



Web Content Accessibility Guidelines

FireLight Guide

The logo for firelight, featuring the word "firelight" in a lowercase, sans-serif font. A small orange hexagon is positioned to the right of the letter "t".

firelight

WEB CONTENT ACCESSIBILITY GUIDELINES

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1 FireLight Web Content Accessibility Compliance

The FireLight team has been working toward meeting compliance of AA W3C standards for Web Content Accessibility Guidelines (WCAG) version 2.1 over a series of base releases. As of the August 2.21 release, the platform is now AA compliant, with two documented exceptions that will be reviewed for a future release. We will continue to provide options to clients via the CSS and Admin to control how they want to meet the standards.

Currently, there are many areas in FireLight where we allow clients to control the options to meet WCAG standards: CSS, Admin, base functionality, and/or in some cases clients can control options via rules. A few examples controllable via the CSS are font, size, color, contrast, icons, etc. When designing the wizard, clients can use the Admin to add images, create their own text, hover over content, add help content, error messages, rules, etc. Please note that we do not limit when a client changes their settings outside of the acceptable range. When branding is implemented, clients should be aware of WCAG guidelines, so as not to introduce items that violate the standards to remain compliant.

From a base standpoint, W3C standards are used when designing the base system. For example, color has been avoided as being the only means to detect a change (mail icon, counter, bubble), and percent complete, error messages with pop-up to show the full description of the error, tabs to move between fields, etc. The FireLight development team is developing using the proper HTML structure and thinking through the standards as coding is performed.

Additionally, as we add new integrations into base, we consider WCAG in our vendor selection. For example, the service we use for the FireLight Training videos is VIMEO. VIMEO does support loading a transcript for videos as part of the training video. This is an option for firms to enhance our video solution meet these guidelines. FireLight does not mandate that clients load a transcript but because we selected VIMEO, this is an option for a future enhancement for clients.

There are also different UI approaches for Firelight, and each have a different conformance according to the WCAG standards. For example, the Form based UI will be less conformant than Wizard. Many factors in product setup should be taken into consideration when it comes to determining WCAG compliance. Our life quoting solution is not Level AA compliant at this time.

FireLight base has one exception to WCAG adherence that is not currently planned for updates. Currently, the PDFs generated by FireLight are not WCAG compliant. This applies to view/print PDF and the form text displayed during the signing ceremony. In addition, there is a keyboard dialog navigation item that will be evaluated for a future release. In scenarios where a dialog is presented over another dialog, keyboard navigation is hindered for the top dialog.

The FireLight team is using NVDA as a screen reader and a Chrome extension, Siteimprove, to evaluate and update development items. These tools are being used in conjunction with the Web Content Accessibility Guidelines version 2.1 to reach the desired compliance level.

2 Conformance Level Targets A, AA and AAA

2.1 General Enhancement Plan

Each accessibility guideline is established to promote user success while navigating Web content. The Base FireLight Application has been enhanced to include accessibility improvements for users with the 2.20 and 2.21 releases. Enhancements in 2.20 ensured Level A accessibility compliance, with the exception of full keyboard navigation. The 2.21 release included the Level A keyboard navigation enhancements as well as meeting our goal of Level AA compliance in accordance with the WCAG version 2.1, with two exceptions (See 2.2 and 2.3). In the next year, our desired end state is to reach full Level AA compliance by eliminating the current exceptions.

2.2 Level A

Enhancements for Level A were part of the Base FireLight 2.20 release for FireLight Application. The 2.21 Base Release also includes enhancements for keyboard navigation to complete the Level A compliance efforts. The exception to keyboard compliance is a scenario when a dialog is presented on top of another dialog. In this instance, keyboard accessibility does not provide navigation to the top dialog and requires a mouse click to proceed. This exception will be evaluated for enhancements to adhere to WCAG version 2.1 compliance in a future release. Future enhancement considerations will be evaluated for the Base FireLight Admin and FireLight Access Admin.

