EMS – Voluntary Product Accessibility Template (VPAT)

April 2019

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CHAPTER 1: Voluntary Product Accessibility Template (VPAT)

A Voluntary Product Accessibility Template (VPAT) is a document that explains how information and communication technology (ICT) products—such as software, hardware, electronic content, and support documentation—conform to the Revised 508 Standards for IT accessibility.

See Also:

- VPAT 508 ADA Compliance
- VPAT for EMS Web App
- VPAT for EMS Master Calendar

CHAPTER 2: VPAT for EMS Web App (V44.1)

EMS Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

VPAT Version 2.0 Beta 2

Name of Product: EMS Software Web App V44.1

Date: May 17, 2017

Contact EMS Customer Support

See Also: VPAT For EMS Master Calendar and VPAT 508 ADA Compliance.

> **Note:**
> This VPAT is based upon an evaluation of a select number of pages from within the larger application. It is not necessarily exhaustive of all issues.

Evaluation Methods Used

Interactive Accessibility, a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product.

The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility product review. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following assistive technologies, browsers and platforms were used for testing:

- JAWS 18.0.4534 / IE 11 / Windows 10
- NVDA 2018.1,1 / FF 56.0.1 / Windows 10
- Chrome 65 – Keyboard only

Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A – Included Level AA – Included Level AAA – Not Included
Section 508 as published in 2017, at http://www.Section508.gov	Included

Table Information

For each of the standards, the criteria are listed in the tables below. The first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria, and the third column contains any additional remarks and explanations regarding the product.

- By default, the table information is showing. This information can be hidden by clicking, "Click to show or hide table data". This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

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 criteria without known defects or meets with equivalent facilitation.
- Supports with Exceptions: Some functionality of the product does not meet the criteria.
- Does Not Support: Majority of functionality of the product does not meet the criteria.
- Not Applicable: The criteria are not relevant to the product.
- Not Evaluated: The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report

Note:
Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

Conformance Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. (See Exceptions.)	Supports with Exceptions	Some images do not have proper alt-text. Icon fonts in the "Services" section do not contain text alternatives. Some icon fonts do not have text alternatives. Decorative SVG images on the home page are not marked as decorative.

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Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Pre-recorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true: • Pre-recorded Audio-only: An alternative for time-based media presents equivalent information for prerecorded audio-only content. • Pre-recorded Video-only: Either an alternative for time-based media or an audio track presents equivalent information for pre-recorded video-only content.	Supports	Pre-recorded audio-only and pre-recorded video only media are not present.
1.2.2 Captions (Pre-recorded) (Level A) Captions are provided for all pre-recorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Supports	Pre-recorded audio in synchronized media is not present.
1.2.3 Audio Description or Media Alternative (Pre-recorded) (Level A) An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media. (See Exceptions.)	Supports	Pre-recorded video content for synchronized media is not present.

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports with Exceptions	Programmatically determined structure is not provided for some of the content. There are some empty list items. The main navigation nested list does not properly define the nested structure. Some pages do not have headings defined in the correct place. Some tables do not have their column headers properly defined, or they are using ARIA grids and do not have all ARIA roles assigned correctly. Some form elements are not explicitly labeled.
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports with Exceptions	Some of the content does not have a reading sequence that is programmatically determined. When the main navigation is collapsed, it is still readable by screen reader users. There are a couple of other instances in the main content of the pages where content hidden from all users is still readable by screen reader users.
1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components, such as shape, size, visual location, orientation, or sound.	Supports	Instructions for content do not rely on sensory characteristics.

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Criteria	Conformance Level	Remarks and Explanations
Note: For requirements related to color, refer to Guideline 1.4.1.		
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with Exceptions	Color alone is used to convey some information. Some links are identified through color alone. The availability of attendees and rooms in the schedule search is conveyed exclusively through color.
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Supports	Audio content is not present.
2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.	Supports with Exceptions	Numerous user interface elements cannot be operated with the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard trap is detected during navigation.

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Criteria	Conformance Level	Remarks and Explanations
If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.		
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times	Supports	Users can extend or turn off timeouts for tasks.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No moving content is present on the pages.

