

Okta Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Okta Platform

Report Date: 05/30/2025

Product Description: This document contains details of accessibility assessment conducted on below Okta Platform products. Please note, the administrator-specific product configuration experiences are out of scope of evaluation for this document.

- **Okta Sign-in Widget (Gen 3)** - A Javascript widget that provides a fully featured and customizable login experience that can be used to authenticate and register users in web and mobile applications.
- **Okta End-User Dashboard** - Provides users quick access to all the applications they need to get their job done. From the dashboard, users can search for, request access to, and launch apps, manage their Okta account, and read notifications from their administrator.
- **Okta End-User Settings (version 2.0)** - Enables users to manage various settings for their Okta profile and sessions. This includes changing their personal information, display language, and password. They can also set up additional authenticators and view their recent activity.
- **Okta Access Request app** - Provides users with the ability to see requests they have submitted or need to take action on. Included in Okta Identity Governance.
- **Okta Access Certifications Reviewer app** - Provides users who have been assigned reviews in an Access Certification with access to review and make decisions. Included in Okta Identity Governance.

Contact Information: accessibility@okta.com

Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between 10/21/24 and 10/31/24 and was limited only to the evaluation of specific accessibility issues that were previously reported and then validated in April 2025.

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

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome v.130.0 on Windows 10 and included exclusive use of the keyboard.
- Automated tools used included Deque axe Auditor and the Deque axe DevTools browser extension.
- Assistive technologies employed included NVDA v.2024.3.1

Scope of Evaluation

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

Page Title	URL
Login	[Okta URL]
Verifying your identity	[Okta URL] /oauth2/v1/authorize? client_id=<clientid>&code_challenge=<code_challenge>&code_challenge_method=<code_challenge _method&redirect_uri=<redirect_uri>&response_type=<response_type>&scope=<scope>
Verify with your password	[Okta URL]/app/UserHome
Verify its you with a security method	[Okta URL]/oauth2/v1/authorize? client_id=<clientid>&code_challenge=<code_challenge>&code_challenge_method=<code_challenge _method&redirect_uri=<redirect_uri>&response_type=<response_type>&scope=<scope>
Unable to sign in	[Okta URL]/oauth2/v1/authorize? client_id=<clientid>&code_challenge=<code_challenge>&code_challenge_method=<code_challenge _method&redirect_uri=<redirect_uri>&response_type=<response_type>&scope=<scope>
Request Apps Screen	[Okta URL]/enduser/catalog
User Dropdown	[Okta URL]/app/UserHome
Preferences	[Okta URL]/enduser/home/preferences
End User Dashboard Landing Page	[Okta URL]/app/UserHome
End User Settings Landing Page	[Okta URL]/account-settings/home
Recent Activity	[Okta URL]/account-settings/recent-activity
Security Methods	[Okta URL]/account-settings/security
Display Language	[Okta URL]/account-settings/display-language
Personal Information (Editing & Not Editing)	[Okta URL]/account-settings/profile
Request list	[Okta URL]/next/requests/inbox/open
Individual ticket	[Okta URL]/next/requests/<request>

Page Title	URL
View Profile	[Okta URL]/next/users/<user>
My Review page - Open Tab	[Okta URL]/enduser/governance/reviewers/dashboard
Review user access or change department review	[Okta URL]/enduser/governance/reviewers/campaigns/<campaign>
Pending Reviews tab	[Okta URL]/enduser/governance/reviewers/campaigns/<campaign>

In addition to the pages listed above, the following components that appear on multiple pages were tested as part of the assessment:

- Pre-login footer
- Header
- Left side navigation
- My reviews – header
- Request List- Left side navigation
- Request List -Header
- Filter

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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:

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

Note: When reporting on conformance with the WCAG 2.2 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.1.1 (Web)• 10.1.1.1 (Non-web document)• 11.1.1.1.1 (Open Functionality Software)• 11.1.1.1.2 (Closed Functionality Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Supports	Web: Non-text content has text alternatives or a text alternate that serves an equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.2.1 (Web)• 10.1.2.1 (Non-web document)• 11.1.2.1.1 (Open Functionality Software)• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)	Not Applicable	Web: Prerecorded audio-only files are not present.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Web: Prerecorded videos are not present.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Web: Prerecorded videos are not present, so audio description is not required.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to:	Partially Supports	Web: Most information, structure, and relationships conveyed through presentation can be