2.3 Level AA

Enhancements for Level AA are part of the Base FireLight 2.21 release for FireLight Application. An exception to Level AA compliance is PDFs generated by FireLight in the

view/print PDF and form text displayed during the signing ceremony. There are currently no planned release updates for the PDF WCAG compliance. Considerations for Base FireLight Admin and FireLight Access Admin will be evaluated to determine if future updates will be made to reach Level AA compliance. Our life quoting solution is not currently Level AA.

2.4 Level AAA

Currently there is no planned expectation to update FireLight platforms to reach Level AAA compliance.

3 Web Content Accessibility Principle: Perceivable

3.1 WCAG Guideline 1.1: Text Alternatives

Text alternatives are available to the user, ie: speech, symbols, simpler language, etc.

3.1.1 WCAG 1.1.1 Non-Text Content (Level A)

Any non-text content provided to the user has alternatives. There are some exceptions to this guideline. Controls, Input, Time-Based Media, Test, Sensory, CAPTCHA, Decorating, Formatting, etc: A name and/or descriptions are provided to describe the purpose.

- **Base FireLight:**
 - Images updated to contain “alt” & “title” attributes
 - “Title” and “aria-labels” used for text boxes
 - “<H1>” used for page heading
 - Time-Based Media is not used in FireLight
 - CAPTCHA is not used in FireLight
- **Client Controls/Customization Settings:**
 - Input fields were updated to include “Help Text” in the Form Designer and “Text” fields for the Wizard Designer.
 - CSS Styling utilized when necessary

3.2 WCAG Guideline 1.2: Time-Based Media

Text alternatives provide descriptions of the non-text content.

3.2.1 WCAG Guideline 1.2.1: Audio-only and Video-Only (Pre-recorded) (Level A)

Training videos are available on FireLight through the Admin Help.

- **Base FireLight: N/A**
- **Client Controls/Customization Settings:**
 - Text versions of the training videos are available to clients, if desired.
 - Clients can contact their Project Manager to add video versions with open caption text transcript.

3.2.2 WCAG Guideline 1.2.2: Captions (Pre-recorded) (Level A)

Pre-recorded audio contains captions, except when it represents a text alternative and is clearly labeled.

- **Base FireLight: N/A**
- **Client Controls/Customization Settings:**
 - Text versions of the training videos are available to clients, if desired.
 - Clients can contact their Project Manager to add video versions with open caption text transcript.

3.2.3 WCAG Guideline 1.2.3: Audio Description or Media Alternative (Pre-recorded) (Level A)

Pre-recorded audio contains an audio description of the pre-recorded video content, except when it represents a text alternative and is clearly labeled.

- **Base FireLight: N/A**
- **Client Controls/Customization Settings:**
 - Text versions of the training videos are available to clients, if desired.
 - Clients can contact their Project Manager to add video versions with open caption text transcript.

3.2.4 WCAG Guideline 1.2.4: Captions (Live) (Level AA)

Live audio and synchronized media contain live captions.

- **Base FireLight: N/A**
 - FireLight does not provide live audio.
- **Client Controls/Customization Settings: N/A**

3.2.5 WCAG Guideline 1.2.5: Audio Description (Pre-recorded) (Level AA)

Audio descriptions are provided for all pre-recorded content.

- **Base FireLight: N/A**
- **Client Controls/Customization Settings:**

- Text versions of the training videos are available to clients, if desired.
- Clients can contact their Project Manager to add video versions with open caption text transcript.

3.3 WCAG Guideline 1.3: Adaptable

Content is presented in different ways without losing information or structure. An example of this would be a simpler layout.

3.3.1 WCAG Guideline 1.3.1: Info and Relationships (Level A)

Information, relevant structure and relationships are available in text or easily determined programmatically.

- **Base FireLight:**
 - Options are currently available that do not rely solely on shape, color, size, visual location, orientation or sound.
- **Client Controls/Customization Settings:**
 - On Wizard and Forms, Clients can word their questions in a manner that meets this standard. We do not force the question layout or question wording.

3.3.2 WCAG Guideline 1.3.2: Meaningful Sequence (Level A)

Sequence throughout the Web page is logical to the user.

- **Base FireLight:**
 - Sequence of standard Base items on the page are in logical order.
- **Client Controls/Customization Settings:**
 - Clients can use Admin settings by navigating to “Activities” to re-order activities (by using Rank Order) to conform to logical sequence.

