



# Digital Accessibility Centre Accessibility Conformance Report (VPAT® International Edition) For BMJ Best Practice Revised Section 508 Edition

Company	BMJ Best Practice
Date	4 <sup>th</sup> December 2024
Version	v1.0

© 2024 Digital Accessibility Centre Limited, All Rights Reserved

#### Disclosure

Pursuant to item 7 in our terms and conditions, this report and its findings are intended for the client organization. Any other use of this material that is attributed to Digital Accessibility Centre, including delivery of excerpts, paraphrases, or edited versions to anyone not employed by the client organization must be approved by us in writing.

---

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)



# Document Control

Website:	BMJ Best Practice
Client:	BMJ
Product Description:	BMJ Best Practice
Applicable Standards/Guidelines:	<a href="#">Revised Section 508 standards</a> – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017, and corrected on January 22, 2018  <a href="#">Web Content Accessibility Guidelines 2.2</a>  <a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , V2.1.2 (2018-08)
Project Lead:	Alex Jones
VPAT Author:	Kirsty Mander
Quality checked by:	Deborah Roberts
Address:	Digital Accessibility Centre Stephen Lloyd Suite (Unit 18) D’arcy Business Park Llandarcy Neath SA10 6FG
Contact details:	<a href="mailto:Gavin.evans@digitalaccessibilitycentre.org">Gavin.evans@digitalaccessibilitycentre.org</a> 079366 85804  <a href="mailto:Cam.nicholl@digitalaccessibilitycentre.org">Cam.nicholl@digitalaccessibilitycentre.org</a> 07597 690358
Phone:	01792 815267
Date of Audit:	30 <sup>th</sup> April 2024
Date Report Issued:	4 <sup>th</sup> December 2024



# Contents



digital accessibility centre

digital accessibility centre .....	1
<b>Digital Accessibility Centre Accessibility Conformance Report (VPAT® International Edition) For BMJ Best Practice.....</b>	<b>1</b>
Document Control.....	2
Contents.....	3
Interim Report Results .....	4
Standard/Guideline.....	4
Included In Report.....	4
Evaluation Methods Used .....	4
<i>Terms</i> .....	5
WCAG 2.2 Report .....	5
<i>Pages/Journeys to be tested</i> .....	5
Conclusion.....	8
Audit results:.....	9
WCAG 2.2 .....	9
Table 1: Success Criteria, Level A .....	9
Table 2: Success Criteria, Level AA .....	18
Table 3: Success Criteria, Level AAA.....	24
<i>Revised Section 508 Report</i> .....	29
Chapter 3: <a href="#">Functional Performance Criteria</a> (FPC) .....	29
Chapter 4: <a href="#">Hardware</a> .....	30
Chapter 5: <a href="#">Software</a> .....	30
Chapter 6: <a href="#">Support Documentation and Services</a> .....	31
Chapter <a href="#">7: Generic Requirements</a> .....	32
Chapter <a href="#">8: ICT with Two-Way Voice Communication</a> .....	32
Legal Disclaimer .....	33
Appendix A.....	33
<b>End of Document .....</b>	<b>33</b>



# Interim Report Results

These are the results of the Digital Accessibility Centre accessibility audit in line with WCAG 2.2 requirements measured against AA standard, along with the Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018.

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.2</a> Level A, Level AA, Level AAA	Yes
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	Yes
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V2.1.2 (2018-08)	Yes

## Evaluation Methods Used

The website was tested using the following tools:

- Screen reading software: TalkBack
- Magnifying software: Android magnification
- Screen reading software: NVDA, JAWS
- Magnifying software: ZoomText
- Voice Activation Software: Dragon Naturally Speaking (with IE)
- Used without a mouse (i.e., via Keyboard only)
- People who have a disability but do not require assistive technology:
  - Color Blind
  - Dyslexic
  - Learning Disabilities
  - Deaf
  - Asperger's
  - Anxiety/Panic disorder

The following has been checked and reported on:

- Ability to interact with each step in each journey
- Ease of use and understanding
- Accessibility challenges
- WCAG 2.2 non-compliances



## 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 2.2 Level AAA.

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- Chapter 6 – 601.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

## Pages/Journeys to be tested

We will test the following pages throughout the process, focusing on navigation and unique instances of component templates.

