Kivuto Solutions Inc. Accessibility Conformance Report WCAG Edition

VPAT® Version 3.0 – August 2022

Name of Product/Version: Electronic License Management System (ELMS), version 4.14.

Product Description: ELMS (aka Kivuto Cloud) is a platform that helps schools distribute software and other digital resources to students, faculty, and staff. Our distribution platform makes it easy to manage licenses and securely distribute resources to eligible, verified users through school-branded WebStores.

Date: August, 2022

Contact information: Email compliance@kivuto.com.

Notes: None

Evaluation Methods Used:

- Testing with assistive technologies
- Testing with code sniffers
- Testing based on general product knowledge

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)

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 2.0 Level AAA.

WCAG 2.0 Report

Table 1 and Table 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

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.1 (Web)
  o 10.2.1 (non-web document)
  o 11.2.1.1 (Software)
  o 11.2.2.1 (Closed Functionality Software)
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	The ELMS application liberally uses imagery for product presentation purposes only. Wherever an image is displayed that explains visual content that the user may be unable to see, it is described by a localized alt attribute to communicate meaning. Decorative images that do not contribute to the understanding of the content or are duplicated by adjacent textual content are marked with aria-role "presentation". Visual cues such as iconography are used to mark buttons and navigation and each occurrence carries an explicit screen-reader label, or an inline textual description with the icon marked with the aria-role "presentation".
		
		Objects are labelled using aria-label, and in cases where purpose is not semantically evident, aria-labelledby is used to describe non-text content.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.2 (Web)
  o 10.2.2 (non-web document)
  o 11.2.1.2 (Software)
  o 11.2.2.2.1 and 11.2.2.2.2
	N/A	The ELMS application does not make use of pre-recorded audio or video functionality.

Criteria	Conformance Level	Remarks and Explanations

(Closed Software)
   ○ 11.6.2 (Authoring Tool)
   ○ 12.1.2 (Product Docs)
   ○ 12.2.4 (Support Docs)
• Revised Section 508
   ○ 501 (Web)(Software)
   ○ 504.2 (Authoring Tool)
   ○ 602.3 (Support Docs)		

1.2.2 Captions (Prerecorded) (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   ○ 9.2.3 (Web)
   ○ 10.2.3 (non-web document)
   ○ 11.2.1.3 (Software)
   ○ 11.2.2.3 (Closed Software) – Does not apply
   ○ 11.6.2 (Authoring Tool)
   ○ 12.1.2 (Product Docs)
   ○ 12.2.4 (Support Docs)
• Revised Section 508
   ○ 501 (Web)(Software)
   ○ 504.2 (Authoring Tool)
   ○ 602.3 (Support Docs)
	N/A	The ELMS application does not embed pre-recorded audio functions, therefore captions are not used.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   ○ 9.2.4 (Web)
   ○ 10.2.4 (non-web document)
   ○ 11.2.1.4 (Software)
   ○ 11.2.2.4 (Closed Software)
   ○ 11.6.2 (Authoring Tool)
   ○ 12.1.2 (Product Docs)
   ○ 12.2.4 (Support Docs)
• Revised Section 508
	N/A	The ELMS application does not embed pre-recorded video functions, therefore no audio descriptions or media alternatives are required.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: - EN 301 549 Criteria 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) - Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Aria landmarks are used to denote specific regions. For example, navigation, search and form are used. In cases where HTML5 semantic elements are appropriate (e.g. header, main, footer, article, nav, etc.), the ELMS platform uses those. Tabular data is structured using HTML tables and lists are presented using OL and UL, depending on the content. Fieldsets and legends are used in cases where the ELMS platform presents more comprehensive forms. Headings (h1-h6) are used properly, with structure and emphasis denoted by headings relative to superordinate ones (e.g.: pages only have a single .h1 which titles the page content, subordinate headings are h2 and between each h2, h3s are used for subheadings). Every form element is accompanied by a corresponding label furnished with "for attributes", even when not visually presented.
1.3.2 Meaningful Sequence (Level A) Also applies to: - EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software)	Supports	The user has the ability to tab through each field in a logical order. Screen readers can move logically through the screen to read content aloud to the user. ELMS is localized into both left-to-right and right-to-