3.3.3 WCAG Guideline 1.3.3: Sensory Characteristics (Level A)

Understanding the page does not rely on color, shape, size, etc.

- **Base FireLight:**
 - Options are currently available that do not rely solely on shape, color, size, visual location, orientation or sound.
- **Client Controls/Customization Settings:**
 - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

3.3.4 WCAG Guideline 1.3.4: Orientation (Level AA)

View and operation are not restricted to a single display view, such as portrait or landscape, unless it is essential to the content being provided.

- **Base FireLight:**
 - When the size/orientation causes the page display to be changed in such a way where the complete menu is no longer able to be displayed, the menu bar will collapse into a vertical menu in lieu of a horizontal menu.
- **Client Controls/Customization Settings:**
 - N/A

3.3.5 WCAG Guideline 1.3.5: Identify Input Purpose (Level AA)

Input fields are clearly defined to the user what information is required. This clarity allows the browser to auto-fill personal information as desired, or assistive technology to display icons to the user, such as a telephone icon for phone number or birthday cake for date of birth.

- **Base FireLight:**
 - Base FireLight allows for pre-fill of data by the browser.
- **Client Controls/Customization Settings:**
 - Clients can assist with this by ensuring any forms and/or wizards are clearly defined for each field for data collection.

3.4 WCAG Guideline 1.4: Distinguishable

Content is easy to separate from background; users can see and hear content.

3.4.1 WCAG Guideline 1.4.1: Use of Color (Level A)

Information is not conveyed by use of color only.

- **Base FireLight:**
 - Color is currently not the only means to convey information. Base FireLight has errors with pop-ups, inline, and special characters as part of the message.
 - Clients have requested a way to use rules to show a special character and then an error message. This is on our wish list for revamping validations.
- **Client Controls/Customization Settings:**
 - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

3.4.2 WCAG Guideline 1.4.2: Audio Control (Level A)

Audio does not play for more than 3 seconds without allowing a way to pause, stop the video or control the volume. The volume control for the audio is separate from the overall system volume.

- **Base FireLight:**
 - Training videos are available throughout Base FireLight when the user Admin Group settings are selected for Training. Users can control the video and volume within Vimeo, outside of the main system volume.
- **Client Controls/Customization Settings:**
 - Clients can choose to activate Training videos in FireLight Admin, Groups, App, Menu Options, Enable Training. When this setting is active, the user can control when/if they watch the training video(s) available.

3.4.3 WCAG Guideline 1.4.3: Contrast (Minimum) (Level AA)

Text and images of text have a contrast ratio of at least 4:5:1 for visual presentation, with exceptions including:

- Large Text: Contrast ratio of at least 3:1 for large-scale text and images of large-scale text
- No contrast requirement:
 - Incidental-Text or images of text that are pure decoration, part of an inactive user interface component, not visible or part of a picture that contains significant other visual content
 - Logotypes-Text as part of a brand name or logo
- **Base FireLight:**
 - Base FireLight has been evaluated for color contrast to ensure the minimum contrast requirements are met.
- **Client Controls/Customization Settings:**
 - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.
 - Due to some client CSS styling, color contrast was not able to be sufficiently updated in certain scenarios where it would cause the contrast to be unreadable due to background color. Clients may work with the FireLight Integration team to adjust custom colors as desired.

3.4.4 WCAG Guideline 1.4.4: Resize Text (Level AA)

Text can be re-sized up to 200 percent without loss of content or functionality, excluding captions and images of text.

- **Base FireLight:**
 - When the size/orientation causes the page display to be changed in such a way where the complete menu is no longer able to be displayed, the menu bar will collapse into a vertical menu in lieu of a horizontal menu.
- **Client Controls/Customization Settings:**
 - N/A

3.4.5 WCAG Guideline 1.4.5: Images of Text (Level AA)

Text should be used in lieu of a text image when possible. If this cannot be achieved without interfering with guideline 1.4.4, a text image may be used. The user should have the ability to customize the text image by adjusting the font size, foreground, background, font style/family, line spacing or alignment.