## Journeys

1. Homepage <https://bestpractice.bmj.com/>
  - a. Test the page
2. Log in <https://bestpractice.bmj.com/login?region=gb>
  - a. Email – Enter 'bmjdemo@bmjgroup.com'
  - b. Password – Enter 'bmjdemo'
  - c. Select the 'Log in' button
3. Search conditions, symptoms...
  - a. Enter 'Dry eye disease'
  - b. Select the 'Search' button
4. Search results
  - a. Select the first result (Dry eye disease)
5. Dry eye disease
  - a. Test the page
  - b. Select the 'Specialties' tab



6. Specialties
  - a. Select the 'Ophthalmology' link
7. Ophthalmology
  - a. Select the 'Dry eye disease' link
8. Dry eye disease (already tested)
9. Overview of chronic obstructive pulmonary disease (COPD)  
<https://bestpractice.bmj.com/topics/en-gb/1006>
  - a. Test the page
10. Chronic obstructive pulmonary disease (COPD) <https://bestpractice.bmj.com/topics/en-gb/7>
  - a. Test the page
11. Assessment of chronic cough <https://bestpractice.bmj.com/topics/en-gb/69>
  - a. Test the page
12. Complement deficiencies <https://bestpractice.bmj.com/topics/en-gb/952>
  - a. Test the page
13. Assessment of abdominal trauma in adults <https://bestpractice.bmj.com/topics/en-gb/1187>
  - a. Test the page
  - b. Select the 'Multimedia' tab
  - c. Select the 'Videos' link
14. Videos
  - a. Select any of the videos
15. [Selected video]
  - a. Test the video and page
  - b. Select the 'Patient leaflets' tab
16. Patient leaflets
  - a. Select any of the 'Patient leaflets' links
17. [Selected leaflet]
  - a. Test the page
  - b. Select the 'What's new' tab
  - c. Select the 'Clinical updates' link
18. Recent updates
  - a. Select any of the 'Recent updates' links
19. [Selected recent update]
  - a. Test the page
  - b. Select the 'Calculators' tab
20. Calculators
  - a. Select any of the 'Calculators' links
21. [Selected calculator]
  - a. Test the components of the calculator and the page (opens in a new tab)
  - b. Return to previous tab then Select the 'About us' tab
  - c. Select the 'FAQs' link
22. Frequently Asked Questions
  - a. Select any of the 'Frequently Asked Questions' links
  - b. Select the 'About us' tab
  - c. Select the 'Contact us' link



23. How can we help you?
  - a. Test the page
  - b. Select the 'Specialties' tab
24. Specialties (already tested)
  - a. Select the 'FEEDBACK' button
  - b. Test the 'Help us improve BMJ Best Practice' modal
  - c. Select the 'SUBMIT FEEDBACK' button
  - d. Close the 'Thank you – Your feedback has been submitted successfully' modal
25. CME/CPD certificates <https://bestpractice.bmj.com/activity>
  - a. Test the page
  - b. Select the 'SAVE & DOWNLOAD' button
  - c. Close the 'Certificate successfully saved and downloaded' modal
  - d. Select the 'Your profile' tab
  - e. Select the 'Case reports' link
26. Case reports
  - a. Select any of the 'Case reports' links
27. Case reports: [Chosen case report]
  - a. Select any of the chosen case reports
28. Case report: [Chosen case report]
  - a. Test the page
  - b. Select the 'Your profile' tab
  - c. Select the 'Comorbidities Manager' link
29. Comorbidities Manager
  - a. Select any of the 'Comorbidities Manager' topic links
30. [Selected 'Comorbidities Manager' topic]
  - a. Test the page
  - b. Select the 'Your profile' tab
  - c. Select the 'EBM Toolkit' link
31. Fundamentals to learn, practise, and discuss EBM
  - a. Select 'Learn EBM'
32. Learn EBM
  - a. Select the 'What is EBM?' link
33. What is EBM?
  - a. Test the page
  - b. Select the 'Your profile' tab
  - c. Select the 'My account' link
34. My Account
  - a. Select 'Edit my details'
  - b. Test the page
  - c. Select 'Save'



# Conclusion

This product has been found **not to be fully compliant**.