Criteria	Conformance Level	Remarks and Explanations
o 11.2.2.8 (Closed Software) – Does not apply o 11.6.2 (Authoring Tool) o 12.1.2 (Product Docs) o 12.2.4 (Support Docs) • Revised Section 508 o 501 (Web)(Software) o 504.2 (Authoring Tool) o 602.3 (Support Docs)		left languages, as such, text is justified according to the conventions of the given language. The root element is furnished with "lang" and "dir" attributes and values. Separate stylesheets are injected depending on whether LTR/RTL presentation is used.
1.3.3 Sensory Characteristics (Level A) Also applies to: • EN 301 549 Criteria o 9.2.9 (Web) o 10.2.9 (non-web document) o 11.2.1.9 (Software) o 11.2.2.9 (Closed Software) – Does not apply o 11.6.2 (Authoring Tool) o 12.1.2 (Product Docs) o 12.2.4 (Support Docs) • Revised Section 508 o 501 (Web)(Software) o 504.2 (Authoring Tool) o 602.3 (Support Docs)	Supports	The ELMS application uses icon fonts to visually communicate form and function. In these cases, there is often an accompanying text label. In cases where only a font glyph is presented, there is an aria-labelledby or screenreader-only CSS styling used to communicate textually.
1.4.1 Use of Color (Level A) Also applies to: • EN 301 549 Criteria o 9.2.10 (Web) o 10.2.10 (non-web document) o 11.2.1.10 (Software) o 11.2.2.10 (Closed Software) – Does not apply o 11.6.2 (Authoring Tool) o 12.1.2 (Product Docs) o 12.2.4 (Support Docs)	Supports	Contextual colors are used to communicate state-related changes, however, in all cases text is used to communicate purpose. Focus and active states are visually communicated using salient outlining that meets contrast thresholds. On the subject of contrast thresholds, color schemes are user-selectable, but logic is embedded in the ELMS application

Criteria	Conformance Level	Remarks and Explanations

• Revised Section 508
   o 501 (Web)(Software)
   o 504.2 (Authoring Tool)
   o 602.3 (Support Docs)
		to ensure that contrasting colors (in cases of text presented on background color) meet AA thresholds of at least 4.5:1 for any-sized text).

1.4.2 Audio Control (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   o 9.2.11 (Web)
   o 10.2.11 (non-web document)
   o 11.2.1.11 (Software)
   o 11.2.2.11 (Closed Software) – Does not apply
   o 11.6.2 (Authoring Tool)
   o 12.1.2 (Product Docs)
   o 12.2.4 (Support Docs)
• Revised Section 508
   o 501 (Web)(Software)
   o 504.2 (Authoring Tool)
   o 602.3 (Support Docs)
	N/A	The ELMS application does not embed pre-recorded audio functions, therefore captions are not used.

2.1.1 Keyboard (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   o 9.2.15 (Web)
   o 10.2.15 (non-web document)
   o 11.2.1.15 (Software)
   o 11.2.2.15 (Closed Software)
   o 11.6.2 (Authoring Tool)
   o 12.1.2 (Product Docs)
   o 12.2.4 (Support Docs)
• Revised Section 508
   o 501 (Web)(Software)
   o 504.2 (Authoring Tool)
   o 602.3 (Support Docs)
	Supports	All functionality is ensured using the keyboard. In cases where the document is altered due to user action, keyboard focus is adjusted to newly-exposed regions with an emphasis toward headers to communicate new context. In the rare cases where the document is altered for other reasons, aria-live attributes are used to communicate such changes.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: • EN 301 549 Criteria 　○ 9.2.16 (Web) 　○ 10.2.16 (non-web document) 　○ 11.2.1.16 (Software) 　○ 11.2.2.16 (Closed Software) – Does not apply 　○ 11.6.2 (Authoring Tool) 　○ 12.1.2 (Product Docs) 　○ 12.2.4 (Support Docs) • Revised Section 508 　○ 501 (Web)(Software) 　○ 504.2 (Authoring Tool) 　○ 602.3 (Support Docs)	Supports	The user can move to and from any element on a page using the keyboard only.
2.2.1 Timing Adjustable (Level A) Also applies to: • EN 301 549 Criteria 　○ 9.2.17 (Web) 　○ 10.2.17 (non-web document) 　○ 11.2.1.17 (Software) 　○ 11.2.2.17 (Closed Software) – Does not apply 　○ 11.6.2 (Authoring Tool) 　○ 12.1.2 (Product Docs) 　○ 12.2.4 (Support Docs) • Revised Section 508 　○ 501 (Web)(Software) 　○ 504.2 (Authoring Tool) 　○ 602.3 (Support Docs)	Partially Supports	Session time limits are generous and in cases where users' session limits lapse, users immediately pick up where last they left off, with inputs preserved.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • EN 301 549 Criteria 　○ 9.2.18 (Web)	Supports	Auto-scrolling, moving or blinking content is not used in the ELMS platform.