- Exceptions: Text that is part of a picture containing significance other than visual content, such as a graph, screenshot or diagram
- **Base FireLight:**
 - Text is used in lieu of text images.
- **Client Controls/Customization Settings:**
 - N/A

3.4.6 WCAG Guideline 1.4.10: Reflow (Level AA)

When a browser window is re-sized, the content should be adjusted to reflow; enabling reading without the need to scroll to reveal lines that are cutoff by increasing the screen size. The page would be responsive to prevent horizontal and vertical scrolls at the same time; the site would collapse down into one column.

- **Base FireLight:**
 - System wide, this is not supported at this time.
- **Client Controls/Customization Settings:**
 - Clients have the option to embed a wizard that is designed to be responsive or compliant.

3.4.7 WCAG Guideline 1.4.11: Non-text Contrast (Level AA)

Visual contrast ratio is at least 3:1 against adjacent colors. This requirement allows for controls and graphics to be visually distinguishable.

- **Base FireLight:**
 - Base contrast has been evaluated and updated to match the 3:1 non-text contrast requirement.
- **Client Controls/Customization Settings:**
 - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

3.4.8 WCAG Guideline 1.4.12: Text Spacing (Level AA)

Text style properties can be changed by the user to improve reading experience without changing any other style properties, experiencing content loss or functionality.

- Text changes can be adjusted within these parameters:
 - Line height/spacing to at least 1.5 times the font size
 - Paragraph spacing to at least 2 times the font size
 - Letter spacing to at least 0.12 times the font size
 - Word spacing to at least 0.16 times the font size
- **Base FireLight:**
 - Base has been evaluated and updated to allow for text style properties to be changed without changing other style properties or losing content.
- **Client Controls/Customization Settings:**
 - Clients can use CSS styling to customize their platform view, so this is not enforced by Base FireLight when custom CSS styles are used.

3.4.9 WCAG Guideline 1.4.13: Content on Hover or Focus (Level AA)

Content that appears and disappears upon hover or with keyboard focus can lead to accessibility issues. The design of the hover and focus must be dismissible, hover-able and persistent.

- Dismissible-Additional content does not interfere with the view or operation of the page content and allows for a way to also dismiss via keyboard.
- Hover-able-Text can be viewed without keeping focus on the trigger point for hover text; the mouse pointer can be moved from the trigger to the new content. The additional content should overlap or be placed adjacent to the target.
- Persistent-Content remains visible once it appears until the user removes hover or focus, user dismisses the additional content or information in the additional content becomes invalid.
- **Base FireLight:**
 - Messages within FireLight are persistent, dismissible and hover-able.

- Tool tips, Placeholder text can be used to designate additional information.
- **Client Controls/Customization Settings:**
 - Tool tips, Placeholder text should be used to portray additional text to customers.

4 Web Content Accessibility Principle: Operable

4.1 WCAG Guideline 2.1 Keyboard Accessible

Ability to navigate Web page using only keyboard keys (using tab/enter/spacebar/arrow keys) or a built-in keyboard, as on a mobile device or tablet

4.1.1 WCAG Guideline 2.1.1 Keyboard (Level A)

System can be navigated using keyboard controls, without a mouse

- **Base FireLight:**
 - Keyboard navigation is now present throughout Base FireLight Application, with an exception to areas of the system where a dialog window is presented on top of another dialog. In this scenario, the keyboard navigation becomes unusable on the top dialog. A mouse click is required to continue navigation in this instance. We are evaluating this for a future release.
 - Calendar Controls are not able to be tabbed through with keyboard control. This is a third-party component, so this limitation is not able to be prevented or changed by the FireLight team. However, dates may be keyed manually using the keyboard, if desired.
- **Client Controls/Customization Settings:**
 - N/A

4.1.2 WCAG Guideline 2.1.2 No Keyboard Trap (Level A)

All areas of the Web page are accessible using a keyboard, the user does not get “stuck” in an activity without a way to exit via keyboard.