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>programmatically determined or are available in text. The following exceptions exist:</p> <ul style="list-style-type: none"> • A group of form controls is not programmatically associated with their group label, so the purpose of individual controls in the group cannot be understood by people who are blind and/or use a screen reader. This occurs on the following page: Individual ticket. • A heading level is out of order, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: My Review page - Open Tab. • A block of text is marked up as a heading but is not a heading, so the structure of the content is misrepresented to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Pending Reviews tab; Recent Activity. • Content that is visually presented as a list is not marked up as a list, so the presence and structure of the list are not conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Request List- Left side navigation component found on multiple pages.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) 	<p>Supports</p>	<p>Web: The reading and navigation order is logical and intuitive.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Web: Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Web: For most content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exception exists:</p> <ul style="list-style-type: none"> • Color is used as the only method to convey the state (such as "checked," "pressed," or "selected") of a control, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the following page: Request List- Left side navigation component found on several pages.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and accesskeys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exception exists:</p> <ul style="list-style-type: none"> ● A function cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. This occurs on the following page: End User Dashboard Landing Page.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Supports	<p>Web: Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Web: If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 	Supports	Web: Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Web: The website does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Web: A method is provided to skip navigation and other page elements that are repeated across web pages.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p>	Supports	Web: Pages have descriptive and informative titles.

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Web: The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	<p>Web: The purpose of most links can be determined from the link text alone or from the link text and its programmatic context. The following exception exists:</p> <ul style="list-style-type: none"> • The purpose of the link is not made clear by its text or the context provided by the content that immediately surrounds it, so people who are blind and/or use a screen reader will not know where the link goes. This occurs on the following page: My Review page - Open Tab.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.5.1 Pointer Gestures (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"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Web: All functionality that can be operated with a pointer can be operated with single-point actions.</p>
<p>2.5.2 Pointer Cancellation (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"> 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Web: 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"> The action is not triggered on the down event. 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. The up-event reverses any outcome of the preceding down-event. Completing the function on the down-event is essential.
<p>2.5.3 Label in Name (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"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exception exists:</p> <ul style="list-style-type: none"> The accessible name of an interactive element (such as a link, button, or form input) contains its visible label, but the words are in a different order, so the accessible name does not contain the visible label, and people who use speech input to navigate and operate content will not be able to access the

Criteria	Conformance Level	Remarks and Explanations
		element. This occurs on the following page: Verify its you with a security method.
<p><u>2.5.4 Motion Actuation</u> (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"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	Web: The website does not contain functionality that can be triggered by device motion.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Web: The language of each page is correct and can be determined programmatically.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Supports	Web: 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.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Web: 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.
<u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Web: On web 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>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Web: 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.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Web: For most 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. The following exceptions exist:</p> <ul style="list-style-type: none"> • The label of an element is not persistent (always visible on the page), so the element's purpose may be difficult to discover. This occurs on the following pages: Pending Reviews tab and Filter; Request list -Header components found on several pages. • The label for a form field is missing, so the field's purpose is not clear. This occurs on the following page: Pending Reviews tab.
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Web: 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.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer “Supports”</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	<p>Web: For the WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata. This criterion was removed from WCAG 2.2.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Web: The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist:</p> <ul style="list-style-type: none"> A button does not have a programmatic role, so its role (usually button, but sometimes link or something else) is not conveyed to screen readers and other assistive technologies and will not be available to people who use those technologies. This occurs on the following pages: Pending Reviews tab; Individual ticket. A link does not have a programmatic role, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose and function of the link or how to interact with it. This occurs on the following page: Pending Reviews tab. An element that appears and functions like a combobox does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Request Apps Screen and Header component found on multiple pages.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Web: Live multimedia files with audio are not present, so synchronized captions are not required.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Web: Prerecorded multimedia files are not present, so audio descriptions are not required.
<p>1.3.4 Orientation (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"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 	Supports	Web: 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
<ul style="list-style-type: none"> 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.3.5 Identify Input Purpose</u> (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"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<p>Web: The purpose of most input fields that collect an individual's personal data are programmatically defined based on the WCAG list of Input Purposes for User Interface Components. The following exception exists:</p> <ul style="list-style-type: none"> No programmatic purpose is provided for an input element (like a text input field), so browsers or assistive technology are not able to automatically suggest information to fill in the input. This occurs on the following page: Personal Information (Editing & Not Editing).
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Web: Text and images of regular text have the required color contrast ratio with their backgrounds.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 	Partially Supports	<p>Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exception exists:</p> <ul style="list-style-type: none"> Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>may not have access to that content. This occurs on the following page: Request list -Header component found on several pages.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Web: When content can be presented visually using only text, an image of text is not used to present that text.</p>
<p>1.4.10 Reflow (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"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist:</p> <ul style="list-style-type: none"> • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content does not fit horizontally, so it cannot be viewed without scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content that can only be seen by horizontal scrolling. This occurs on the following page: Pending Reviews tab. • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or