Criteria	Conformance Level	Remarks and Explanations
○ 10.2.18 (non-web document) ○ 11.2.1.18 (Software) ○ 11.2.2.18 (Closed Software) – Does not apply ○ 11.6.2 (Authoring Tool) ○ 12.1.2 (Product Docs) ○ 12.2.4 (Support Docs) - Revised Section 508 ○ 501 (Web)(Software) ○ 504.2 (Authoring Tool) ○ 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: - EN 301 549 Criteria ○ 9.2.19 (Web) ○ 10.2.19 (non-web document) ○ 11.2.1.19 (Software) ○ 11.2.2.19 (Closed Software) – Does not apply ○ 11.6.2 (Authoring Tool) ○ 12.1.2 (Product Docs) ○ 12.2.4 (Support Docs) - Revised Section 508 ○ 501 (Web)(Software) ○ 504.2 (Authoring Tool) ○ 602.3 (Support Docs)	Supports	Animations are judiciously used, and steps are taken to ensure that salient changes are not mistakenly presented as blinking content (for example, where a loading indicator is presented, a time floor of 2 seconds is used to ease the perceived impact).
2.4.1 Bypass Blocks (Level A) Also applies to: - EN 301 549 Criteria ○ 9.2.20 (Web) ○ 10.2.20 (non-web document) – Does not apply ○ 11.2.1.20 (Software) – Does not apply	Supports	Aria landmarks, heading elements and other semantic elements are used to facilitate rapid traversal of each document. Expandable and collapsible menus are used to allow users to bypass content.

Criteria	Conformance Level	Remarks and Explanations

o 11.2.2.20 (Closed Software) – Does not apply
o 11.6.2 (Authoring Tool)
o 12.1.2 (Product Docs)
o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software) – Does not apply to non-web software
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs) – Does not apply to non-web docs		

2.4.2 Page Titled (Level A)
Also applies to:
• EN 301 549 Criteria
  o 9.2.21 (Web)
  o 10.2.21 (non-web document)
  o 11.2.1.21 (Software) - Does not apply
  o 11.2.2.21 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	Descriptive page titles are employed across the ELMS application.

2.4.3 Focus Order (Level A)
Also applies to:
• EN 301 549 Criteria
  o 9.2.22 (Web)
  o 10.2.22 (non-web document)
  o 11.2.1.22 (Software)
  o 11.2.2.22 (Closed Software) – Does not apply
	Supports	Focus order is logically determined based on sequences and relationships. The DOM order matches the visual order in each cases where order is significant (N.B: there is a single case where the page heading is in reverse DOM order, but this is to facilitate