- **Base FireLight:**
 - Keyboard navigation is now present throughout Base FireLight Application, with an exception to areas of the system where a dialog window is presented on top of another dialog. In this scenario, the keyboard navigation becomes unusable on the top dialog. A mouse click is required to continue navigation in this instance. We are evaluating this for a future release.

- Calendar Controls are not able to be tabbed through with keyboard control. This is a third-party component, so this limitation is not able to be prevented or changed by the FireLight team. However, dates may be keyed manually using the keyboard, if desired.
- **Client Controls/Customization Settings:**
 - N/A

4.1.3 WCAG Guideline 2.1.4 Character Key Shortcuts (Level A)

Character key shortcuts are disabled, allow for user to disable shortcuts or an alternate control is provided

- **Base FireLight:**
 - Key Shortcuts are not used for Base FireLight Application.
- **Client Controls/Customization Settings:**
 - N/A

4.2 WCAG Guideline 2.2 Enough Time

Users are required to be provided with sufficient time to complete an action or have a way to extend the time limit.

4.2.1 WCAG Guideline 2.2.1 Timing Adjustable (Level A)

Time limits of activities can be adjusted by users.

- **Base FireLight:**
 - The only activity featuring a time-out/time limit is the user session. Due to security measures, the time-out functionality cannot be changed by a user due to inactivity. All other activities within FireLight Application are not time based.
- **Client Controls/Customization Settings:**
 - N/A

4.2.2 WCAG Guideline 2.2.2 Pause, Stop, Hide (Level A)

Any activity that begins automatically (moves, blinks or scrolls) and lasts longer than five seconds is able to be paused, stopped or hidden.

- **Base FireLight:**

- No actions are present on FireLight that move, blink or flash. All toast/pop-up messages are presented and stay on the screen in a still state until the user takes action to close the message.
- **Client Controls/Customization Settings:**
 - N/A

4.3 WCAG Guideline 2.3 Seizures and Physical Reactions

Content is not designed in a way that is known to cause seizures or physical reactions.

4.3.1 WCAG Guideline 2.3.1 Three Flashes or Below Threshold (Level A)

- **Base FireLight:**
 - Does not apply; FireLight is not designed with flashes or any other way that is known to cause seizures or physical reactions.
- **Client Controls/Customization Settings:**
 - N/A

4.4 WCAG Guideline 2.4 Navigable

Users can easily navigate the Web page.

4.4.1 WCAG Guideline 2.4.1 Bypass Blocks (Level A)

Users can bypass repeated content blocks on multiple Web pages.

- **Base FireLight:**
 - Any repeated content blocks existing in Base FireLight Application are relevant and necessary to the design and navigation. FireLight is designed for the main content and controls to always be in view.
- **Client Controls/Customization Settings:**
 - Clients can use Forms and/or Wizard Designer to pre-fill multiple fields with the same data items to reduce redundancy. Design of Client Wizards should be considered with this concept in mind; pages should be designed with the main page controls in view whenever possible.

4.4.2 WCAG Guideline 2.4.2 Page Titled (Level A)

Pages are properly titled with a specific topic or contain a purpose.

- **Base FireLight:**
 - FireLight currently contains properly titled pages for each area of navigation.

- **Client Controls/Customization Settings:**

- N/A

4.4.3 WCAG Guideline 2.4.3 Focus Order (Level A)

Navigation provides meaning with focus on the item selected.

- **Base FireLight:**

- Focus is displayed from left to right across the page when using keyboard navigation.
- Focus is evident for the option the user is navigating to.
- There are additional enhancements required for all areas of each page to be navigable by keyboard, but we have begun this process and will complete in a future release.

- **Client Controls/Customization Settings:**

- Clients should evaluate Forms and/or Wizard Designer for tab order to ensure it is apparent and meaningful.

4.4.4 WCAG Guideline 2.4.4 Link Purpose (In Context) (Level A)

Links are properly defined by meaningful text without the need for additional detail.

- **Base FireLight:**

- Links are currently meaningful and apparent for navigation

- **Client Controls/Customization Settings:**

- N/A

4.4.5 WCAG Guideline 2.4.5 Multiple Ways (Level AA)

Users can navigate the site using multiple navigation options that best fit their preference.

