Ivy.ai Accessibility Conformance Report

EN 301 549 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Ivy.ai Chatbot

Product Description: Ivy is an artificially intelligent self-service chatbot for colleges and universities. It's no secret that your users ask the same types of questions over and over. Your Ivy chatbot is designed to handle all your tier 1 support, allowing you to focus on the more consultative issues. Your users will get help immediately, on demand. Your customer service reps will be deployed more effectively and your bottom line will thank you.

Report Date: February 2020

Contact Information: contact@ivy.ai

Notes: This report covers accessibility conformance for the Ivy.ai product

Evaluation Methods Used: Conformance to the listed accessibility standards has been evaluated by Ivy.ai using a combination of static analysis tools and manual testing with assistive technologies.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	(Yes / 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.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 document conformance with all of the following:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.1.1 (Web)
    • 10.1.1.1 (Non-web document)
    • 11.1.1.1.1 (Open Functionality Software)
    • 11.1.1.1.2 (Closed Functionality Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
	Conforms	

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.1 (Web)
    • 10.1.2.1 (Non-web document)
    • 11.1.2.1.1 (Open Functionality Software)
    • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
	Conforms	When the content is audio only or video only, the label must specify – 'audio only' or 'video only'.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.2 (Web)
    • 10.1.2.2 (Non-web document)
    • 11.1.2.2 (Open Functionality Software)
    • 11.1.2.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
	N/A	

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	N/A	We do not have such complex information representations.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	The chat is accessible with tab button or keyboard.
1.3.3 Sensory Characteristics (Level A)	Conforms	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	We do not use only color to indicate a certain message anywhere.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web)	Conforms	

Criteria	Conformance Level	Remarks and Explanations
• 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	N/A	The chatbot does not use single-key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software)	Conforms	We do not have time limits for the content.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	We don't have information that moves, blinks, or updates automatically.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	We do not have flashing information.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Conforms	We do not have repeating text.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	We do have titles for pages in the bot.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	Tab moves through the links in order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	Our links are clean and the text is understandable.

Criteria	Conformance Level	Remarks and Explanations

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.1 (Web)
    • 10.2.5.1 (Non-web document)
    • 11.2.5.1 (Open Functionality Software)
    • 11.2.5.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
	Conforms	The chatbot does not use multipoint or path-based gestures.

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.2 (Web)
    • 10.2.5.2 (Non-web document)
    • 11.2.5.2 (Open Functionality Software)
    • 11.2.5.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
	Conforms	

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    • 9.2.5.3 (Web)
    • 10.2.5.3 (Non-web document)
    • 11.2.5.3 (Open Functionality Software)
    • 11.2.5.3 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
	Conforms	

2.5.4 Motion Actuation (Level A 2.1 only) Also applies to:	Conforms	The chatbot is not impacted by motion.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	We don't have any elements that change context when focused.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web)	Conforms	We do not have any elements that change context on inputting something.

Criteria	Conformance Level	Remarks and Explanations
10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	We have error handling messages and interactions.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	We have a good amount of labelling to guide users to do what is required.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software)	N/A	

Criteria	Conformance Level	Remarks and Explanations
• 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	N/A	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	Since we use YouTube videos, the videos contain captions by default.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:	N/A	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	The bot is accessible in both landscape and portrait.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web)	Conforms	

Criteria	Conformance Level	Remarks and Explanations
10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	The browser zoom allows you to resize the text in the bot.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Conforms	We don't use text images.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10.1 (Open Functionality Software)	Conforms	

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool)	N/A	The chatbot does not show content on hover or focus.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	N/A	
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	We have apt headings and labels
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Conforms	Keyboard focus is visible while being navigated.

Criteria	Conformance Level	Remarks and Explanations

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.1.2 (Web)
  • 10.3.1.2 (Non-web document)
  • 11.3.1.2 (Open Functionality Software) – Does not apply
  • 11.3.1.2 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
	Conforms	

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.2.3 (Web)
  • 10.3.2.3 (Non-web document) – Does not apply
  • 11.3.2.3 (Open Functionality Software) – Does not apply
  • 11.3.2.3 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
	N/A	Not applicable for the bot.

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
  • 9.3.2.4 (Web)
  • 10.3.2.4 (Non-web document) – Does not apply
  • 11.3.2.4 (Open Functionality Software) – Does not apply
  • 11.3.2.4 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
	Conforms	We show all links the same way, headings the same way, and there are many more consistent elements.

