



# **CANVAS** **Credentials**

## **Accessibility Conformance Report**

### **Revised Section 508 Edition**

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Canvas Credentials (formerly Badgr v2.38.10)

**Report Date:** August 2021

#### **Product Description:**

Canvas Credentials is the leading credentialing platform with stackable learning pathways and shareable learner records. By incorporating Canvas Credentials' stackable digital credentialing technology, customers have access to badging, leaderboards, analytics and personalized pathway progress visualizations.

#### **Contact Information:**

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## Evaluation Methods Used:

- Accessibility Insights for Web - WCAG 2.1 for AA standards
- Contrast
  - <https://contrasteapp.com/>
- Nu HTML Checker:
  - <https://validator.w3.org/nu/>
- Bookmarklets via the World Wide Web Consortium (<https://validator.w3.org/nu/about.html>):
  - Check Serialized DOM
  - WCAG 2.0 Parsing Compliance

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)



# Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 - 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 - 602.3 Electronic Support Documentation

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



## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.1.1 Non-text Content</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application uses standard HTML and WAI-ARIA techniques for providing text equivalents of non-text elements. Electronic Docs: Software: Authoring Tool: The application's authoring tools uses standard HTML and WAI-ARIA techniques for providing text equivalents of non-text elements.
<b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not Applicable	Web: The application does not contain audio or video components. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not contain audio or video components.
<b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not Applicable	Web: The application does not contain audio or video components. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not contain audio or video components.
<b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not Applicable	Web: The application does not contain audio or video components. Electronic Docs: Software: Authoring Tool: The authoring tools do not contain audio or video components.
<b><u>1.3.1 Info and Relationships</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application's information, structure, and relationships conveyed through presentation can be programmatically determined (via a screen reader) or are available in text.



<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		Electronic Docs: Software: Authoring Tool:
<b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: Meaningful sequence is used throughout the application. Electronic Docs: Software: Authoring Tool: The application's authoring tools uses meaningful sequence.
<b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The provided instructions do not rely solely on sensory characteristics of components (shape, color, etc). Electronic Docs: Software: Authoring Tool: The application's authoring tools instructions do not rely solely on sensory characteristics of components (shape, color, etc).
<b><u>1.4.1 Use of Color</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: Color is only used as a supplemental attribute of the interface. No instructions rely on color. Electronic Docs: Software: Authoring Tool: The application's authoring tools uses color as a supplemental attribute of the interface.
<b><u>1.4.2 Audio Control</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not applicable	Web: The application does not contain audio or video components. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not contain audio or video components.
<b><u>2.1.1 Keyboard</u></b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application supports standard keyboard navigation and input functions (such as the Tab key to move between input fields, the arrow keys to move between list items, and the Space or Enter keys to make selections).



<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		Electronic Docs: Software: Authoring Tool: The application's authoring tools support standard keyboard navigation and input functions.
<u><a href="#">2.1.2 No Keyboard Trap</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content. Electronic Docs: Software: Authoring Tool: The application's authoring tools supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application's session expired after 24 hours, which exceeds the required 20 hours Electronic Docs: Software: Authoring Tool: The application's authoring tools are subject to the same 24 hour session timeout.
<u><a href="#">2.2.2 Pause, Stop, Hide</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application does not use any automatically updated parts of a view/page. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not automatically update any elements on the page/view.
<u><a href="#">2.3.1 Three Flashes or Below Threshold</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application does not use any flashing elements. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not use any flashing elements.
<u><a href="#">2.4.1 Bypass Blocks</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>	Web: Supports Electronic Docs: Authoring Tool: Supports	Web: A non-visible link allows users that use assistive technology to skip to the main content of a page. Electronic Docs: Authoring Tool: The authoring tools views/pages use the same elements as the rest of the application.