- **Base FireLight:**

- Pages can be navigated using buttons, search tools are available, links between processes are provided to allow for sequential movement, other pages can be accessed from activities

- **Client Controls/Customization Settings:**

- Clients can setup forms and wizards in a process that makes sense to flow from one page to the next
- Activities can be setup with Next Activity options for smooth user flow
- Activities can be ranked to display in a customized/logical order in the Admin tool

4.4.6 WCAG Guideline 2.4.6 Headings and Labels (Level AA)

Headings and labels are not required, but when they are present, they provide clear, descriptive information to the user.

- **Base FireLight:**
 - Headings and labels have been evaluated and updated as necessary.
- **Client Controls/Customization Settings:**
 - N/A

4.4.7 WCAG Guideline 2.4.7 Focus Visible (Level AA)

When a keyboard is used to navigate, the focus is visible by providing a distinguished border around the field. If a text field is available, the user can distinguish ability to type text by a vertical cursor/line or replace text when the text in the field is highlighted.

- **Base FireLight:**
 - Keyboard navigation has been evaluated and provides visible focus on the field to the user.
- **Client Controls/Customization Settings:**
 - N/A

4.5 WCAG Guideline 2.5 Input Modalities

Multi-point controls present on a Web page provides an alternative selection to be compatible with assistive technologies.

4.5.1 WCAG Guideline 2.5.1 Pointer Gestures (Level A)

Any navigation requiring the user to perform multi-point actions (such as a pinch gesture to zoom in and out or slider movement) provides an alternative for assistive technologies.

- **Base FireLight:**
 - FireLight does not currently contain multi-point actions.
- **Client Controls/Customization Settings:**
 - N/A

4.5.2 WCAG Guideline 2.5.2 Pointer Cancellation (Level A)

Any selection on a Web Page can be cancelled.

- **Base FireLight:**
 - Selections on each page allow for confirmation or cancellation option.

- **Client Controls/Customization Settings:**

- N/A

4.5.3 WCAG Guideline 2.5.3 Label in Name (Level A)

Text labels match the text spoken by screen readers for users to clearly understand the navigation.

- **Base FireLight:**

- Images updated to contain “alt” & “title” attributes
- “Title” and “aria-labels” used for text boxes
- “<H1>” used for page heading

- **Client Controls/Customization Settings:**

- Input fields should be updated to include “Placeholder Text” when possible. “Text” should be added for Wizards in the Designer, “Help Text” should be utilized for Forms in the Designer. This will allow Windows Narrator to read those values as title text.
- CSS Styling utilized when necessary

4.5.4 WCAG Guideline 2.5.4 Motion Actuation (Level A)

When motion is used to perform an action with the help of assistive technologies (such as shaking, tilting, etc.) controls are present to navigate in lieu of the motion.

- **Base FireLight:**

- Firelight does not use motion to determine an action. Controls are present to perform navigation.

- **Client Controls/Customization Settings:**

- N/A

5 Web Content Accessibility Principle: Understandable

5.1 WCAG Guideline 3.1 Readable

All text content throughout the Web page is readable and understandable.

5.1.1 WCAG Guideline 3.1.1 Language of Page (Level A)

The native language can be programmatically determined and set for the Web page.

- **Base FireLight:**

- The native language of FireLight is set to English, but Localization settings are available to change the language of the Web page to Spanish or French.
- **Client Controls/Customization Settings:**
 - Clients can control the Localization settings via the FireLight Admin, Organization Settings, Organization, Localization.

5.1.2 WCAG Guideline 3.1.2 Language of Parts (Level AA)

Each passage or phrase in the content can be determined.

- **Base FireLight:**
 - The native language of FireLight is set to English, but Localization settings are available to change the language of the Web page to Spanish or French.
- **Client Controls/Customization Settings:**
 - Clients can control the Localization settings via the FireLight Admin, Organization Settings, Organization, Localization.

5.2 WCAG Guideline 3.2 Predictable

Operation of the Web page is predictable in appearance and operation, consistent behavior is present across pages.