Accessibility and usability issues have been found by both the auditors (through manual inspection/auditing tools) and the user testing team throughout the service. It should be known that where auditors have found issues where the user testing team did not, they should not be overlooked as these instances may impact other users.

Issues have been found with the audio feedback being relayed to screen reader users when attempting to use the web service; information was either left out, vague, or did not serve its intended purpose.

Keyboard only users found issues navigating the webpage, this was mainly due to components being interactable via mouse but not accessible via keyboard.

Voice activation users reported issues when interacting with elements, this issue mainly presented itself with labels not being programmatically associated.

Low vision issues were found when attempting to understand content on the page, this was mainly due to the colours used and their contrast with both text and non-text content.





# Audit results:

## WCAG 2.2

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>A podcast image link was not accessible for blind users.</p> <p>Information presented in an image was not relayed to screen reader users.</p> <p>Decorative images providing no additional information are not hidden from assistive technologies.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>Information presented in an audio only podcast does not provide an alternative for users who cannot listen to the podcast.</p> <p>An educational video was found to be missing captions and a suitable alternative.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> </ul> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	Does Not Support	<p>An educational video was found to be missing captions and a suitable alternative.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> </ul> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	Not applicable	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	<p>Image links were inaccessible.</p> <p>Information presented in an image was not relayed to screen reader users.</p> <p>Headings are ordered in a confusing way for screen reader users.</p> <p>A fieldset was found to include a missing legend.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	Colour change alone was used to determine the focus on a button.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Not applicable	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	Image links and buttons were found to be inaccessible for users navigating via keyboard. A tab region is missing accessible names and attributes, affecting assistive technology users navigating.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Not applicable	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Not applicable	
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Does Not Support	A method to bypass blocks of repeated content was not present.
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	Duplicate page titles were found when navigating the service.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>Cookie banner focus works in a way that is unexpected for assistive technology users. Assistive technology users were able to move to content outside of a modal. Nested interactive elements were found on the page. Non interactive elements were found to receive focus.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>An empty link is encountered by users navigating via assistive technologies. Links within the reference tab cause a variety of issues for assistive technology users. Customized checkboxes were found to cause issues for a variety of assistive technology users.</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.3 Label in Name</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Does Not Support	<p>Custom checkboxes were written as links and given a non-descriptive link description.</p> <p>The accessible name for a component did not match the text provided visually.</p>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Does Not Support	Lang attributes were found to have missing or invalid values.
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	
<p><a href="#">3.2.6 Consistent Help</a> (Level A) <b>WCAG 2.2 only</b></p>	Supports	





Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	An error was not relayed to assistive technology users in a way that is expected, and an error message was found to be non-descriptive of the issue.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	Placeholder text has been used as a visual label for an input.
<p><a href="#">3.3.7 Redundant Entry</a> (Level A) <b>WCAG 2.2 only</b></p>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>Aria attributes found with components on the page cause issues for screen reader users.</p> <p>Components were found to be missing accessible attributes.</p> <p>A link was found to be inaccessible for certain assistive technology users.</p> <p>A tab region is missing accessible names and attributes.</p> <p>Nested interactive elements were found on the page.</p> <p>Elements were found to contain invalid ARIA attributes/values.</p>



**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Not applicable</p>	
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Not applicable</p>	
<p><a href="#">1.3.4 Orientation</a> (Level AA)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA)</p> <p>Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>Text was found to fail the minimum contrast requirements.</p> <p>Text contrast was found to fail when resizing the page to a smaller viewing dimension.</p>
<p><a href="#">1.4.4 Resize Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	An attribute has been used that restricts zooming on the page.
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	<p>Information presented in an image was not relayed to screen reader users.</p> <p>An image of a table was found to cause issues for a variety of assistive technology users.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Does Not Support	<p>Content was found to be missing when resizing to a smaller window dimension.</p> <p>Text contrast was found to fail when resizing the page to a smaller viewing dimension.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Does Not Support	A visible indicator was found to fail the non-text contrast requirements.
<p><a href="#">1.4.12 Text Spacing</a> (Level AA)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA)</p> <p>Also applies to:  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Does Not Support	A menu that appears on focus is not dismissible for keyboard only users.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)</li> </ul>	Supports	
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	Labels were present that were insufficiently descriptive.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	A visible focus indicator was not present for certain buttons in the service.
<p><a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA) <b>WCAG 2.2 only</b></p>	Does Not Support	Cookie banner focus works in a way that is unexpected for assistive technology users. Assistive technology users were able to move to content outside the modal.
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA) <b>WCAG 2.2 only</b></p>	Not applicable	
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA) <b>WCAG 2.2 only</b></p>	Supports	