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Criteria	Conformance Level	Remarks and Explanations
For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential		
2.3.1 Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Supports	No flashing or blinking content is present on the pages.
2.4.1 Bypass Blocks (Level A)	Does not Support	A mechanism to bypass blocks of content is not

Criteria	Conformance Level	Remarks and Explanations
A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.		available. Some ARIA landmarks are also defined incorrectly.
2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.	Supports with Exceptions	Some pages do not have informative titles. The reservation confirmation screen is lacking a descriptive title.
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supports with Exceptions	Focus order is illogical and does not follow the navigation sequence of pages in some cases. Some content when it is supposed to be hidden from all users can still be reached with the keyboard. The main navigation is one example. Also, when modal dialogs close, the focus is not set back to a logical spot within the page.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.	Supports with Exceptions	Some links do not have link text or surrounding text that convey their purpose. Many of the links have text, but the text repeats other link text on the page and the differences between the links cannot be perceived.
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Does Not Support	Human language is not defined on each page.

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Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	A change of context is not initiated when elements on the page receive focus.
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context.	Supports	Changing the settings of controls does not change context.
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports with Exceptions	Some error messages are not semantically related to their form element.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports with Exceptions	Some user input controls do not have labels or instructions. The date and time inputs do not convey their formatting requirements.
4.1.1 Parsing (Level A) In content implemented using 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 (see exceptions).	Supports with Exceptions	Some elements do not have correct structure.

Criteria	Conformance Level	Remarks and Explanations
Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.		
[4.1.2 Name, Role, Value](#) (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Supports with Exceptions	Some user interface controls provide names, states, roles, and values. Controls that expand and collapse sections do not convey their current state. Dynamic changes to the page are not perceived by screen reader users. Complex UI components such as tab panels are not implemented correctly. Some form labels are not defined correctly.

Table 2. Conformance Criteria, Level AA

Note:
Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

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Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Supports	Live audio content is not present.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all pre-recorded video content in synchronized media.	Supports	Pre-recorded video content for synchronized media is not present.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.	Supports with Exceptions	Some content does not have a color contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA) Text can be resized without assistive technology up to 200 percent without loss of content or functionality (see Exceptions).	Supports with Exceptions	Some text cannot be resized up to 200% without overlapping other content in some cases.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text.	Supports	Text is not conveyed as images of text.
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a	Supports	All Web pages have multiple ways of navigation.

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Criteria	Conformance Level	Remarks and Explanations
set of Web pages.		
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Supports	Headings and labels on all pages describe the topic or purpose.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports with Exceptions	Some elements obtain partial visible focus or no focus at all when users navigate to them.
3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined.	Supports	There are no changes in language within the page.
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	All Web pages have consistent navigation mechanisms.
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	All components with the same functionality are identified consistently.
3.3.3 Error Suggestion (Level AA)	Supports	User input controls have suggestions to correct errors.

Criteria	Conformance Level	Remarks and Explanations
If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.		
[3.3.4 Error Prevention (Legal, Financial, Data)](Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	No legal commitments or financial transaction are present on the page.

Conformance Criteria, Level AAA

> **Note:**
> WCAG 2 Level AAA conformance criteria were not evaluated.

WCAG Conformance Requirements

Criteria	Conformance Level	Remarks and Explanations
1. Conformance Level One of the following levels of conformance is met in full. • Level A: For Level A conformance (the minimum level of conformance), the Web page satisfies all the Level A Success Criteria, or a conforming alternate version is provided. • Level AA: For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided. • Level AAA: For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided.	Supports with Exceptions	Some of the Level A and Level AA conformance requirements are met. Level AAA was not evaluated
2. Full pages Conformance (and conformance level) is for full Web page(s) only, and cannot be achieved if part of a Web page is excluded.	Supports with Exceptions	The full page was audited for issues, however, within each page there was only partial conformance to the guidelines.
3. Complete processes	Supports	The entire process of reserving a room and viewing a schedule was