- **Base FireLight:**
 - FireLight currently behaves in a consistent manner/color scheme/operation order across all Web pages.
- **Client Controls/Customization Settings:**
 - Clients should evaluate Forms and/or Wizard Designer to ensure each field of the same information/value is consistently setup.

5.2.1 WCAG Guideline 3.2.1 On Focus (Level A)

Actions are not automatically performed when a component receives focus.

Base FireLight:

FireLight Application does not have components with automatic actions; the user is required to perform an action, such as clicking on the component.

Client Controls/Customization Settings:

N/A

5.2.2 WCAG Guideline 3.2.2 On Input (Level A)

Actions are not automatically performed when a component receives focus.

- **Base FireLight:**
 - FireLight Application does not have components that change with focus; the user is required to perform an action, such as clicking on the component.
- **Client Controls/Customization Settings:**
 - N/A

5.2.3 WCAG Guideline 3.2.3 Consistent Navigation (Level AA)

Navigation is consistent throughout the web pages with consistent presentation and layout for repeated content. Examples: Search controls are consistently located, navigation menus expand, “skip navigation” link is consistently placed, etc.

- **Base FireLight:**
 - No enhancements required
 - Skip to Navigation link is consistently located with keyboard navigation.
 - FireLight menu bar is in the same location with the same order of applicable options for the page displayed.
- **Client Controls/Customization Settings:**
 - N/A

5.2.4 WCAG Guideline 3.2.4 Consistent Identification (Level AA)

Consistent labeling of items across pages to provide a predictable experience. Examples: Icons with similar functions, buttons that are the same must provide the same aria-label names so the buttons featuring the same text are announced the same by assistive technologies.

- **Base FireLight:**
 - Consistent icons for identification of functionality is persistent across FireLight.
- **Client Controls/Customization Settings:**
 - N/A

5.3 WCAG Guideline 3.3 Input Assistance

Errors are reduced or eliminated with guidance to correct mistakes throughout entries on the Web page.

5.3.1 WCAG Guideline 3.3.1 Error Identification (Level A)

Errors are easily identified and described using text throughout the Web page.

- **Base FireLight:**
 - Required fields, error messages, toast messages, etc. are provided on Base FireLight to enhance user visibility of errors.
- **Client Controls/Customization Settings:**
 - Tools are provided in the Admin settings of Base FireLight to reduce or eliminate errors. Forms and Wizards can be updated with required fields, Help Text, Text and Placeholder Text.
 - “Help Text” is the title attribute in the Wizard Designer, “Text” is the title attribute in the Forms Designer. Clients are required to enter text in these fields throughout Forms and Wizards to allow Windows Navigator to read the fields to meet the Level A Compliance.
 - Rules can also be written to assist user with data entry.

5.3.2 WCAG Guideline 3.3.2 Labels or Instructions (Level A)

Labels or any instructions are short, easy to understand with formatted fields to guide the user for correct entry. Example: U.S. Phone Number is expected to be entered, so entry format is displayed as “() ____-____”.

- **Base FireLight:**
 - ‘Font’ tags are no longer used to create changes in typography
- **Client Controls/Customization Settings:**
 - Span and CSS styles should be used to create changes in typography
 - “Placeholder Text” should be added when possible. “Text” should be entered for Wizard and “Help Text” should be entered for Forms to allow Windows Narrator to read the fields as the title attributes.
 - Masks and Formatting should be used when possible.

5.3.3 WCAG Guideline 3.3.3 Error Suggestion (Level AA)

Suggestions are provided to the user when an input error is detected unless it jeopardizes the security or purpose of the content.

- **Base FireLight:**
 - FireLight provides a way for required fields to be identified when they are omitted by the user.
 - Errors are easily identified and explained to the user.

- **Client Controls/Customization Settings:**
 - Clients can determine required fields in the form and wizard setup.

5.3.4 WCAG Guideline 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)

When web pages process legal commitments or financial transactions to occur for the user, there is a way to modify or delete the transaction.