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	Text in another language was found to not have a relevant lang attribute.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)</li> </ul>	Supports	
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)</li> </ul>	Does Not Support	Identical inputs were found to have different accessible names across multiple webpages.
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Does Not Support	An error was not relayed to assistive technology users in a way that is expected, and an error message was found to be non-descriptive of the issue.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> </ul> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	Not applicable	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA) <b>WCAG 2.2 only</b>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.3 Status Messages</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> </ul> Revised Section 508 – Does not apply	Does Not Support	An error was not relayed to assistive technology users in a way that is expected, and an error message was found to be non-descriptive of the issue.



**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria– Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.3.6 Identify Purpose</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria– Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)</p> <p>Also applies to:            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	<p><b>Out of scope</b></p>	





Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">2.2.3 No Timing</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">2.2.4 Interruptions</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">2.2.5 Re-authenticating</a> (Level AAA)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	
<p><a href="#">2.2.6 Timeouts</a> (Level AAA - 2.2 only)</p> <p>Also applies to:  EN 301 549 Criteria – Does not apply  Revised Section 508 – Does not apply</p>	<b>Out of scope</b>	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.4.8 Location</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.4.10 Section Headings</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA) <b>WCAG 2.2 only</b>	<b>Out of scope</b>	
<a href="#">2.4.13 Focus Appearance</a> (Level AAA) <b>WCAG 2.2 only</b>	<b>Out of scope</b>	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.5 Target Size (Enhanced)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.3 Unusual Words</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.2.5 Change on Request</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.3.5 Help</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	<b>Out of scope</b>	
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA) <b>WCAG 2.2 only</b>	<b>Out of scope</b>	



## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	
302.2 With Limited Vision	Partially Supports	
302.3 Without Perception of Color	Partially Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially supports	
302.8 With Limited Reach and Strength	Partially supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	



**Chapter 4: [Hardware](#)**

Notes: No hardware was tested for this product

**Chapter 5: [Software](#)**

Notes: Web Application: Not tested for native issues.



## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><i>601.1 Scope</i></b>		
<b><i><a href="#">602 Support Documentation</a></i></b>		
602.2 Accessibility and Compatibility Features	Does not support	There is no accessibility guidance provided.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<b><i><a href="#">603 Support Services</a></i></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	There is no accessibility guidance provided.
603.3 Accommodation of Communication Needs	Supports	Support services can accommodate the needs of end-users with disabilities.



## Chapter 7: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	N/A	Webpages do not have closed functionality and operate under the browser's control.
5.2 Activation of accessibility features	N/A	Accessibility features not present.
5.3 Biometrics	N/A	No Biometrics present.
5.4 Preservation of accessibility information during conversion	N/A	No conversion.
5.5 Operable parts	N/A	No operable parts.
5.6 Locking or toggle controls	N/A	No Locking or toggle controls.
5.7 Key repeat	N/A	Browser lead technology.
5.8 Double-strike key acceptance	N/A	Browser lead technology.
5.9 Simultaneous user actions	N/A	Browser lead technology.

## Chapter 8: [ICT with Two-Way Voice Communication](#)

Notes: No **two-way voice communication** found in this product.





## Legal Disclaimer

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

## Appendix A

<b>Supports</b>	This appears when the product fully meets the letter and intent of the Criteria.
<b>Partially Supports</b>	This applies when the product does not fully meet the letter and intent of the Criteria but provides some level of access relative to the Criteria.
<b>Does not Support</b>	Applies when we determine the product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	Applies when the Criteria does not apply to the specific product.

**End of Document**

