

WhenToWork, Inc. Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version: WhenToWork.com Online Employee Scheduling

Product Description: Web-based program for employees to view their schedule online

Date: March 1, 2021

Contact information: V Apke vapke@when2work.com

Evaluation Methods Used: Vendor proprietary test method.

Employee web login used on sample test account: user was set to “accessibility mode” and was tested via a PC and Mac computer, using Chrome browser and “Voice Over Accessibility Utility” software; access to sample test account can found at <https://WhenToWork.com/accessibility.htm>

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A Yes Level AA Yes Level AAA Yes
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule 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 http://mandate376.standards.eu/standard	No
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Terms

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

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	No prerecorded audio-only and prerecorded video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Supports	No prerecorded audio-only and prerecorded video-only media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	No time-based media or audio description of the prerecorded video content.
1.3.1 Info and Relationships (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
1.3.2 Meaningful Sequence (Level A)	Supports	The sequence in which content is presented does not affect its meaning.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Employee preferences are converted to letters for screen reader.
1.4.2 Audio Control (Level A)	Supports	No audio on a Web page plays automatically.
2.1.1 Keyboard (Level A)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap (Level A)	Supports	If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved

Criteria	Conformance Level	Remarks and Explanations
		away from that component using a keyboard interface.
2.2.1 Timing Adjustable (Level A)	Supports	No time limits set by the content.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Web pages do not contain anything that flashes.
2.4.1 Bypass Blocks (Level A)	Supports	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. “Skip to main content” link on all main program pages.
2.4.2 Page Titled (Level A)	Supports	Web pages have titles that describe topic or purpose.
2.4.3 Focus Order (Level A)	Supports	Pages can be navigated sequentially and the navigation sequences do NOT affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.
3.1.1 Language of Page (Level A)	Supports	The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
3.3.1 Error Identification (Level A)	Supports	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Support	Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A)	Supports	In content implemented using markup languages, elements have complete start and end tags, elements are

Criteria	Conformance Level	Remarks and Explanations
		nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.
4.1.2 Name, Role, Value (Level A)	Supports	For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	No live audio content in synchronized media, no captions needed.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	No prerecorded video content in synchronized media, no audio descriptions needed.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1
1.4.4 Resize text (Level AA)	Supports	Text can be resized using browser zoom up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Images of text are not used.
2.4.5 Multiple Ways (Level AA)	Supports	Both homepage and top menu on all pages link to all of the pages on the site.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA)	Supports	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible using CSS to change presentation of the interface component when it receives focus.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.
3.2.3 Consistent Navigation (Level AA)	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within a set of Web pages are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. Ex. Initial choice of username: if username unavailable an alternate is offered.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	No Web pages cause legal commitments or financial transactions.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Supports	No prerecorded audio content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Supports	No prerecorded audio content.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Supports	No time-based media, prerecorded synchronized media or prerecorded video-only media.
1.2.9 Audio-only (Live) (Level AAA)	Supports	No live audio-only content.

Criteria	Conformance Level	Remarks and Explanations
1.4.6 Contrast Enhanced (Level AAA)	Supports	All visual presentation of text and images of text has a contrast ratio of at least 7:1
1.4.7 Low or No Background Audio (Level AAA)	Supports	No prerecorded audio-only content.
1.4.8 Visual Presentation (Level AAA)	Supports with exceptions	<p>For the visual presentation of blocks of text: Text can be resized using the browser zoom, without assistive technology, up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.</p> <p>However: Foreground and background colors are of high contrast but cannot be selected by the user. Width is more than 80 characters or glyphs (40 if CJK) in the Help information at the bottom of each page. Text is justified (aligned to both the left and the right margins) in some instances. Line spacing (leading) is not always at least space-and-a-half within paragraphs, and paragraph spacing is not always at least 1.5 times larger than the line spacing.</p>
1.4.9 Images of Text (No Exception) Control (Level AAA)	Supports	No images of text are used.
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.2.3 No Timing (Level AAA)	Supports	Timing is not an essential part of the event or activity presented by the content.
2.2.4 Interruptions (Level AAA)	Supports	No interruptions.
2.2.5 Re-authenticating (Level AAA)	Supports	When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.
2.3.2 Three Flashes (Level AAA)	Supports	Web pages do not contain anything that flashes.
2.4.8 Location (Level AAA)	Supports	Information about the user's location within a set of Web pages is available as indicated by navigation

