

MedImpact Direct Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: MedImpact Direct Consumer Portal v.3.0

Product Description: Web application allowing patients to view and manage their medications being delivered from the MedImpact Direct service.

Date: 6/25/2018

Contact information: MedImpact Direct Customer Support
customerservice@medimpactdirect.com

Notes: N/A

Evaluation Methods Used: Screen reader software; Web accessibility testing software; Color contrast analyzing software; Customer feedback

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 (No)
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)

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

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web Application: Supports Electronic Docs: Supports</p>	<p>Web: The text alternative is provided for the non -text content elements including images, buttons, form controls, logos, icons, ad icons etc. Decorative images are not focusable by the keyboard Electronic Docs: The text alternative is provided for PDF resources present in the application</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 12.2.4 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.7 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web Application: Supports Electronic Docs: Not evaluated	Web Application: Headings, lists, tables, texts alongside the images are correctly coded with correct HTML semantics. Headings are larger, bold font separated by blank lines, list items are preceded by the bullet points and indented, items with common characteristics are organized into rows and columns, form fields are associated with right labels, etc. Electronic Docs: Not evaluated
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.8 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web application: Supports Electronic Docs: Not applicable	Web: Web page contents are placed in a correct reading sequence in a linear order with or without the CSS throughout the application Electronic Docs: Not Applicable
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.9 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not applicable	Web: Instructions provided for using the application or feature does not depends on visual or audio, shape, orientation or sound. Electronic Docs: Not applicable
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria	Web Application: Supports Electronic Docs: Supports	Web Application: Color alone does not convey any information. Instructions are provided on top of the screen on the required/option fields. All labels are

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.10 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		associated with the respective fields so that assistive technology can determine the required fields Electronic Docs: Supports
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.11 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.15 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable	Web: All functionality of the application is operable through a keyboard interface, On screen keyboard or alternate keyboard Electronic Docs: Not Applicable
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.16 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Users are not trapped within the contents on a Webpage while using through the keyboard interface Electronic Docs: PDFs are accessible through keyboard interface
<u>2.2.1 Timing Adjustable</u> (Level A)	Web: Supports	Web: The user is warned before the time expires. Users

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Electronic Docs: Not applicable	<p>are provided an option to extend their session before logging out</p> <p>Electronic Docs: Not applicable</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Skip links are provided for allowing direct access to the primary content of the Webpage. Redundant or repeated sections can be skipped by pressing Tab when focus is located in the browser address bar.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.21 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web page is provided with the descriptive titles.</p> <p>Electronic Docs: Document name is provided for PDFs which also describes purpose of the document</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.22 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Web page can be navigated sequentially in a linear order</p> <p>Electronic Docs: Not applicable</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.23 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Support</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Purpose of each link can be understandable by link description alone. Link describes the purpose of the link.</p> <p>Electronic Docs: Not applicable</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.27 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Application supports English language</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.29 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Application does not change the context or does not initiate a change of context on receiving focus. Any component doesn't trigger an event on receiving the focus</p> <p>Electronic Docs: Not applicable</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.30 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Entering data or selecting a form control has predictable effects but does not automatically change the context of the Web page</p> <p>Electronic Docs: Not applicable</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.33 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p>	<p>Web: Input errors are detected automatically as an error message ("system alert") and is displayed in the visible area where the content begins. The error message is specific and understandable to the users.</p> <p>Electronic Docs: Order Form PDF does not show an error message if a mandatory field is left empty.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.34 (Web) 	<p>Web: Supports</p> <p>Electronic Docs: Not evaluated</p>	<p>Web: Needed labels or instructions are provided when the form requires user input. Inputs of particular format are clearly described along with an image and an alternative text readable for all users. Application does not clutter the web page with unnecessary information</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		but provides important cues and instructions benefiting the users. Electronic Docs: Not evaluated
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.37 (Web) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports with exceptions Electronic Docs: Not applicable	Web: Attribute syntax, implemented markup languages, elements have complete start and end tags. Elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. Electronic Docs: Not applicable
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.38 (Web) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable	Web: Web pages tested with a 3 rd party HTML validator tool. Electronic Docs: Not Applicable

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 <ul style="list-style-type: none"> 9.2.5 (Web) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web Application: Not Applicable Electronic Docs: Not Applicable	Web Applicable: Not Applicable Electronic Docs: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.6 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.12 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The contrast ratio of the font color to the background color is at least 4.5:1. Applied to all text and tips, as well as to the borders around input fields and texts in information graphics.</p> <p>Electronic Docs: Supports</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.13 (Web) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: All the fonts defined in the CSS are in the terms of % or em. Users are allowed to zoom the web page by using browsers zoom functionality</p> <p>Electronic Docs: Users can zoom via PDF software.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.14 (Web) 12.2.4 (Support Docs) 	<p>Web: Supports with exceptions</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Text information is being provided without using an image/graphical content.</p> <p>Exceptions: Some graphics still include text, including:</p> <ul style="list-style-type: none"> Logos Icons