Criteria	Conformance Level	Remarks and Explanations
		<p>functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. This occurs on the following pages: Recent Activity; End User Dashboard Landing Page; Preferences; Request Apps Screen and Request list -Header component found on several pages.</p> <ul style="list-style-type: none"> When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Pending Reviews tab; Request list and Header component found on several pages.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: 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"> The focus indicator of an interactive element (like a 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 perceiving when the interactive element is receiving focus. This occurs on the following page: Review user access or change department review and Header component found on multiple pages.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	<p>Web: The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>1.4.13 Content on Hover or Focus</u> (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"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	<p>Web: In most cases 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. The following exception exists:</p> <ul style="list-style-type: none"> Content that appears on mouse hover or keyboard focus (such as tooltips, drop-down menus, or popups) is not dismissible, so it obscures all or part of the original content on the page. This occurs on the following pages: Request list; Individual ticket.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Multiple ways are available to find other pages on the site.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Partially Supports	Web: Most headings and labels for form and interactive controls are informative. The following exception exists:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> A programmatic label for a control or form input field does not convey the purpose of the control or input, so people who are blind and/or use a screen reader may not understand what the control does or what data to enter. This occurs on the following page: Recent Activity.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exception exists:</p> <ul style="list-style-type: none"> An interactive element (such as a link, button, or form input) does not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following page: Pending Reviews tab.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: When most user interface components receive keyboard focus, each component is not entirely hidden due to author-created content. The following exceptions exist:</p> <ul style="list-style-type: none"> A focused element is completely covered by other author-created content, which may cause people who use the keyboard to navigate content to become disoriented. This occurs on the following page: Request Apps Screen.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: Most 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. The following exception exists:</p> <ul style="list-style-type: none"> Some functionality relies on a dragging movement with no single-pointer, single touch alternative, making it difficult or impossible for persons with motor difficulties and users of assistive technology to perform the gesture on the following page: End User Dashboard Landing Page and left side navigation component found on several pages.
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	<p>Web: 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 inline 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>
<p>3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Web: 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>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Web: Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Supports	Web: 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.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>Web: 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.</p>
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>Web: 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 Web site.</p>
<p><u>4.1.3 Status Messages</u> (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"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exception exists:</p> <ul style="list-style-type: none"> A status message is not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status message or they may not hear it in a timely fashion. This occurs on the

	Criteria	Conformance Level	Remarks and Explanations
			following pages: Project Wide; Request list; Individual ticket; End User Dashboard Landing Page.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable. The Okta Website was not assessed for WCAG 2.2 Level AAA conformance.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.4 Link Purpose (in context)• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value
302.2 With Limited Vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 1.4.4 Resize Text• 2.1.1 Keyboard• 2.4.3 Focus Order• 2.4.4 Link Purpose (in context)• 2.4.6 Headings and Labels• 2.4.7 Focus Visible• 3.3.2 Labels or Instructions• 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none">• 1.4.1 Use of Color
302.4 Without Hearing	Web: Supports	Web: All functionality is usable without hearing.
302.5 With Limited Hearing	Web: Supports	Web: All functionality is usable with limited hearing.
302.6 Without Speech	Web: Not Applicable	Web: The product does not require the use of speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Web: Partially Supports	<p>Web: Most functionality is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.4.4 Link Purpose (in context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Web: Supports	Web: All functionality is usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Partially Supports	<p>Web: 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"> • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.4 Link Purpose (in context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value