3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria	Conforms	

Criteria	Conformance Level	Remarks and Explanations
9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	N/A	Not applicable for Ivy's chatbots.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	N/A	The chatbots do not show status messages.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply	Web: NA	Web:
1.3.6 Identify Purpose (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria– Does not apply	Web: NA	Web:
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
2.2.6 Timeouts (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
2.3.3 Animation from Interactions (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply	Web:	Web:
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: NA	Web:
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:
2.5.5 Target Size (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply	Web: Conforms	Web:
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) Also applies to: EN 301 549 Criteria – Does not apply	Web: Conforms	Web:
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: N/A	Web:

Criteria	Conformance Level	Remarks and Explanations
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: AAA	Web:

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

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

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 General	Conforms	
5.1.3.2 Auditory output delivery including speech	Conforms	
5.1.3.3 Auditory output correlation	N/A	
5.1.3.4 Speech output user control	N/A	
5.1.3.5 Speech output automatic interruption	N/A	
5.1.3.6 Speech output for non-text content	N/A	
5.1.3.7 Speech output for video information	N/A	
5.1.3.8 Masked entry	N/A	
5.1.3.9 Private access to personal data	N/A	
5.1.3.10 Non-interfering audio output	N/A	
5.1.3.11 Private listening	N/A	
5.1.3.12 Speaker volume	N/A	
5.1.3.13 Volume reset	N/A	
5.1.3.14 Spoken languages	N/A	
5.1.3.15 Non-visual error identification	N/A	
5.1.3.16 Receipts, tickets, and transactional outputs	N/A	
5.1.4 Functionality closed to text enlargement	N/A	
5.1.5 Visual output for auditory information	N/A	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Conforms	
5.2 Activation of accessibility features	N/A	
5.3 Biometrics	N/A	
5.4 Preservation of accessibility information during conversion	Conforms	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	N/A	

Criteria	Conformance Level	Remarks and Explanations
5.5.2 Operable parts discernibility	N/A	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	N/A	
5.6.2 Visual status	N/A	
5.7 Key repeat	N/A	
5.8 Double-strike key acceptance	N/A	
5.9 Simultaneous user actions	N/A	

Chapter 6: ICT with Two-Way Voice Communication

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Conforms	
7.1.2 Captioning synchronization	Conforms	
7.1.3 Preservation of captioning	N/A	
7.2.1 Audio description playback	Conforms	
7.2.2 Audio description synchronization	N/A	
7.2.3 Preservation of audio description	N/A	
7.3 User controls for captions and audio description	N/A	

Chapter 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	N/A	
8.1.3 Colour	N/A	
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	N/A	
8.2.1.2 Incremental volume control	N/A	
8.2.2.1 Fixed-line devices	N/A	
8.2.2.2 Wireless communication devices	N/A	
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
8.3.2.1 Change in level	N/A	
8.3.2.2 Clear floor or ground space	N/A	
8.3.2.3.1 General	N/A	
8.3.2.3.2 Forward approach	N/A	
8.3.2.3.3 Parallel approach	N/A	
8.3.2.4 Knee and toe clearance width	N/A	
8.3.2.5 Toe clearance	N/A	
8.3.2.6 Knee clearance	N/A	
8.3.3.1.1 Unobstructed high forward reach	N/A	
8.3.3.1.2 Unobstructed low forward reach	N/A	
8.3.3.1.3.1 Clear floor space	N/A	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	N/A	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	N/A	
8.3.3.2.1 Unobstructed high side reach	N/A	
8.3.3.2.2 Unobstructed low side reach	N/A	
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	N/A	
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	N/A	
8.3.4 Visibility	N/A	
8.3.5 Installation instructions	N/A	
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	N/A	
8.4.2.1 Means of Operation of mechanical parts	N/A	
8.4.2.2 Force of operation of mechanical parts	N/A	
8.4.3 Keys, tickets and fare cards	N/A	
8.5 Tactile indication of speech mode	N/A	

Chapter [9: Web](#) *(see [WCAG 2.x section](#))*

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
10.5 Caption positioning	Conforms	
10.6 Audio description timing	Conforms	

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Conforms	
11.5.2.4 Assistive technology	Conforms	
11.5.2.5 Object information	Conforms	
11.5.2.6 Row, column, and headers	Conforms	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.7 Values	Conforms	
11.5.2.8 Label relationships	Conforms	
11.5.2.9 Parent-child relationships	Conforms	
11.5.2.10 Text	Conforms	
11.5.2.11 List of available actions	Conforms	
11.5.2.12 Execution of available actions	Conforms	
11.5.2.13 Tracking of focus and selection attributes	Conforms	
11.5.2.14 Modification of focus and selection attributes	Conforms	
11.5.2.15 Change notification	Conforms	
11.5.2.16 Modifications of states and properties	Conforms	
11.5.2.17 Modifications of values and text	Conforms	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Conforms	
11.6.2 No disruption of accessibility features	Conforms	
11.7 User preferences	Conforms	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	N/A	
11.8.4 Repair assistance	N/A	
11.8.5 Templates	N/A	

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Conforms	
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Conforms	
12.2.3 Effective communication	Conforms	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

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

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