Criteria	Conformance Level	Remarks and Explanations
		highlights.
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	The purpose of each link can be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.
2.4.10 Section Headings (Level AAA)	Supports	Section headings are used to organize the content using the role=heading tag.
3.1.3 Unusual Words (Level AAA)	Supports	Words or phrases used in an unusual or restricted way, including idioms and jargon are defined in the help section of each page.
3.1.4 Abbreviations (Level AAA)	Supports	A mechanism for identifying the expanded form or meaning of abbreviations is available and are defined in the help section of each page.
3.1.5 Reading Level (Level AAA)	Supports	No text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles.
3.1.6 Pronunciation (Level AAA)	Supports	No uses of text where the meaning of the words, in context, is ambiguous without knowing the pronunciation.
3.2.5 Change on Request (Level AAA)	Supports	Changes of context are initiated only by user request.
3.3.5 Help (Level AAA)	Supports	Context-sensitive help is available at the bottom of each page.
3.3.6 Error Prevention (All) (Level AAA)	Supports	Pages that require the user to submit information data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Supports assistive technology used by people who are visually impaired. Mobile interface is not fully 508-compliant. Accessing through a computer provides an alternative accessible option.
302.2 With Limited Vision	Supports	Supports assistive technology used by people who are visually impaired. Mobile interface is not fully 508-compliant. Accessing through a computer provides an alternative accessible option.
302.3 Without Perception of Color	Supports	Supports a high-contrast stylesheet and alternate display of colors for work time preferences.
302.4 Without Hearing	Supports	Does not require user hearing nor provide audio-based information.
302.5 With Limited Hearing	Supports	Does not require user hearing nor provide audio-based information.
302.6 Without Speech	Supports	Does not require speech.
302.7 With Limited Manipulation	Supports	Supports mouse and keyboard inputs as well as assistive technology. Mobile interface is not fully 508-compliant. Accessing through a computer provides an alternative accessible option.
302.8 With Limited Reach and Strength	Supports	Supports mouse and keyboard inputs as well as assistive technology. Mobile interface is not fully 508-compliant. Accessing through a computer provides an alternative accessible option.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	Provide developers with the ability to

Criteria	Conformance Level	Remarks and Explanations
		configure applications that conform to this criteria.

Chapter 4: Hardware - Not Applicable

Notes: Not Applicable, web based program

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Supports	
402.2.2 Transactional Outputs	Supports	
402.2.3 Speech Delivery Type and Coordination	Supports	
402.2.4 User Control	Supports	
402.2.5 Braille Instructions	Supports	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Supports	
402.3.2 Non-private Listening	Supports	
402.4 Characters on Display Screens	Supports	
402.5 Characters on Variable Message Signs	Supports	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Supports	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	
407.3.2 Alphabetic Keys	Supports	
407.3.3 Numeric Keys	Supports	
407.4 Key Repeat	Supports	
407.5 Timed Response	Supports	
407.6 Operation	Supports	
407.7 Tickets, Fare Cards, and Keycards	Supports	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		

Criteria	Conformance Level	Remarks and Explanations
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software - Not Applicable

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
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 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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	Supports	Details about accessibility and compatibility features are available in the Help section of the Employee Homepage.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation may be provided in alternate formats upon email request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Email support may provide this information upon request.
603.3 Accommodation of Communication Needs	Supports	Email support provided.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
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Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage without vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition		
4.2.11 Privacy		

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 General		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
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		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)	Heading cell – no response required	Heading cell – no response required
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.3 Interoperability		
6.2.4 Real-time text responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.6 Alternatives to video-based services		

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		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		

Criteria	Conformance Level	Remarks and Explanations
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

Chapter [8: Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level		
8.3.2.2 Clear floor or ground space		
8.3.2.3.1 General		
8.3.2.3.2 Forward approach		
8.3.2.3.3 Parallel approach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1.1 Unobstructed high forward reach		
8.3.3.1.2 Unobstructed low forward reach		

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.3.1 Clear floor space		
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach		
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach		
8.3.3.2.1 Unobstructed high side reach		
8.3.3.2.2 Unobstructed low side reach		
8.3.3.2.3.1 Obstructed (≤255 mm) side reach		
8.3.3.2.3.2 Obstructed (≤610 mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys		
8.4.2.1 Means of Operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

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

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning		

Criteria	Conformance Level	Remarks and Explanations
10.2.40 Audio description timing		

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services		
11.3.2.4 Assistive technology		
11.3.2.5 Object information		
11.3.2.6 Row, column, and headers		
11.3.2.7 Values		
11.3.2.8 Label relationships		
11.3.2.9 Parent-child relationships		
11.3.2.10 Text		
11.3.2.11 List of available actions		
11.3.2.12 Execution of available actions		
11.3.2.13 Tracking of focus and selection attributes		
11.3.2.14 Modification of focus and selection attributes		
11.3.2.15 Change notification		

Criteria	Conformance Level	Remarks and Explanations
11.3.2.16 Modifications of states and properties		
11.3.2.17 Modifications of values and text		
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features		
11.4.2 No disruption of accessibility features		
11.5 User preferences		
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		
11.6.5 Templates		

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		
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		
13.2 Access to relay services		
13.3 Access to emergency services		

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