# Recognize Services Inc Accessibility Conformance Report

# International Edition

**(Based on VPAT® Version 2.4)**

**Name of Product/Version:** Recognize

**Report Date:** 3/27/2021

**Product Description:** SaaS employee recognition and rewards platform for businesses. The website Recognizeapp.com and mobile apps for iOS and Android were evaluated.

**Contact Information:** Alex Grande – alex@recognizeapp.com

**Evaluation Methods Used:** Internal Product Review

## 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 ) <br> Level AA ( Yes ) |
| Web Content Accessibility Guidelines 2.1 | Level A ( Yes ) <br> Level AA ( 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.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

Note: When reporting on conformance with the WCAG 2.x 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 |
|---|---|---|
| **1.1.1 Non-text Content** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.1.1 (Web)<br>• 10.1.1.1 (Non-web document)<br>• 11.1.1.1.1 (Open Functionality Software)<br>• 11.1.1.1.2 (Closed Functionality Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not applicable**<br>Closed: **Not Evaluated**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.1 (Web) | Web: **Not Supported**<br>Electronic Docs: **Not applicable** | Web: We are working to add captions to all videos.<br>Electronic Docs:<br>Software: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| - 10.1.2.1 (Non-web document)<br>- 11.1.2.1.1 (Open Functionality Software)<br>- 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)<br>- 11.8.2 (Authoring Tool)<br>- 12.1.2 (Product Docs)<br>- 12.2.4 (Support Docs) | Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Closed:<br>Authoring Tool: |
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>- 9.1.2.2 (Web)<br>- 10.1.2.2 (Non-web document)<br>- 11.1.2.2 (Open Functionality Software)<br>- 11.1.2.2 (Closed Software)<br>- 11.8.2 (Authoring Tool)<br>- 12.1.2 (Product Docs)<br>- 12.2.4 (Support Docs) | Web: **Not Supported**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: We are working to add captions to all videos.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>- 9.1.2.3 (Web)<br>- 10.1.2.3 (Non-web document)<br>- 11.1.2.3.1 (Open Functionality Software)<br>- 11.1.2.3.2 (Closed Software)<br>- 11.8.2 (Authoring Tool)<br>- 12.1.2 (Product Docs)<br>- 12.2.4 (Support Docs) | Web: **Not Supported**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: We will be providing an audio description.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>- 9.1.3.1 (Web)<br>- 10.1.3.1 (Non-web document)<br>- 11.1.3.1.1 (Open Functionality Software)<br>- 11.1.3.1.2 (Closed Software)<br>- 11.8.2 (Authoring Tool)<br>- 12.1.2 (Product Docs)<br>- 12.2.4 (Support Docs) | Web: **Partially Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: Many of the main UI components have aria role meta data. Continued work on sub-pages is still required.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>- 9.1.3.2 (Web)<br>- 10.1.3.2 (Non-web document)<br>- 11.1.3.2.1 (Open Functionality Software) | Web: **Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not applicable**<br>Closed: **Not Evaluated** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 11.1.3.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Authoring Tool: **Not applicable** | |
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.3 (Web)<br>• 10.1.3.3 (Non-web document)<br>• 11.1.3.3 (Open Functionality Software)<br>• 11.1.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not applicable**<br>Closed: **Not Evaluated**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.1 (Web)<br>• 10.1.4.1 (Non-web document)<br>• 11.1.4.1 (Open Functionality Software)<br>• 11.1.4.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not applicable**<br>Closed: **Not Evaluated**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.2 (Web)<br>• 10.1.4.2 (Non-web document)<br>• 11.1.4.2 (Open Functionality Software)<br>• 11.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.1 (Web)<br>• 10.2.1.1 (Non-web document)<br>• 11.2.1.1.1 (Open Functionality Software)<br>• 11.2.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Closed: **Not Evaluated**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.2.4 (Support Docs) | | |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.2 (Web)<br>• 10.2.1.2 (Non-web document)<br>• 11.2.1.2 (Open Functionality Software)<br>• 11.2.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Closed: **Not Evaluated**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.4 (Web)<br>• 10.2.1.4 (Non-web document)<br>• 11.2.1.4.1 (Open Functionality Software)<br>• 11.2.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.1 (Web)<br>• 10.2.2.1 (Non-web document)<br>• 11.2.2.1 (Open Functionality Software)<br>• 11.2.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2.2 (Web)<br>• 10.2.2.2 (Non-web document)<br>• 11.2.2.2 (Open Functionality Software)<br>• 11.2.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to: | Web: **Supports** | Web:<br>Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| EN 301 549 Criteria<br>• 9.2.3.1 (Web)<br>• 10.2.3.1 (Non-web document)<br>• 11.2.3.1 (Open Functionality Software)<br>• 11.2.3.1(Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Software:<br>Closed:<br>Authoring Tool: |