Criteria	Conformance Level	Remarks and Explanations
When a Web page is one of a series of Web pages presenting a process (i.e., a sequence of steps that need to be completed to accomplish an activity), all Web pages in the process conform at the specified level or better. (Conformance is not possible at a particular level if any page in the process does not conform at that level or better.)	with Exceptions	evaluated, but the pages in the process only partially conformed to the guidelines.
4. Only Accessibility-Supported Ways of Using Technologies Only accessibility-supported ways of using technologies are relied upon to satisfy the success criteria. Any information or functionality that is provided in a way that is not accessibility supported is also available in a way that is accessibility supported.	Supports with Exceptions	The pages audited were tested using a combination of assistive technologies: the latest versions of JAWS and NVDA in both latest versions of IE and Firefox. Additionally, keyboard-only support was tested in IE, Firefox and Chrome. Where the application meets a conformance requirement, accessibility-supported ways of using technologies was supported. Where conformance requirements were not met, assistive technologies were used in the testing, but coding errors created barriers to assistive technology users.
5. Non-Interference If technologies are used in a way that is not accessibility supported, or if they are used in a non-conforming way, then they do not block the ability of users to access the rest of the page. In addition, the Web page as a whole continues to meet the conformance requirements under each of the following conditions:	Supports	The parts of the pages that assistive technology users cannot access due to coding errors do not prevent assistive technology users from accessing other parts of the pages that do meet conformance requirements.

Criteria	Conformance Level	Remarks and Explanations
1. When any technology that is not relied upon is turned on in a user agent, 2. When any technology that is not relied upon is turned off in a user agent, and 3. When any technology that is not relied upon is not supported by a user agent		

2017 Section 508 Report

Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Some images, active elements (links and buttons), and form controls lack accessible names necessary for assistive technologies
302.2 With Limited Vision	Supports with Exceptions	Some color contrast problems exist. Some content cannot be enlarged to 200%.
302.3 Without Perception of Color	Supports with Exceptions	Some links are identified with color alone.

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Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	No audio content is present
302.5 With Limited Hearing	Supports	No audio content is present
302.6 Without Speech	Supports	No speech is required for operating the application
302.7 With Limited Manipulation	Supports with Exceptions	Some interactions require using a mouse
302.8 With Limited Reach and Strength	Supports with Exceptions	Some interactions require using a mouse
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Some interactions will create challenges for users with some cognitive or learning impairments

Hardware

> **Note:**
> This is not a hardware product.

Software

- Examples of "Platform software" are desktop operating systems; embedded operating systems, including mobile systems; Web browsers; plug-ins to Web browsers that render a particular media or format; and sets of components that allow other applications to execute, such as applications

which support macros or scripting.

- Examples of "Software Tools" are defined as Software for which the primary function is the development of other software. Software tools usually come in the form of an Integrated Development Environment (IDE) and are a suite of related products and utilities. Examples of IDEs include Microsoft® Visual Studio®, Apple® Xcode®, and Eclipse Foundation Eclipse®.

Criteria	Conformance Level	Remarks and Explanations
501 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	
502 Interoperability with Assistive Technology		This section only applies to "platform software."
502.2.1 User Control of Accessibility Features	Not Applicable	This application is not "platform software."
502.2.2 No Disruption of Accessibility Features	Supports	The application does not disrupt accessibility features.
502.3 Accessibility Services		This section only applies to "platform software" and "software tools."
502.3.1 Object Information	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.2 Modification of Object Information	Not Applicable	This application is not "platform software" and is not a "software tool".
502.3.3 Row, Column, and Headers	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.4 Values	Not	This application is not "platform software" and is not a "software tool."

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Criteria	Conformance Level	Remarks and Explanations
	Applicable	
502.3.5 Modification of Values	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.6 Label Relationships	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.7 Hierarchical Relationships	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.8 Text	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.9 Modification of Text	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.10 List of Actions	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.11 Actions on Objects	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.12 Focus Cursor	Not Applicable	This application is not "platform software" and is not a "software tool."

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Not Applicable	This application is not "platform software" and is not a "software tool."
502.3.14 Event Notification	Not Applicable	This application is not "platform software" and is not a "software tool."
502.4 Platform Accessibility Features	Not Applicable	This application is not "platform software" and is not a "software tool."
503 Applications		
503.2 User Preferences	Supports	The application allows user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	No alternative user interfaces are provided.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	No video content is present.
503.4.2 Audio Description Controls	Not Applicable	No video content is present.

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools		This section only applies to applications where users can author content.
504.2 Content Creation or Editing	Not Applicable	This is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This is not an authoring tool.
504.2.2 PDF Export	Not Applicable	This is not an authoring tool.
504.3 Prompts	Not Applicable	This is not an authoring tool.
504.4 Templates	Not Applicable	This is not an authoring tool.

Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		

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Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Not Applicable	No documentation was evaluated.
602.3 Electronic Support Documentation	Not Applicable	No documentation was evaluated.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No alternate formats were evaluated.
603 Support Services		ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.
603.2 Information on Accessibility and Compatibility Features	Not Applicable	No support services were evaluated.
603.3 Accommodation of Communication Needs	Not Applicable	No support services were evaluated.

Contact Support

- **Option 1 (Recommended):** Search the Knowledge Base available at Accruent Access.

- **Option 2:** Submit a case directly via Accruent Access.

- **Option 3:** Email emssupport@accruent.com.

- **Option 4:** Phone (800) 288-4565.

> ⚠ **Important!**
> If you do not have a customer login, register here.

CHAPTER 3: VPAT For EMS Master Calendar

EMS Software Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)

VPAT® Version 2.0 – October 2017

Name of Product/Version: EMS Master Calendar v8

Date: April 17, 2018

Contact EMS Customer Support

See Also: VPAT For EMS Web App (V44.1) and VPAT 508 ADA Compliance.

> 💬 **Note:**
> This VPAT is based upon an evaluation of a select number of pages from within the larger application. It is not necessarily exhaustive of all issues.

This topic will provide information on the following:

- Evaluation Methods Used
- Applicable Standards/Guidelines
- Terms
- WCAG 2.0 Report
  - Success Criteria, Level A
  - Success Criteria, Level AA

- 2017 Section 508 Report
  - Functional Performance Criteria (FPC)
- Support Documentation and Services
- Legal Disclaimer

Evaluation Methods Used

Interactive Accessibility, a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product.

The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility product review. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following assistive technologies, browsers and platforms were used for testing:

- JAWS 18.0.4534 / IE 11 / Windows 10
- NVDA 2018.1,1 / FF 56.0.1 / Windows 10
- Chrome 65 – Keyboard only

Applicable Standards/Guidelines

The EMS Software desktop website was reviewed and included the following types of screens - Homepage, calendar view, list view, event details, subscription to events, and add event page.

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

sTANDARD/Guideline	INCLUDED IN REPORT
	Level AAA - No
Section 508 as published in 2017, at http://www.Section508.gov	Yes

Terms

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

- Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facil-itation.
- 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:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

> **Note:**
> Conformance with the WCAG 2.0 Success Criteria, are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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Success Criteria, Level A

> **Note:**
> Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Some images do not have a text alternative. For example, the main banner image in the header does not inform the user where the link goes. Also, background icon images are used throughout all the pages without proper text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No audio-only or video-only content on the pages reviewed.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508	Web: Not Applicable	Web: No pre-recorded video content for synchronized media on the pages reviewed.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
• 501 (Web)(Software)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No pre-recorded video content for synchronized media on the pages reviewed.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Headings at the start of sections on the pages are not defined. Lists of related items, such as the events in list view on the homepage, are not defined in the HMTL. Tables are used, but most are not defined properly as tables and are missing proper headers. Some tables are used for layout.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508	Web: Supports	Web: Correct reading sequence is determined on the pages.

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CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
• 501 (Web)(Software)		
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: Instructions for content do not rely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The user login drop-down menu uses color alone to identify fields that have errors.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: Audio content that is played automatically is not present.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508	Web: Supports with Exceptions	Web: There are active elements used throughout the pages that cannot be accessed with the keyboard. For

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
• 501 (Web)(Software)		example, the logo, Go, close, and date number links are not keyboard accessible. The date picker and tab controls do not have the keyboard interaction users expect.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: No keyboard trap found on the pages reviewed.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: There are no timeout sessions on the pages reviewed.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: The image carousels on various pages have a pause button present.
2.3.1 Three Flashes or Below Threshold (Level A)	Web:	Web:

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
Also applies to: 2017 Section 508 • 501 (Web)(Software)	Supports	The pages reviewed have no flashing content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports with Exceptions	Web: Some of the pages reviewed do not have an h1 heading at the start of the main content to allow screen readers to access the main content region. The Skip link is not present on the pages reviewed. The pages do not have proper landmarks defined.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: The pages have proper page titles with both the page specific information and site-specific information.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Most content follows a logical focus order. The content in the header is not in a logical order. On the pages with dialogs, once the user closes or