Criteria	Conformance Level	Remarks and Explanations
- o 11.6.2 (Authoring Tool) - o 12.1.2 (Product Docs) - o 12.2.4 (Support Docs) • Revised Section 508 - o 501 (Web)(Software) - o 504.2 (Authoring Tool) - o 602.3 (Support Docs)		responsive design and doubles to present navigation items to keyboard users first [before a visual banner image]).
2.4.4 Link Purpose (In Context) (Level A) Also applies to: • EN 301 549 Criteria - o 9.2.23 (Web) - o 10.2.23 (non-web document) - o 11.2.1.23 (Software) - o 11.2.2.23 (Closed Software) – Does not apply - o 11.6.2 (Authoring Tool) - o 12.1.2 (Product Docs) - o 12.2.4 (Support Docs) • Revised Section 508 - o 501 (Web)(Software) - o 504.2 (Authoring Tool) - o 602.3 (Support Docs)	Supports	Link texts are descriptive as to their purpose. If text such as "Learn more" is used to elaborate the related short-form content, the link bas a "button" role, which opens a modal with lengthier textual content inside. Focus is adjusted to the modal context, with the h2 header selected by default). In certain cases, a link[role=button] may expand aria-hidden content contained in an aria-controls element. In this case, aria-expanded attributes are toggled, the content is unhidden and focus is managed accordingly.
3.1.1 Language of Page (Level A) Also applies to: • EN 301 549 Criteria - o 9.2.27 (Web) - o 10.2.27 (non-web document) - o 11.2.1.27 (Software) - o 11.2.2.27 (Closed Software) - o 11.6.2 (Authoring Tool) - o 12.1.2 (Product Docs) - o 12.2.4 (Support Docs) • Revised Section 508 - o 501 (Web)(Software)	Supports	The language and text directionality is identified by the lang and dir attributes respectively on the HTML page.

Criteria	Conformance Level	Remarks and Explanations
o 504.2 (Authoring Tool) o 602.3 (Support Docs)		

3.2.1 On Focus (Level A)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.29 (Web)
  o 10.2.29 (non-web document)
  o 11.2.1.29 (Software)
  o 11.2.2.29 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	Focus is not used as a trigger for content changes; explicit buttons are presented to trigger form submissions and the like.

3.2.2 On Input (Level A)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.30 (Web)
  o 10.2.30 (non-web document)
  o 11.2.1.30 (Software)
  o 11.2.2.30 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	Submit buttons are used to update pages based on form inputs.

3.3.1 Error Identification (Level A) Also applies to:	Supports	Error messages pertaining to a particular field are surfaced in the

Criteria	Conformance Level	Remarks and Explanations

- EN 301 549 Criteria
  o 9.2.33 (Web)
  o 10.2.33 (non-web document)
  o 11.2.1.33 (Software)
  o 11.2.2.33 (Closed Software)
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
- Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
		following form: "FieldName: Descriptive Error", for example, on submitting sign-in without a username: "UserName: A valid value is required". The error element is surfaced in an assertive aria-live region, which is also aria-atomic (for the case where there are multiple repetitive errors). The e-commerce webstores also make use of in-line validation that allows users to resolve their errors in context.

3.3.2 Labels or Instructions (Level A)
 	
Also applies to:
- EN 301 549 Criteria
  o 9.2.34 (Web)
  o 10.2.34 (non-web document)
  o 11.2.1.34 (Software)
  o 11.2.2.34 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
- Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	Descriptive labels are used throughout the ELMS application. These labels are placed in immediate proximity to their associated controls in order to maximize predictability of relationships. Proper "for" attributes are used to associate labels and controls. Required fields are indicated using HTML5 required attributes on the field and "required" verbiage/asterix in their labels. When forms are submitted and returned in an erroneous or incomplete state, all values are persisted with the exception of sensitive information (e.g. password, credit card security codes, etc.). As outlined above, error messages indicate which fields are incomplete.

Criteria	Conformance Level	Remarks and Explanations

4.1.1 Parsing (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   ○ 9.2.37 (Web)
   ○ 10.2.37 (non-web document)
   ○ 11.2.1.37 (Software)
   ○ 11.2.2.37 (Closed Software) – Does not apply
   ○ 11.6.2 (Authoring Tool)
   ○ 12.1.2 (Product Docs)
   ○ 12.2.4 (Support Docs)
• Revised Section 508
   ○ 501 (Web)(Software)
   ○ 504.2 (Authoring Tool)
   ○ 602.3 (Support Docs)
	Supports	Web pages are well-formed in order to ensure proper parsing. Nodes are, unless void (according to HTML spec) explicitly closed. HTML IDs are unique, repeat attributes are not present. Pages are regularly parsed and validated using code validation tools.