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.1 (Web)<br>• 10.2.4.1 (Non-web document) – Does not apply<br>• 11.2.4.1 (Open Functionality Software) – Does not apply<br>• 11.2.4.1 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Does Not Support**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.2 (Web)<br>• 10.2.4.2 (Non-web document)<br>• 11.2.4.2 (Open Functionality Software) - Does not apply<br>• 11.2.4.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.3 (Web)<br>• 10.2.4.3 (Non-web document)<br>• 11.2.4.3 (Open Functionality Software)<br>• 11.2.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Partially Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria | Web: **Supports**<br>Electronic Docs: **Supports** | Web:<br>Electronic Docs:<br>Software: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 9.2.4.4 (Web)<br>• 10.2.4.4 (Non-web document)<br>• 11.2.4.4 (Open Functionality Software)<br>• 11.2.4.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Closed:<br>Authoring Tool: |
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.1 (Web)<br>• 10.2.5.1 (Non-web document)<br>• 11.2.5.1 (Open Functionality Software)<br>• 11.2.5.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.2 (Web)<br>• 10.2.5.2 (Non-web document)<br>• 11.2.5.2 (Open Functionality Software)<br>• 11.2.5.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.5.3 Label in Name** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.3 (Web)<br>• 10.2.5.3 (Non-web document)<br>• 11.2.5.3 (Open Functionality Software)<br>• 11.2.5.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.4 (Web)<br>• 10.2.5.4 (Non-web document)<br>• 11.2.5.4 (Open Functionality Software) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 11.2.5.4 (Closed Software<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Authoring Tool: **Not applicable** | |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.1.1 (Web)<br>• 10.3.1.1 (Non-web document)<br>• 11.3.1.1.1 (Open Functionality Software)<br>• 11.3.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Does Not Support**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.1 (Web)<br>• 10.3.2.1 (Non-web document)<br>• 11.3.2.1 (Open Functionality Software)<br>• 11.3.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Partially Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: Not using enough ARIA attributes.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.2 (Web)<br>• 10.3.2.2 (Non-web document)<br>• 11.3.2.2 (Open Functionality Software)<br>• 11.3.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Partially Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: Recognize uses mostly submit buttons, but in the Company Admin some changes are automated on blur.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.3.1 (Web)<br>• 10.3.3.1 (Non-web document)<br>• 11.3.3.1.1 (Open Functionality Software)<br>• 11.3.3.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs) | Web: **Partially Supports**<br>Electronic Docs: **Not Evaluated**<br>Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web: Although error messages are human readable and high contrast, not enough ARIA tags nor any alerts exist.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.2.4 (Support Docs) | | |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.3.3.2 (Web)<br>    • 10.3.3.2 (Non-web document)<br>    • 11.3.3.2 (Open Functionality Software)<br>    • 11.3.3.2 (Closed Software)<br>    • 11.8.2 (Authoring Tool)<br>    • 12.1.2 (Product Docs)<br>    • 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.4.1.1 (Web)<br>    • 10.4.1.1 (Non-web document)<br>    • 11.4.1.1.1 (Open Functionality Software)<br>    • 11.4.1.1.2 (Closed Software) – Does not apply<br>    • 11.8.2 (Authoring Tool)<br>    • 12.1.2 (Product Docs)<br>    • 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.4.1.2 (Web)<br>    • 10.4.1.2 (Non-web document)<br>    • 11.4.1.2.1 (Open Functionality Software)<br>    • 11.4.1.2.2 (Closed Software) – Does not apply<br>    • 11.8.2 (Authoring Tool)<br>    • 12.1.2 (Product Docs)<br>    • 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.1.2.4 (Web)<br>    • 10.1.2.4 (Non-web document) | Web: **Does Not Support**<br>Electronic Docs: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 11.1.2.4 (Open Functionality Software)<br>• 11.1.2.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.2.5 (Web)<br>• 10.1.2.5 (Non-web document)<br>• 11.1.2.5 (Open Functionality Software)<br>• 11.1.2.