<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b>2.4.2 Page Titled</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: All pages within the app contain titles that indicate which page the user is using. Electronic Docs: Software: Authoring Tool: The authoring tools views/pages indicate which page the user is using.
<b>2.4.3 Focus Order</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application maintains a logical tab order throughout the site. Electronic Docs: Software: Authoring Tool: The application's authoring tools use a logical tab order.
<b>2.4.4 Link Purpose (In Context)</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application has accessible names for all links, using the aria-label attribute where appropriate. Electronic Docs: Software: Authoring Tool: The application's authoring tools have accessible names for all links, using the aria-label attribute where appropriate.
<b>3.1.1 Language of Page</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application uses the language attribute on the HTML element to specify the default language of a page. Electronic Docs: Software: Authoring Tool: The authoring tools views/pages use the same language elements as the rest of the application.
<b>3.2.1 On Focus</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: When an element in the app receives focus, no content changes occur. Electronic Docs: Software: Authoring Tool: The elements in the application's authoring tools receive focus, no content changes occur.
<b>3.2.2 On Input</b> (Level A) Also applies to:	Web: Supports Electronic Docs:	Web: When the user changes a setting, the context does not change or they are informed of any changes.



Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Authoring Tool: Supports	Electronic Docs: Software: Authoring Tool: When the user changes a setting in the authoring tools, the context does not change or they are informed of any changes.
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The user is informed of any errors for input errors such as invalid data in a field. Electronic Docs: Software: Authoring Tool: When using the application's authoring tools the user is informed of any errors for input errors such as invalid data or empty required fields.
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application uses standard HTML label attributes to provide labels and instructions that are recognized by assistive technology. Electronic Docs: Software: Authoring Tool:
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application uses semantically correct markup for interface elements. The markup is programmatically generated to prevent parsing errors. Electronic Docs: Software: Authoring Tool: The application's authoring tools use standard HTML label attributes to provide labels and instructions that are recognized by assistive technology.
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application uses attributes to describe the identity, operation, and state of user interface elements. Electronic Docs: Software: Authoring Tool: The application's authoring tools use attributes to describe the identity, operation, and state of user interface elements.





## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.4 Captions (Live)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not Applicable	Web: The application does not use any live media.  Electronic Docs: Software: Authoring Tool: The application's authoring tools do not use and live media.
<b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Software: Authoring Tool: Not Applicable	Web: The application does not contain any non-video audio. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not contain any non-video audio.
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application meets the minimum contrast criteria. In cases where a client has chosen a banner color that wouldn't meet the criteria, the banner's text is programmatically changed to meet the criteria. Electronic Docs: Software: Authoring Tool: The application's authoring tools meet the minimum contrast criteria.
<b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application supports the standard zoom capabilities built into modern web browsers and operating systems. Electronic Docs: Software: Authoring Tool: The application's authoring tools support the standard zoom capabilities built into modern web browsers and operating systems.



<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Software: Authoring Tool: Supports</p>	<p>Web: The application does not use any images of text by default. Clients can customize the logo, issuer, and badge images. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not use any images of text by default. Clients can customize the logo, issuer, and badge images.</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports Electronic Docs: Authoring Tool: Supports</p>	<p>Web: The application contains multiple ways to navigate the views/pages; links between pages, a site map, and navigation dropdowns. Electronic Docs: Authoring Tool: The application's authoring tools contain multiple ways to navigate; links between pages, a site map, and navigation dropdowns.</p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Software: Authoring Tool: Supports</p>	<p>Web: The application uses semantically-correct markup for headings and labels. Electronic Docs: Software: Authoring Tool: The application's authoring tools use semantically-correct markup for headings and labels.</p>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Software: Authoring Tool: Supports</p>	<p>Web: The application uses visual changes to elements to indicate the current position of focus. Electronic Docs: Software: Authoring Tool: The application's authoring tools use visual changes to elements to indicate the current position of focus.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Does Not Support Electronic Docs: Software: Authoring Tool: Does Not Support</p>	<p>Web: The application does not support the ability to specify different languages for parts of a page. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not support the ability to specify different languages for parts of a page.</p>



<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Electronic Docs: Authoring Tool:	Web: The same navigation scheme is used across all views/pages within the app. Electronic Docs: Authoring Tool: The same navigation scheme is used across all authoring tool views/pages.
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports Electronic Docs: Authoring Tool: Supports	Web: Elements in the application have the same functionality for all pages. Electronic Docs: Authoring Tool: Elements in the application's authoring tools have the same functionality for all pages.
<b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application provides suggestions for invalid or empty required fields. Electronic Docs: Software: Authoring Tool: The application's authoring tools provide suggestions for invalid or empty required fields.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Software: Authoring Tool: Supports	Web: The application does not include legal commitments or financial transactions. Electronic Docs: Software: Authoring Tool: The application's authoring tools do not include legal commitments or financial transactions.