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Brand Name • “Image not available” medication image Alternative text is offered for these exceptions. Electronic Docs: Not applicable
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.24 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Not applicable	Web: In addition to navigation, application has a sitemap so that users can locate the web contents easier. All the provided links in the sitemap are linked from the home page Electronic Docs: Not applicable
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.25 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not evaluated	Web: Headings are clear and descriptive. Users can understand what information is contained in Web pages. Forms are having the descriptive labels, which helps identifying specific components within the content. Labels and Headings are not lengthy and provide appropriate information Electronic Docs: Not evaluated
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.26 (Web) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not evaluated	Web: Keyboard focus are easily located. Text fields on focus are highlighted indicating the focus is on the field Electronic Docs: PDF software controls the highlight of form fields.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Web application does not utilize languages other than English (EN).</p> <p>Electronic Docs: Not applicable</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Navigation within a website is structured and arranged consistently. Repeated components are arranged in the same order on each page of the site helping the users predict where they can find things on each page</p> <p>Electronic Docs: Not applicable</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Repeated functional components are arranged in the same order on each page of the site helping the users predict where they can find things on each page</p> <p>Electronic Docs: Not applicable</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Web: Suggested corrections are made in case of input errors. Error messages are specific and understandable.</p> <p>Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.36 (Web) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable

2017 Section 508 Report

Criteria	Conformance Level	Remarks and Explanations
Text alternatives 1194.22 (a) A text equivalent for every non-text element shall be provided (for example via alt or longdesc attributes, or in element content)	Web Application: Supports Electronic Docs: Supports	Web: The text alternative is provided for the non-text content elements including images, buttons, form controls, logos, icons, ad icons etc. Decorative images are not focusable by the keyboard Electronic Docs: The text alternative is provided for PDF resources present in the application
Multimedia 1194.22 (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable
Color 1194.22 (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or	Web Application: Supports Electronic Docs: Not applicable	Web Application: Color alone does not convey any information. Instructions are provided on top of the screen on the

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markup.		required/option fields. All labels are associated with the respective fields so that assistive technology can determine the required fields Electronic Docs: Not Applicable
Style sheets 1194.22 (d) Documents shall be organized so they are readable without requiring an associated style sheet.	Web Application: Does not support Electronic Docs: Not applicable	Prior to sign-in, the site is readable without using style sheets. After sign-in, many pages will display error messages or warnings that are meant to be hidden via style sheet.
Server-side image maps 1194.22 (e) Redundant text links shall be provided for each active region of a server-side image map.	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable
Client-side image maps 1194.22 (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable
Simple data tables 1194.22 (g) Row and column headers shall be identified for data tables.	Web Application: Supports Electronic Docs: Does Not Support	Web Application: Supports Electronic Docs: Not Supported
Complex data tables 1194.22 (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Web Application: Supports Electronic Docs: Does Not Support	Web Application: Supports Electronic Docs: Not Supported
Frames 1194.22 (i) Frames shall be titled with text that facilitates frame identification and navigation.	Web: Supports Electronic Docs: Supports	Web: Web page is provided with the descriptive titles. Electronic Docs: Document name as a link is provided for PDFs which also describes purpose of the page
Flicker 1194.22 (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Web: Not applicable Electronic Docs: Not applicable	Web: Not applicable Electronic Docs: Not applicable
Text-only 1194.22 (k) A text-only page, with equivalent information or functionality,	Web: Supports Electronic Docs: Not Applicable	Web: The site can be navigated and used with text-only browsers or with images

Criteria	Conformance Level	Remarks and Explanations
<p>shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>		disabled.
<p>Scripting 1194.22 (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Web: Supports Electronic Docs: Not Applicable</p>	<p>Web: Supports Electronic Docs: Not Applicable</p>
<p>Applets and plug-ins 1194.22 (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with paragraphs 1194.21(a) through (l).</p>	<p>Web: Not applicable Electronic Docs: Not applicable</p>	<p>Web: Not applicable Electronic Docs: Not applicable</p>
<p>Forms 1194.22 (n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Web: Supports Electronic Docs: Not applicable</p>	<p>Web: Input errors are detected automatically as an error message ("system alert") and is displayed in the visible area where the content begins. The error message is specific and understandable to the users. Needed labels or instructions are provided when the form requires user input. Inputs of particular format are clearly described along with an image and an alternative text readable for all users. Application does not clutter the web page with unnecessary information but provides important cues and instructions benefiting the users. Electronic Docs: Not applicable</p>
<p>Skip navigation 1194.22 (o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Web: Supports Electronic Docs: Not applicable</p>	<p>Web: Skip links are provided for allowing direct access to the primary content of the Webpage. Redundant or repeated sections can be skipped Electronic Docs: Not applicable</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Timed response 1194.22 (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Web: Supports Electronic Docs: Not applicable</p>	<p>Web: The user is warned before the time expires. Users are provided an option to extend their session before logging out Electronic Docs: Not applicable</p>