4.1.2 Name, Role, Value (Level A)
 	
Also applies to:
• EN 301 549 Criteria
   ○ 9.2.38 (Web)
   ○ 10.2.38 (non-web document)
   ○ 11.2.1.38 (Software)
   ○ 11.2.2.38 (Closed Software) – Does not apply
   ○ 11.6.2 (Authoring Tool)
   ○ 12.1.2 (Product Docs)
   ○ 12.2.4 (Support Docs)
• Revised Section 508
   ○ 501 (Web)(Software)
   ○ 504.2 (Authoring Tool)
   ○ 602.3 (Support Docs)
	Supports	Most of the markup produced by the ELMS application uses standard HTML controls and as such, meets this criterion. In the select cases where elements are used in non-standard ways (e.g. links functioning as buttons), roles are provided. As mentioned above, in cases where font icons are used without visual labels, aria labels are provided.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.5 (Web)
  o 10.2.5 (non-web document)
  o 11.2.1.5 (Software)
  o 11.2.2.5 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	N/A	The ELMS application does not embed pre-recorded audio or video functions, therefore captions are not used.

1.2.5 Audio Description (Prerecorded) (Level AA)
 	
Also applies to:
• EN 301 549 Criteria
  o 9.2.6 (Web)
  o 10.2.6 (non-web document)
  o 11.2.1.6 (Software)
  o 11.2.2.6 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
• Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	N/A	The ELMS application does not embed pre-recorded audio or video functions, therefore descriptions and captions are not used.

1.4.3 Contrast (Minimum) (Level AA) Also applies to:	Supports	All applicable text under the WCAG spec (including large text) meets

Criteria	Conformance Level	Remarks and Explanations

- EN 301 549 Criteria
  o 9.2.12 (Web)
  o 10.2.12 (non-web document)
  o 11.2.1.12 (Software)
  o 11.2.2.12 (Closed Software) – Does not apply
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
- Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
		4.5:1 contrast thresholds. As the background is configurable for WebStore Administrators, the ELMS application contains logic to ensure the contrasting color meets the above contrast threshold.

1.4.4 Resize text (Level AA)
Also applies to:
- EN 301 549 Criteria
  o 9.2.13 (Web)
  o 10.2.13 (non-web document)
  o 11.2.1.13 (Software)
  o 11.2.2.13 (Closed Software)
  o 11.6.2 (Authoring Tool)
  o 12.1.2 (Product Docs)
  o 12.2.4 (Support Docs)
- Revised Section 508
  o 501 (Web)(Software)
  o 504.2 (Authoring Tool)
  o 602.3 (Support Docs)
	Supports	The ELMS platform uses Bootstrap as its CSS framework which uses percentages for container sizes and is mobile-responsive. For high zoom percentages, each page alters its structure to conform to the reduced resolution. This means that content is not cropped as controls, images and text resizes to conform to the viewport's new dimensions.

1.4.5 Images of Text (Level AA)
Also applies to:
- EN 301 549 Criteria
  o 9.2.14 (Web)
  o 10.2.14 (non-web document)
  o 11.2.1.14 (Software)
  o 11.2.2.14 (Closed Software) – Does not apply
	Supports	The ELMS platform does not consist of any images of text that are non-essential or customizable according to the WCAG spec. Further, in cases where customizable content is likely to contain images of text (e.g.: WebStore banner images), ELMS

Criteria	Conformance Level	Remarks and Explanations
- o 11.6.2 (Authoring Tool) - o 12.1.2 (Product Docs) - o 12.2.4 (Support Docs) - Revised Section 508 - o 501 (Web)(Software) - o 504.2 (Authoring Tool) - o 602.3 (Support Docs)		applies descriptive title tags using the textual title of the WebStore.
2.4.5 Multiple Ways (Level AA) Also applies to: - EN 301 549 Criteria - o 9.2.24 (Web) - o 10.2.24 (non-web document) – Does not apply - o 11.2.1.24 (Software) – Does not apply - o 11.2.2.24 (Closed Software) – Does not apply - o 11.6.2 (Authoring Tool) - o 12.1.2 (Product Docs) - o 12.2.4 (Support Docs) - Revised Section 508 - o 501 (Web)(Software) – Does not apply to non-web software - o 504.2 (Authoring Tool) - o 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The ELMS platform provides multiple ways to navigate its structure: a comprehensive search, navigational links. Since the content of many pages are determined by user selection (e.g.: Offering Details pages require an offering to be selected), a site map is not a feasible means of facilitating navigation on the administrative side. However, a sitemap is used on the e-commerce webstores to provide navigation to all pages that are not part of, or the result of, a process.
2.4.6 Headings and Labels (Level AA) Also applies to: - EN 301 549 Criteria - o 9.2.25 (Web) - o 10.2.25 (non-web document) - o 11.2.1.25 (Software) - o 11.2.2.25 (Closed Software) – Does not apply - o 11.6.2 (Authoring Tool)	Supports	Headings and labels are used to identify sections throughout the application. Headings are incrementally used in a predictable manner to denote sub-regions within larger groups.