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Does Not Support**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.3.4 Orientation** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.4 (Web)<br>• 10.1.3.4 (Non-web document)<br>• 11.1.3.4 (Open Functionality Software)<br>• 11.1.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.5 (Web)<br>• 10.1.3.5 (Non-web document)<br>• 11.1.3.5 (Open Functionality Software)<br>• 11.1.3.5 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.3 (Web)<br>• 10.1.4.3 (Non-web document)<br>• 11.1.4.3 (Open Functionality Software)<br>• 11.1.4.3 (Closed Software)<br>• 11.8.2 (Authoring Tool) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | | |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.4 (Web)<br>• 10.1.4.4 (Non-web document)<br>• 11.1.4.4.1 (Open Functionality Software)<br>• 11.1.4.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.5 (Web)<br>• 10.1.4.5 (Non-web document)<br>• 11.1.4.5.1 (Open Functionality Software)<br>• 11.1.4.5.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.4.10 Reflow** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.10 (Web)<br>• 10.1.4.10 (Non-web document)<br>• 11.1.4.10.1 (Open Functionality Software)<br>• 11.1.4.10.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.11 (Web)<br>• 10.1.4.11 (Non-web document)<br>• 11.1.4.11 (Open Functionality Software)<br>• 11.1.4.11 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.12 Text Spacing** (Level AA 2.1 only) | Web: **Supports** | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br>EN 301 549 Criteria<br><ul><li>9.1.4.12 (Web)</li><li>10.1.4.12 (Non-web document)</li><li>11.1.4.12 (Open Functionality Software)</li><li>11.1.4.12 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Electronic Docs:<br>**Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br><ul><li>9.1.4.13 (Web)</li><li>10.1.4.13 (Non-web document)</li><li>11.1.4.13 (Open Functionality Software)</li><li>11.1.4.13 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br><ul><li>9.2.4.5 (Web)</li><li>10.2.4.5 (Non-web document) – Does not apply</li><li>11.2.4.5 (Open Functionality Software) – Does not apply</li><li>11.2.4.5 (Closed Software) – Does not apply</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Web: **Supports**<br>Electronic Docs: **Supports**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br><ul><li>9.2.4.6 (Web)</li><li>10.2.4.6 (Non-web document)</li><li>11.2.4.6 (Open Functionality Software)</li><li>11.2.4.6 (Closed Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Web: **Supports**<br>Electronic Docs: **Supports**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria | Web: **Supports**<br>Electronic Docs: **Not Evaluated** | Web:<br>Electronic Docs:<br>Software: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 9.2.4.7 (Web)<br>• 10.2.4.7 (Non-web document)<br>• 11.2.4.7 (Open Functionality Software)<br>• 11.2.4.7 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Software: **Not Evaluated**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Closed:<br>Authoring Tool: |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.1.2 (Web)<br>• 10.3.1.2 (Non-web document)<br>• 11.3.1.2 (Open Functionality Software) – Does not apply<br>• 11.3.1.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.3 (Web)<br>• 10.3.2.3 (Non-web document) – Does not apply<br>• 11.3.2.3 (Open Functionality Software) – Does not apply<br>• 11.3.2.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.4 (Web)<br>• 10.3.2.4 (Non-web document) – Does not apply<br>• 11.3.2.4 (Open Functionality Software) – Does not apply<br>• 11.3.2.4 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria | Web: **Partially Supports** | Web: Errors are in plain text above the field in question. Errors are informative and do not rely |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 9.3.3.3 (Web)<br>• 10.3.3.3 (Non-web document)<br>• 11.3.3.3 (Open Functionality Software)<br>• 11.3.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Electronic Docs: **Not applicable**<br>Software: **Supports**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | on color alone. However, there is no focus or alert to alert an issue has occurred.<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.3.4 (Web)<br>• 10.3.3.4 (Non-web document)<br>• 11.3.3.4 (Open Functionality Software)<br>• 11.3.3.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Not applicable**<br>Electronic Docs: **Not applicable**<br>Software: **Not applicable**<br>Closed: **Not applicable**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Software:<br>Closed:<br>Authoring Tool: |
| **4.1.3 Status Messages** (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.3 (Web)<br>• 10.4.1.3 (Non-web document) – Does not apply<br>• 11.4.1.3 (Open Functionality Software) – Does not apply<br>• 11.4.1.3 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs) | Web: **Supports**<br>Electronic Docs: **Supports**<br>Authoring Tool: **Not applicable** | Web:<br>Electronic Docs:<br>Authoring Tool: |