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
		completes the tasks in the dialog the focus is not returned to the active element that initiated the dialog.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The More links used on the Homepage List View are not descriptive and are not in the same paragraph with text to give them more context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: The language is defined on all the pages reviewed.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: A change of context is not initiated when elements on the pages reviewed receive focus.
3.2.2 On Input (Level A) Also applies to:	Web: Supports	Web: Visually hidden text informs users

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software)		information on the page will change when an option is selected on the product dialog page.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Errors for the Login drop-down menu are not present on the page. The Username and Password fields are only outlined in red to indicate there is an error.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: 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.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Most of the active elements on the site have no roles defined. On the Add Event page, form fields are missing form labels, or group labels. Dialogs are not semantically defined or labeled. Elements that expand/collapse, are disabled or selected do not have the state programmatically defined. Toolbars and Tab Controls are not semantically defined.

Success Criteria, Level AA

💬 **Note:**
Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508	Web: Not Applicable	Web: Live audio content is not present on the pages reviewed.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
• 501 (Web)(Software)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not applicable	Web: Pre-recorded video content is not present on the pages reviewed.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The dark tan with and white text for buttons and links throughout all the pages do not have enough color contrast. On the Add Event page, the red error messages on a gray background do not have enough color contrast.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to:	Web: Supports with	Web: Images are used for featured event banners on the Homepage.

CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
2017 Section 508 501 (Web)(Software)	Exceptions	
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: More than one way is available to locate a Web page within a set of Web pages.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the Add Event page, some of the form fields have multiple labeling techniques used. Other fields have duplicate or non-descriptive labels defined.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 501 (Web)(Software)	Web: Supports with Exceptions	Web: The focus was not visible around the "X" close button on the homepage in Firefox.

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CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No change in language on the pages reviewed.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Navigation methods used are defined consistently on the pages reviewed.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Components with the same functionality are defined consistently.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508	Web: Supports with Exceptions	Web: The login form does not provide suggestions for correcting errors.

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CRITERIA	CONFORMANCE LEVEL	Remarks and Explanations
• 501 (Web)(Software)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No Legal or Financial data present on the page reviewed.

2017 Section 508 Report

Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with form controls, keyboard access, interactive controls, and some images.
302.2 With Limited Vision	Supports with Exceptions	Some of the content has insufficient color contrast. Some of the focus indicators are not present in all browsers. Color alone is used to identify form fields that have errors associated with them.

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Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports with Exceptions	Some of the content has insufficient color contrast. Some of the focus indicators are not present in all browsers. Color alone is used to identify form fields that have errors associated with them.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.
302.7 With Limited Manipulation	Supports with Exceptions	Some interactions on the pages, such as the tab panels and date pickers on the Add Event page are not defined correctly and users do not know how to properly interact with them. Some of the active elements cannot be accessed with the keyboard.
302.8 With Limited Reach and Strength	Supports with Exceptions	Some interactions on the pages, such as the tab panels and date pickers on the Add Event page are not defined correctly and users do not know how to properly interact with them. Some of the active elements cannot be accessed with the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Some of the form fields have no labels defined and some have duplicate or non-descriptive labels. The login form has no error messages on how to fix the errors. Some of the active elements cannot be accessed with the keyboard.

Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	No documentation was evaluated
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No documentation was evaluated
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	No services were evaluated
603.3 Accommodation of Communication Needs	Not Applicable	No services were evaluated

Legal Disclaimer

Assessment of compliance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. The consultant shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.

CHAPTER 4: VPAT 508 ADA Compliance

The accessibility standards outlined under Section 508 of the Rehabilitation Act are important to EMS Software. Voluntary Product Accessibility Templates (VPATs) document product conformance to these guidelines. Our development approach strives to support the standards while continuing to update our software to keep pace with advances in technology.

As described in the WCAG 2.0 Quick Reference List, these guidelines include:

1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

1.2 Time-based Media: Provide alternatives for time-based media.

1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.

2.1 Keyboard Accessible: Make all functionality available from a keyboard.

2.2 Enough Time: Provide users enough time to read and use content.

2.3 Seizures: Do not design content in a way that is known to cause seizures.

2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.

3.1 Readable: Make text content readable and understandable.

3.2 Predictable: Make Web pages appear and operate in predictable ways.

3.3 Input Assistance: Help users avoid and correct mistakes.

4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.

See Also: VPAT For EMS Master Calendar and VPAT for EMS Web App (V44.1).

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