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](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section

Criteria	Conformance Level	Remarks and Explanations
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The website does not have any accessibility features.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The website does not have any accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Web: Partially Supports	Web: 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"> • 4.1.2 Name, Role, Value
502.3.2 Modification of Object Information	Web: Partially Supports	Web: 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"> • 4.1.2 Name, Role, Value
502.3.3 Row, Column, and Headers	Web: Supports	Web: 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	Web: Partially Supports	Web: For most objects that have a current value or have a set or range of values associated with the object, the value(s) is available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions include: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Web: Partially Supports	Web: For most objects that allow the user to set or modify its value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions include: <ul style="list-style-type: none"> • 4.1.2 Name, Role, Value
502.3.6 Label Relationships	Web: Partially Supports	Web: 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"> • 1.3.1 Info and Relationship • 4.1.2 Name, Role, Value
502.3.7 Hierarchical Relationships	Web: Partially Supports	Web: When a page contains elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology. <ul style="list-style-type: none"> • 1.3.1 Info and Relationship
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects	Web: Partially Supports	Web: For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include: <ul style="list-style-type: none"> • 2.1.1 Keyboard
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Web: Partially Supports	Web: In most cases, status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> 4.1.3 Status Messages
502.4 Platform Accessibility Features	Not Applicable	Web: The website or application is not platform software, so this requirement does not apply.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	Web: The website or application does not offer an alternative user interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Web: The website or application does not contain media with an audio component that has closed captions.
503.4.2 Audio Description Controls	Not Applicable	Web: The website or application does not contain media with a video component that offers audio descriptions.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.2 section	See information in WCAG 2.2 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Web: The website or application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Web: The website or application is not an authoring tool.
504.3 Prompts	Not Applicable	Web: The website or application is not an authoring tool.
504.4 Templates	Not Applicable	Web: The website or application is not an authoring tool.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Evaluated	Support Documentation and Services is not included as part of the current scope
602.3 Electronic Support Documentation	Not Evaluated	Support Documentation and Services is not included as part of the current scope
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Evaluated	Support Documentation and Services is not included as part of the current scope
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Evaluated	Support Documentation and Services is not included as part of the current scope
603.3 Accommodation of Communication Needs	Not Evaluated	Support Documentation and Services is not included as part of the current scope

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Web: Partially Supports	Web: Most functionality is usable without vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.4 Link Purpose (in context)• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value• 4.1.3 Status Messages
4.2.2 Usage with limited vision	Web: Partially Supports	Web: Most functionality is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 1.4.4 Resize Text• 1.4.10 Reflow• 1.4.11 Non-Text Contrast• 1.4.13 Content on Hover or Focus• 2.1.1 Keyboard• 2.4.4 Link Purpose (in context)• 2.4.6 Headings and Labels• 2.4.7 Focus Visible• 3.3.2 Labels or Instructions• 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Web: Partially Supports	Web: Most functionality is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none">• 1.4.1 Use of Color• 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Web: Supports	Web: All functionality is usable without hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Web: Supports	Web: All functionality is usable with limited hearing.
4.2.6 Usage with no or limited vocal capability	Web: Not Applicable	Web: The product does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.3.5 Identify Input Purpose ● 1.4.13 Content on Hover or Focus ● 2.1.1 Keyboard ● 2.4.4 Link Purpose (in context) ● 2.4.6 Headings and Labels ● 2.4.7 Focus Visible ● 2.5.3 Label in Name ● 4.1.2 Name, Role, Value
4.2.8 Usage with limited reach	Web: Partially Supports	<p>Web: Most functionality is usable by people with limited reach. Exceptions are noted in:</p> <ul style="list-style-type: none"> ● 1.3.5 Identify Input Purpose ● 1.4.13 Content on Hover or Focus ● 2.5.3 Label in Name
4.2.9 Minimize photosensitive seizure triggers	Web: Supports	Web: 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	Web: Partially Supports	<p>Web: 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"> ● 1.3.1 Info and Relationships ● 1.3.5 Identify Input Purpose ● 1.4.1 Use of Color ● 1.4.10 Non-Text Contrast

