



# CBORD Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** CBORD Horizon, Version 2016

**Product Description:** CBORD Horizon's comprehensive product offering provides customers with fully-customizable and scalable software solutions capable of meeting the needs and budget of any size operation. Horizon believes in making use of the best, most reliable and cost-effective technology available to suit the business needs of the markets we serve. In addition, Horizon provides implementation services and 24 hour support so our customers get the support they need to be successful.

**Date:** October 2, 2018

**Contact information:** Will Ryan, [wnr@cbord.com](mailto:wnr@cbord.com)

**Notes:** The Horizon sites in this evaluation include MyPaymentsPlus and Free and Reduced Meals web applications.

**Evaluation Methods Used:** Level Access (Level) comprehensively tested a selection of pages and user flows representative of CBORD Horizon. Testing involved extensive use of leading assistive technology, such





as JAWS 2018, ZoomText 2018 and Dragon® NaturallySpeaking 15, as well as exclusive use of the keyboard and manual inspection of code.

### **Applicable Standards/Guidelines**

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

<b>Standard/Guideline</b>	<b>Included In Report</b>
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(No)

### **Terms**

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

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





## **WCAG 2.0 Report**

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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



Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            2017 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>Web: Supports with Exceptions</p>	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some custom controls do not provide a textual equivalent for name, state, or role information.</li> <li>• Some images and image buttons do not provide meaningful descriptions.</li> <li>• Some visible content is not communicated to screen readers, such as date and time information for live chat.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b>            (Level A)            Also applies to:            2017 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>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Horizon.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            2017 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>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Horizon.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p>	<p>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Horizon.</p>





Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: 2017 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="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Some tables do not properly use markup to identify headers.</li> <li>• Some tables have row headers that visually appear as headers, but do not use proper markup to identify them.</li> <li>• Form fields often do not clearly identify constraints when required.</li> <li>• Occasionally, pages contain list items that are not found in a list container markup, or visually present lists without using proper markup.</li> <li>• Often, pages contain visual headings without using proper markup.</li> <li>• Many pages have headings that do not follow a logical hierarchy.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports	Web: Sequence is meaningful throughout Horizon.
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: Instructions that rely solely on sensory characteristics are not present on Horizon.





Criteria	Conformance Level	Remarks and Explanations
2017 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><a href="#">1.4.1 Use of Color</a></u> (Level A) Also applies to: 2017 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>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> <li>Occasionally, color is the sole means of communicating information, such as status or step completion.</li> <li>Often, color alone is used to indicate the selection of navigation controls.</li> <li>Most errors use color as the only way to indicate an error has occurred.</li> </ul>
<u><a href="#">1.4.2 Audio Control</a></u> (Level A) Also applies to: 2017 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>	Web: Supports	Web: No audio content that plays automatically is present on Horizon.
<u><a href="#">2.1.1 Keyboard</a></u> (Level A) Also applies to: 2017 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>	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons: <ul style="list-style-type: none"> <li>Most custom controls are only usable with a mouse.</li> <li>Many interactive links and controls do not receive keyboard focus.</li> </ul>
<u><a href="#">2.1.2 No Keyboard Trap</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports	Web: No keyboard traps are present in Horizon.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: 2017 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>	Web: Does Not Support	<p>Web: A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Horizon sessions end without offering the user an opportunity to extend the session. After a period of inactivity followed by control activation, a user is presented with a message indicating the session has ended. This issue occurs on all pages, except the Login page.</li> </ul>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) Also applies to: 2017 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>	Web: Supports	Web: No moving, blinking, scrolling, or auto-updating content is present on Horizon.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) Also applies to: 2017 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>	Web: Supports	Web: There is no flashing content on Horizon.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Does Not Support	Web: Horizon does not provide users the ability to skip past repetitive content.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A) Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Most pages have page titles that are not context-sensitive.</li> </ul>
<p><b><u>2.4.3 Focus Order</u></b> (Level A) Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Focus does not move to dropdown menus when opened.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Links that open dialogs do not indicate this fact.</li> <li>Some links do not clearly indicate their target or purpose within page context.</li> </ul>
<p><b><u>3.1.1 Language of Page</u></b> (Level A) Also applies to: 2017 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>	Web: Does Not Support	Web: The language of Horizon pages is not set.
<p><b><u>3.2.1 On Focus</u></b> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports	Web: No component in Horizon activates or changes content when a user places focus on that component.







Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports	Web: No component in Horizon changes content on input.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>Error messages frequently are not at the beginning of submitted forms when they occur.</li> <li>Errors often do not provide a clear indication of which form fields are in error.</li> </ul>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Constraints are often not provided for form fields that require them.</li> </ul>
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>Occasionally, pages that contain list items are not in a containing element in markup.</li> </ul>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: 2017 Section 508</p>	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reasons:





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Most custom controls do not provide complete name, state, or role information.</li> <li>Most custom controls do not announce state changes when they occur.</li> <li>Image buttons often do not provide meaningful descriptions.</li> <li>Form fields that require restraints often do not communicate them.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            2017 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>	Web: Supports	Web: No audio content is present in Horizon.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            2017 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>	Web: Supports	Web: No audio content is present in Horizon.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reasons:





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>Often the combination of foreground and background colors for text elements do not provide sufficient color contrast.</li> <li>Link text often does not provide sufficient color contrast.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports	Web: Text resizing is not restricted or disabled on the Horizon web application.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports	Web: The Horizon web application does not make use of static images of text.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Horizon utilizes more than one way to access web pages throughout the application.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports	Web: Headings and labels describe their topic or purpose throughout Horizon.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Some interactive elements do not provide a clear visual indication of keyboard focus when currently selected.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports with Exceptions	<p>Web: A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> <li>• Where the presented language of page content can be changed, changes in natural language are not identified inline.</li> </ul>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Navigation is consistent throughout the Horizon web application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Controls and interfaces throughout the Horizon web application are consistent.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: 2017 Section 508</p>	Web: Supports	Web: Error messages throughout the Horizon web application provide suggestions for fixing errors where appropriate.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: 2017 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>	Web: Supports	Web: Financial transactions can be reversed and are checked for errors on submit.

### **2017 Section 508 Report**

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>The issues that most impact the functional performance of the site for users without vision are discussed in the above WCAG 2.0 Report. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>As described in <b>1.1.1 Non-text Content</b>, most controls do not provide name, state, and role information, and some visible content is not communicated to screen readers.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• As described in <b>1.3.1 Info and Relationships</b>, labels, headings, forms fields, and tables are not implemented accessibly.</li> <li>• As described in <b>1.4.1 Use of Color</b>, color is used as the sole method to convey information, selection, and error state.</li> <li>• As described in <b>2.1.1 Keyboard</b>, controls do not receive keyboard focus or cannot be activated with the keyboard.</li> <li>• As described in <b>2.2.1 Timing Adjustable</b>, Horizon sessions end without offering the user an opportunity to continue.</li> <li>• As described in <b>2.4.2 Page Titled</b>, many pages are missing context sensitive titles.</li> <li>• As described in <b>2.4.3 Focus Order</b>, focus does not move to open menus.</li> <li>• As described in <b>2.4.4 Link Purpose (In Context)</b>, links that open dialogs do not indicate the fact and often do not described purpose in context.</li> <li>• As described in <b>3.3.1 Error Identification</b>, error messages do not occur at the beginning of forms on submit, and do not clearly indicate which fields are in error.</li> <li>• As described in <b>4.1.1 Parsing</b>, some pages contain list items not found in a list container.</li> <li>• As described in <b>4.1.2 Name, Role, Value</b>, controls often do not provide name, state, and role information and form fields do not clearly communicate constraints when required.</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to <b>1.1.1 Non-text Content</b>, <b>1.4.1 Use of Color</b>, and <b>1.4.3 Contrast (Minimum)</b>.</li> </ul>
302.3 Without Perception of Color	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to <b>1.4.1 Use of Color</b> and <b>1.4.3 Contrast (Minimum)</b>.</li> </ul>
302.4 Without Hearing	Supports	The Horizon web application does not require the use of audio-only functionality.
302.5 With Limited Hearing	Supports	The Horizon web application does not require the use of audio-only functionality.
302.6 Without Speech	Supports	The horizon web application does not require speech for access.
302.7 With Limited Manipulation	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited manipulation are discussed in the above WCAG 2.0 Report. For details, please refer</li> </ul>





Criteria	Conformance Level	Remarks and Explanations
		<p>primarily to: <b>2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, and 2.4.7 Focus Visible.</b></p>
302.8 With Limited Reach and Strength	Does Not Support	<p>A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited reach and strength are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, and 2.4.7 Focus Visible.</b></li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	<p>A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The issues that most impact the functional performance of the site for users with limited language, cognitive, and learning abilities are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>2.2.1 Timing, 2.2.2 Pause Stop Hide, 2.4.2 Page Titled, 2.4.4 Link Purpose, 2.4.5 Multiple Ways, 3.3.1 Error Identification and 3.3.2 Labels and Instructions.</b></li> </ul>

Chapter 6: Support Documentation and Services

Notes:







Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	Applicable – Not Tested
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	Applicable – Not Tested
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	Applicable – Not Tested
603.3 Accommodation of Communication Needs	Applicable – Not Tested	Applicable – Not Tested