- Reversible
 - Submissions can be reversed
- Checked
 - Data entered can be checked by the user and provided an opportunity for correction
- Confirmed
 - User is provided a way to review, confirm and correct information prior to finalizing submission
- **Base FireLight:**
 - FireLight provides a review process by the user prior to submission.
 - Submissions, such as a client signature, can be reversed.
 - Submissions by an agent can be reviewed and/or rejected by a reviewer, based on organization reviewer settings.
 - A window is presented to the user prior to submission to confirm.
- **Client Controls/Customization Settings:**
 - Organizations can setup reviewers and review queues.
 - Review can be setup for pre and post signature.
 - Review can also be setup for post submission.

6 Web Content Accessibility Principle: Robust

6.1 WCAG Guideline 4.1 Compatible

Development is completed to maximize compatibility with assistive technologies.

6.1.1 WCAG Guideline 4.1.1 Parsing (Level A)

Development has elements with complete start and end tags, no duplicate attributes, IDs are unique when possible and elements are nested accordingly.

- **Base FireLight:**

- Base FireLight developers have reviewed, identified and updated any duplicate/missing elements, attributes and IDs.
- **See Resource Section 7.1.4** for detailed documentation containing updated fields.
- **Client Controls/Customization Settings:**
 - Clients may be required to update any Automated testing or Embedded items impacted by the changes identified.

6.1.2 WCAG Guideline 4.1.2 Name, Role, Value (Level A)

Interface components contain names and roles that can be programmatically determined. This includes, but is not limited to form elements, links and script generated components.

- **Base FireLight:**
 - Base FireLight developers have reviewed, identified and updated any duplicate/missing elements, attributes and IDs.
 - **See Resource Section 7.1.4** for detailed documentation containing updated fields.
- **Client Controls/Customization Settings:**
 - Clients may be required to update any Automated testing or Embedded items impacted by the changes identified.

6.1.3 WCAG Guideline 4.1.3 Status Messages (Level AA)

Status messages are announced to the user by assistive technologies, such as a screen reader. Example: Using the Search button and 5 results are returned. The screen reader would announce to the user, "5 results returned".

- **Base FireLight:**
 - FireLight has been enhanced with the ability for screen readers to announce status messages.
- **Client Controls/Customization Settings:**
 - N/A

7 Resources

Detailed information can be found using the resources provided for Web Content Accessibility, as well as tools for testing and review. The sources listed below were used by the internal FireLight Product, Development and QE teams for research, evaluation, development updates and testing.

7.1 Web Content Accessibility Guidelines

The Web Content Accessibility Guidelines with detailed information for each guideline can be found at: <https://www.w3.org/WAI/standards-guidelines/>

7.2 Siteimprove

Siteimprove is a Google Chrome extension that can be added for free to the Chrome browser. This tool provides insight on areas of the Web page that are not in compliance with the Web Content Accessibility Guidelines, or items that may need to be manually reviewed for compliance. Each compliance level can be reviewed using this free extension.

7.3 axe DevTools by deque

A free browser extension, similar to Siteimprove, that allows a section of code to be isolated on a page to review for compliance standards.

<https://www.deque.com/axe/>

7.4 NVDA-provide link

NVDA is a screen reader available as a free download or by donation from NV Access. This tool has been found to be more successful than Windows Narrator. Testing was performed based on this tool in conjunction with Google Chrome as research suggested this tool's performance rated higher than Windows Narrator.

<https://www.nvaccess.org/download/>

7.5 Windows Narrator

Windows Narrator is a standard tool available on Windows based devices. This option, located in Windows Settings, is often used by individuals who require accessibility assistance. Any user can turn the Narrator function on for information to be read aloud. Support for this tool was found to be problematic. High level testing was performed using this tool and is not recommended for FireLight usage.

7.6 FireLight Development Documentation

Documentation has been provided by the Base development team to detail the specific changes to the elements, attributes, headers, font tags, etc.

Please review the document in detail to determine if any of these values impact your organization.

Level A



WCAG-Elements_3-
11-2021.xlsx


Level AA



WCAG Dev
Changes for 2.21.pdf



WCAG-ColorContra
st.xlsx

NOTE: If you download this guide, the .pdf and .xlsx files are attached. Using Acrobat Reader DC, open the guide. In the left navigation pane of the guide, click  to open **Attachments**. Click a file name to open the file.