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.4.4 Link Purpose (in context) • 2.4.6 Headings and Labels • 2.4.7 Focus Visible • 2.5.3 Label in Name • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 4.1.3 Status Messages
4.2.11 Privacy	Web: Not Applicable	

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The website does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The website does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The website does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The website does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The website does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The website does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The website does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.8 Masked entry	Not Applicable	The website does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The website does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The website does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The website does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The website does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	The website does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The website does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The website does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The website does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The website does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The website does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The website does not have closed functionality.
5.1.7 Access without speech	Not Applicable	The website does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	The website does not have closed functionality.
5.3 Biometrics	Not Applicable	The website does not have closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	The website does not have closed functionality.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.5.1 Means of operation	Not Applicable	The product is a web application and has no physical parts.
5.5.2 Operable parts discernibility	Not Applicable	The product is a web application and has no physical parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The product is a web application and has no physical locking or toggle controls.
5.6.2 Visual status	Not Applicable	The product is a web application and has no physical locking or toggle controls.
5.7 Key repeat	Not Applicable	The product is a web application and has no physical keyboard or keypad, so it has no key repeat function.
5.8 Double-strike key acceptance	Not Applicable	The product is a web application and has no physical keyboard or keypad, so it has no functionality related to accepting identical keystrokes that occur within a specific timeframe.
5.9 Simultaneous user actions	Not Applicable	The website has no functionality requiring simultaneous actions (such as having to press multiple keys at the same time) with no alternative.

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

Notes: The ICT covered by this report does have any functionality that supports two-way communication. As such, the requirements of this chapter do not apply.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	The website does not contain video that has synchronized audio.

Criteria	Conformance Level	Remarks and Explanations
7.1.2 Captioning synchronization	Not Applicable	The website does not contain video that has synchronized audio.
7.1.3 Preservation of captioning	Not Applicable	The website does not contain video that has synchronized audio.
7.1.4 Captions characteristics	Not Applicable	The website does not contain video that has synchronized audio.
7.1.5 Spoken subtitles	Not Applicable	The website does not contain video that has synchronized audio.
7.2.1 Audio description playback	Not Applicable	The website does not contain video that has synchronized audio.
7.2.2 Audio description synchronization	Not Applicable	The website does not contain video that has synchronized audio.
7.2.3 Preservation of audio description	Not Applicable	The website does not transmit, convert, or record video that has synchronized audio.
7.3 User controls for captions and audio description	Not Applicable	The website does not contain media with an audio component that has closed captions or media with a video component that has audio description.

Chapter [8: Hardware](#)

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

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

Notes: The ICT covered by this report is a web application. As such, its accessibility requirements are covered in the [WCAG 2.2](#) section.

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

Notes: Not Applicable

Chapter [11: Software](#)

Notes: The ICT covered by this report is a web application, and it is not an authoring tool. As such, its accessibility requirements are covered in Chapter 9 and by reference the [WCAG 2.2](#) section. Thus, the requirements of this chapter do not apply.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Evaluated	Support Documentation and Services is not included as part of the current scope
12.1.2 Accessible documentation	Not Evaluated	Support Documentation and Services is not included as part of the current scope
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Evaluated	Support Documentation and Services is not included as part of the current scope
12.2.3 Effective communication	Not Evaluated	Support Documentation and Services is not included as part of the current scope
12.2.4 Accessible documentation	Not Evaluated	Support Documentation and Services is not included as part of the current scope

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

Notes: The ICT covered by this report does have any functionality that supports two-way communication, including the provision of relay services or access to emergency services. As such, the requirements of this chapter do not apply.

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