                                                                                                                                |
|------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.2.1 Audio description playback                     | Software: Not Applicable | Software: The Software site or application does not contain video that has synchronized audio.                                                                                 |
| 7.2.2 Audio description synchronization              | Software: Not Applicable | Software: The Software site or application does not contain video that has synchronized audio.                                                                                 |
| 7.2.3 Preservation of audio description              | Software: Not Applicable | Software: The Software site or application does not transmit, convert, or record video that has synchronized audio.                                                            |
| 7.3 User controls for captions and audio description | Software: Not Applicable | Software: The Software site or application does not contain media with an audio component that has closed captions or media with a video component that has audio description. |

## Clause [8: Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this clause do not apply.

## Clause [9: Web](#) (see [WCAG 2.2 section](#))

Notes: Not Applicable

## Clause [10: Non-Web Documents](#)

Notes: Not Applicable

## Clause [11: Software](#)

| Criteria                                               | Conformance Level                    | Remarks and Explanations            |
|--------------------------------------------------------|--------------------------------------|-------------------------------------|
| <b>11.0 General (informative)</b>                      | Heading cell – no response required  | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3                              | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section |
| <b>11.5 Interoperability with assistive technology</b> | Heading cell – no response required  | Heading cell – no response required |
| <b>11.5.1 Closed functionality</b>                     | Heading cell – no response required  | Heading cell – no response required |

|                                                                                                    |                                     |                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>11.5.2 Accessibility services</b>                                                               | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                              |
| <b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b> | See 11.5.2.5 through 11.5.2.17      | See information in 11.5.2.5 through 11.5.2.17                                                                                                                                                                                                    |
| <b>11.5.2.2 Platform accessibility service support for assistive technologies</b>                  | See 11.5.2.5 through 11.5.2.17      | See information in 11.5.2.5 through 11.5.2.17                                                                                                                                                                                                    |
| <b>11.5.2.3 Use of accessibility services</b>                                                      | See 11.5.2.5 through 11.5.2.17      | See information in 11.5.2.5 through 11.5.2.17                                                                                                                                                                                                    |
| 11.5.2.4 Assistive technology                                                                      | Software: Not Applicable            | Software: This criterion is not applicable to the product                                                                                                                                                                                        |
| 11.5.2.5 Object information                                                                        | Software: Supports                  | Software: The role, state(s), properties, boundary, name, and description of most objects can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology.                                         |
| 11.5.2.6 Row, column, and headers                                                                  | Software: Supports                  | Software: The ICT is software that provides a user interface and makes the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.             |
| 11.5.2.7 Values                                                                                    | Software: Supports                  | Software: For most objects that have a current value or have a set or range of values associated with the object, the value(s) are available programmatically, so they can be perceived and conveyed by assistive technology.                    |
| 11.5.2.8 Label relationships                                                                       | Software: Supports                  | Software: For most elements that act as a label for another element and elements that are labelled by another element, the labelling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. |

|                                                          |                    |                                                                                                                                                                                                                               |
|----------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11.5.2.9 Parent-child relationships                      | Software: Supports | Software: The ICT software provides a user interface that makes the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.                |
| 11.5.2.10 Text                                           | Software: Supports | Software: The ICT renders text available to assistive technologies including information about the text attributes and the boundary (where the text starts and ends).                                                         |
| 11.5.2.11 List of available actions                      | Software: Supports | Software: The ICT has a user interface that provides a list of actions that can be executed by the user. This list of actions is programmatically determinable by assistive technologies.                                     |
| 11.5.2.12 Execution of available actions                 | Software: Supports | Software: The ICT has a user interface that provides a list of actions that can be executed by the user. This list of actions is programmatically determinable and executable by assistive technologies.                      |
| 11.5.2.13 Tracking of focus and selection attributes     | Software: Supports | Software: The ICT has a user interface that allows for text editing and it provides mechanisms to track focus, text insertion points, selection attributes and it is programmatically determinable by assistive technologies. |
| 11.5.2.14 Modification of focus and selection attributes | Software: Supports | Software: For user interface elements that can receive focus, where the focus can be modified by a user, and enable text editing by the user without the use of assistive technology, the focus can be                        |

|                                                  |                                     |                                                                                                                                                                                                                                             |
|--------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                  |                                     | programmatically modified by assistive technologies.                                                                                                                                                                                        |
| 11.5.2.15 Change notification                    | Software: Supports                  | Software: The software provides programmatically determinable notices of changes for elements, structure and actions when changes happen within the software itself.                                                                        |
| 11.5.2.16 Modifications of states and properties | Software: Supports                  | Software: For most objects that allow the user to set their respective properties and/or state, the act of setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. |
| 11.5.2.17 Modifications of values and text       | Software: Supports                  | Software: For most objects that allow the user to set or modify their value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology.                                |
| <b>11.6 Documented accessibility usage</b>       | Heading cell – no response required | Heading cell – no response required                                                                                                                                                                                                         |
| 11.6.1 User control of accessibility features    | Software: Not Applicable            | Software: There are no platform features that are defined in the platform documentation as accessibility features intended for users.                                                                                                       |
| 11.6.2 No disruption of accessibility features   | Software: Not Applicable            | Software: There are no platform features that are defined in the platform documentation as accessibility features intended for users.                                                                                                       |
| 11.7 User preferences                            | Software: Supports                  | Software: The application allows users to set or modify color, contrast, font type and size, and focus cursor.                                                                                                                              |

|                                                                     |                                     |                                                     |
|---------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------|
| <b>11.8 Authoring tools</b>                                         | Heading cell – no response required | Heading cell – no response required                 |
| <b>11.8.1 Content technology</b>                                    | Heading cell – no response required | Heading cell – no response required                 |
| 11.8.2 Accessible content creation                                  | Software: Not Applicable            | Software: The application is not an authoring tool. |
| 11.8.3 Preservation of accessibility information in transformations | Software: Not Applicable            | Software: The application is not an authoring tool. |
| 11.8.4 Repair assistance                                            | Software: Not Applicable            | Software: The application is not an authoring tool. |
| 11.8.5 Templates                                                    | Software: Not Applicable            | Software: The application is not an authoring tool. |

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

| Criteria                                                       | Conformance Level                    | Remarks and Explanations                                                          |
|----------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------|
| <b>12.1 Product documentation</b>                              | Heading cell – no response required  | Heading cell – no response required                                               |
| 12.1.1 Accessibility and compatibility features                | Software: Not Applicable             | Software: Documentation is not provided for the Software site or application.     |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                               |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required                                               |
| 12.2.2 Information on accessibility and compatibility features | Software: Not Applicable             | Software: Support services are not provided for the Software site or application. |
| 12.2.3 Effective communication                                 | Software: Not Applicable             | Software: Support services are not provided for the Software site or application. |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.2</a> section | See information in WCAG 2.2 section                                               |

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

Notes: Not Applicable

## **Legal Disclaimer (Okta Verify Mac App)**

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