Criteria	Conformance Level	Remarks and Explanations
○ 12.1.2 (Product Docs) ○ 12.2.4 (Support Docs) • Revised Section 508 ○ 501 (Web)(Software) ○ 504.2 (Authoring Tool) ○ 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: • EN 301 549 Criteria ○ 9.2.26 (Web) ○ 10.2.26 (non-web document) ○ 11.2.1.26 (Software) ○ 11.2.2.26 (Closed Software) – Does not apply ○ 11.6.2 (Authoring Tool) ○ 12.1.2 (Product Docs) ○ 12.2.4 (Support Docs) • Revised Section 508 ○ 501 (Web)(Software) ○ 504.2 (Authoring Tool) ○ 602.3 (Support Docs)	Supports	Focus indicators are used throughout the site to indicate focus on interactable elements. The focus indicator surrounds the control in a visually salient manner. In the case of buttons, the background color is altered to communicate focus and active states.
3.1.2 Language of Parts (Level AA) Also applies to: • EN 301 549 Criteria ○ 9.2.28 (Web) ○ 10.2.28 (non-web document) ○ 11.2.1.28 (Software) – Does not apply ○ 11.2.2.28 (Closed Software) – Does not apply ○ 11.6.2 (Authoring Tool) ○ 12.1.2 (Product Docs) ○ 12.2.4 (Support Docs) • Revised Section 508 ○ 501 (Web)(Software)	Supports	The lang attribute is used throughout the site to communicate changes in languages. For supported right-to-left languages, bi-directional indicators are explicitly placed in the document to communicate changes in directionality for content consisting of mixed RTL/LTR directional runs.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: - EN 301 549 Criteria 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) - Revised Section 508 501 (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	The user experience in the ELMS platform is designed to navigate the hierarchy of catalogs and products that are available to the user in question. As such, navigation is completely consistent, as pages and their constituent controls are identical and are merely rendering the distinct properties on a case-by-case basis.
3.2.4 Consistent Identification (Level AA) Also applies to: - EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) - Revised Section 508	Supports	Content is labelled consistently throughout the application. This not only serves the purposes of accessibility, but also of localization. As such, textual content is necessarily derived from a singular source, thereby creating consistency. In cases where images are used, their corresponding descriptive textual labels are also consistently used.

Criteria	Conformance Level	Remarks and Explanations
o 501 (Web)(Software) – Does not apply to non-web software o 504.2 (Authoring Tool) o 602.3 (Support Docs) – Does not apply to non-web docs		

3.3.3 Error Suggestion (Level AA)
 	
Also applies to:
• EN 301 549 Criteria
   o 9.2.35 (Web)
   o 10.2.35 (non-web document)
   o 11.2.1.35 (Software)
   o 11.2.2.35 (Closed Software) – Does not apply
   o 11.6.2 (Authoring Tool)
   o 12.1.2 (Product Docs)
   o 12.2.4 (Support Docs)
• Revised Section 508
   o 501 (Web)(Software)
   o 504.2 (Authoring Tool)
   o 602.3 (Support Docs)
	Supports	Wherever possible, error messages are descriptive and communicate the nature of the error. For example, when a required value is missing, the error message surfaced communicates the field name and the nature of the error. In the situations where date and time input is required, the required format is communicated (in advance and in response to erroneous input). Errors are properly identified in aria-live regions. In cases like general or unexpected errors, this does not apply.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
 	