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

Notes: The application has not been evaluated for WCAG 2.1 Level AAA conformance. **Revised Section 508 Report**



## Revised Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The application uses standard attributes to describe the identity, operation, and state of user interface elements in assistive technologies.
302.2 With Limited Vision	Supports	The application supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	Color is not used without accompanied by textual references, labels, or instructions.
302.4 Without Hearing	Supports	The application does not use audio that would require hearing to be used.
302.5 With Limited Hearing	Supports	The application does not use audio that would require hearing to be used.
302.6 Without Speech	Supports	The application does not require speech input
302.7 With Limited Manipulation	Supports	We do not provide a “manual mode of operation,” we provide a “visual mode of operation.”
302.8 With Limited Reach and Strength	Supports	We do not provide a “manual mode of operation,” we provide a “visual mode of operation.”
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The application does not include features that would assist those with limited language, cognitive, or learning abilities. There is documentation available as well as customer support.



## Chapter 4: [Hardware](#)

Notes: The application is a web software application and is not subject to the requirements of this section.

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The application is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	The application is not considered platform software as defined by Section 508.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The application uses standard HTML and WAI-ARIA attributes to ensure that role, states, properties, boundary, name, and descriptions are compatible with assistive technologies.
502.3.2 Modification of Object Information	Supports	The application uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.3 Row, Column, and Headers	Supports	The application uses standard HTML attributes and the ARIA grid role to define table structure and relationships, including column and row headers, to assistive technologies.
502.3.4 Values	Supports	The application uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Supports	The application uses standard HTML or ARIA object roles for maximum compatibility with assistive technologies.



502.3.6 Label Relationships	Supports	The application uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to assistive technologies. This includes the use of “<label>” and “aria-labelledby” attributes.
502.3.7 Hierarchical Relationships	Supports	The application uses standard HTML markup to express hierarchical relationships.
502.3.8 Text	Supports	The application renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	The application’s authoring tools allow modification of the author’s text.
502.3.10 List of Actions	Supports	The application uses standard HTML or ARIA object attributes to facilitate the use of assistive technologies.
502.3.11 Actions on Objects	Supports	The application uses standard HTML or ARIA object attributes for maximum compatibility with assistive technologies.
502.3.12 Focus Cursor	Supports	The application uses visual changes to elements to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	The application uses standard HTML elements with standard cursor controls for user input at the operating system level and with assistive technology.
502.3.14 Event Notification	Supports	Event notifications, including alerts, errors, and information, are compatible with assistive technologies.
502.4 Platform Accessibility Features	Not Applicable	The application is not considered platform software as defined by Section 508.
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required



503.2 User Preferences	Supports	The application respects user preferences such as page magnification, high contrast, etc.
503.3 Alternative User Interfaces	Does Not Support	The application does not provide an alternative user interface that can be used as assistive technology.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The application does not contain audio or video components.
503.4.2 Audio Description Controls	Not Applicable	The application does not contain audio or video components.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The application does not contain format conversion functionality.
504.2.2 PDF Export	Supports	The application supports the export of certificates as PDF files.
504.3 Prompts	Supports	The application prompts the user to author content that conforms to the WCAG AA criteria.
504.4 Templates	Supports	The application does not use templates for authoring content.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	The application does not include functionality that requires accessibility-specific instructions.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section



602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	The application does not provide support documentation in non-electronic format.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The application's knowledge base is handled by 3rd party software ( <a href="#"><u>Hubspot</u></a> ).
603.3 Accommodation of Communication Needs	Supports	The applications support services include, email, ticket creation via a web form, and video and/or phone support.