Also applies to:
• EN 301 549 Criteria
   o 9.2.36 (Web)
   o 10.2.36 (non-web document)
   o 11.2.1.36 (Software)
   o 11.2.2.36 (Closed Software) – Does not apply
   o 11.6.2 (Authoring Tool)
   o 12.1.2 (Product Docs)
   o 12.2.4 (Support Docs)
• Revised Section 508
   o 501 (Web)(Software)
	Supports	Since the ELMS application contains an E-Commerce component, financial transactions occur. When such transactions arise, data entered by the user is always checked, with an opportunity presented to amend the data in question when errors occur. Additionally, an "Order Confirmation" step always occurs in the case of transactions involving a financial commitment. ELMS also surfaces customer support contact information which connects users

Criteria	Conformance Level	Remarks and Explanations
o 504.2 (Authoring Tool) o 602.3 (Support Docs)		(using a variety of communication means including email, social media and telephone) to an on-premises support person in case a reversal is required.

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	N/A	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	N/A	:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	N/A	
1.2.9 Audio-only (Live) (Level AAA) Also applies to: • EN 301 549 Criteria– Does not apply • Revised Section 508 – Does not apply	N/A	
1.4.6 Contrast Enhanced (Level AAA) Also applies to:	Partially Supports	In cases of contextual colors to communicate status messages, the contrast threshold met is only 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
• EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply		Large text, as outlined above, does conform to the same 4.5:1 threshold.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Supports	There is no background audio used in the ELMS application.
1.4.8 Visual Presentation (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Does Not Support	Line lengths are not constrained to a limited number of characters on larger viewports. Foreground and background colors, while user selectable, are only able to be set by administrators and such changes affect all users of a given store equally.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	In the vast majority of cases, there are no images of text used in the ELMS platform that do not also carry a textual representation. However, as product descriptions are determined by publishers, there are a limited number of cases where information is relayed in images without a corresponding textual representation
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Supports	There are no time-limited keystroke inputs required in the ELMS application.
2.2.3 No Timing (Level AAA)	Does Not Support	Session lengths are still imposed

Criteria	Conformance Level	Remarks and Explanations
Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply		on users for security purposes.
2.2.4 Interruptions (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Does Not Support	There is no explicit capability for users to suppress interruptions, however limited they may be.
2.2.5 Re-authenticating (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	In the majority of cases, user input is preserved when a session timeout occurs. There are certain scenarios requiring coordination with external systems whereupon an interruption in session may necessitate the restart of a given flow.
2.3.2 Three Flashes (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Supports	There are no situations where more than three flashes occur in a given one-second period.
2.4.8 Location (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	A sitemap is used on the e-commerce side. Breadcrumbs are sometimes used within the ELMS application in certain administrative workflows.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	As certain texts are determined by external parties, there are some occurrences of ambiguous links. However, within the ELMS application proper, all links carry their purpose explicitly within its text label or a related aria-label

Criteria	Conformance Level	Remarks and Explanations
		node.
2.4.10 Section Headings (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	As outlined above, there are certain lengthier descriptive texts that are determined by external parties such as publishers that may not confirm to these guidelines.
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	Definitions are not presented within the application for unusual or jargonistic words.
3.1.4 Abbreviations (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Not Evaluated	
3.1.5 Reading Level (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Not Evaluated	
3.1.6 Pronunciation (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Not Evaluated	
3.2.5 Change on Request (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Does Not Support	There is no available facility to delay or queue updates in user content.
3.3.5 Help (Level AAA) Also applies to:	Does Not Support	While there are help topics available on the site and contextual help is available for situations

Criteria	Conformance Level	Remarks and Explanations
• EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply		requiring greater clarity, these features are available ad-hoc, rather than comprehensively.
3.3.6 Error Prevention (All) (Level AAA) Also applies to: • EN 301 549 Criteria – Does not apply • Revised Section 508 – Does not apply	Partially Supports	The majority of interactions on the platform are checked with an opportunity to correct. However, there are certain situations involving external systems that may require re-entry into a given flow to amend.