

Labvanced Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Labvanced

Report Date: 2020-08-16

Product Description: Online platform for creating and running psychological experiments

Contact Information: contact@labvanced.com

Notes: Our platform is build around the idea of making web research easy and accessible

Evaluation Methods Used: Testing is based on general product knowledge.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	(Yes / No)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Controls have descriptions. Time-based media has text description; no sensory content; no CAPTCHAs used. Electronic Docs: Descriptive captions used for screenshots.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web: Alternative formats are up to the author. Supports the option to control alternatives to video /audio presentation. Electronic Docs: Descriptions how to include video and audio martial</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Electronic Docs: Supports</p>	<p>Electronic Docs: Tutorial videos are captioned.</p>
<p><u>1.2.3 Audio Description or Media Alternative</u></p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>(Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Authoring Tool: Supports:</p>	<p>Web: Supports the option to use audio descriptions or alternative media</p>
<ul style="list-style-type: none"> • 1.3.1 Info and Relationships (Level A) <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) <p>12.2.4 (Support Docs)</p>	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Information structure presented in a format to make it possible to determine relationships and sequences. Electronic Docs: Structure and relationships expressed through standard hierarchical headings and ordering.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Content is presented in a logical order. Electronic Docs: Content is presented in a logical order.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Color, shape, and location of content is not relied upon. No sound is used. Electronic Docs: Color, shape, and location of content is not relied upon.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Color is not relied upon. Electronic Docs: No color is used in the text.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Audio elements can be created. Electronic Docs: No audio only content.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: All navigation and content is keyboard-accessible. Electronic Docs: All content is keyboard-accessible.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Standard keyboard exit methods used for navigation and focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		Electronic Docs: Standard keyboard exit methods used for navigation and focus.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Shortcuts overview is listed in study settings menu Electronic Docs: Standard keyboard shortcuts
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: No time limit on content. Electronic Docs: No time limit on content.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: No blinking content, use of scrolling and auto updating content is up to the content creator and can then be see as essential to the application. Electronic Docs: No blinking, moving, scrolling, or auto-updating content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Flashing content only if user creates this on its own, no flashing content Labvanced. Electronic Docs: No flashing content.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) - Does not apply • 11.2.4.1 (Open Functionality Software) - Does not apply • 11.2.4.1 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: collapsible menus used. Electronic Docs: No repeated material</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: All pages have descriptive titles. Electronic Docs: All pages have descriptive titles.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Component focus order is in meaningful order. Electronic Docs: Focus order of any navigation/links to content is in meaningful order.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: All links are appropriately named. Electronic Docs: All links are appropriately named.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: No multipoint gestures used Electronic Docs: No multipoint gestures used</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Down events only created by user action, not used by Labvanced Electronic Docs: No down events used</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Supports Electronic Docs:</p>	<p>Web: Controls have visual and associated labels</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	Electronic Docs: No controls in documents
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: No motion actuation used Electronic Docs: No motion actuation used
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Partially Supports Electronic Docs: Supports	Web: User-generated content, which may be the majority of the content on the page, may be in a different language from the interface language which is only in English. The system will indicate the language of content is the interface language, since it cannot easily determine the language of the user-generated content. Electronic Docs: Documentation is only in English and includes properties to indicate that.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) 	Web: Supports Electronic Docs: Supports	Web: Focus does not launch any scripts, new pages, nor change content. Electronic Docs: No controls so no focus options.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Changes in content do not change context. Electronic Docs: No input controls.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Error message clearly marked and associated with control. Electronic Docs: No input so no possibility of error.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Controls have text labels and associated control information. Electronic Docs: No controls used.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports Electronic Docs:</p>	<p>Web: Valid tag syntax is used. Electronic Docs: Valid tag syntax is used.</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Standard HTML controls are used. Electronic Docs: Standard HTML controls are used.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: No live audio used. Electronic Docs: Caption in how to videos can be turned on.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:	Web: Supports Electronic Docs:	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	Web: No video used. Electronic Docs: All video content is described in the audio track. Authoring Tool:
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Content not restricted to specific display orientation Electronic Docs: Content not restricted to specific display orientation
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Input field associations provided for assistive technologies Electronic Docs: No input fields used
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Web: Supports Electronic Docs: Supports	Web: Minimum contrast guidelines followed. Electronic Docs: Minimum contrast guidelines followed.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 		
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Handled by user agent. Electronic Docs: Handled by viewer software.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) - Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: No images of text used at all. Electronic Docs: No images of text used.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10.1 (Open Functionality Software) 11.1.4.10.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Display reflows to narrow widths for display Electronic Docs: Content reflows with PDF reader</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Content meets required level of contrast Electronic Docs: Content meets required level of contrast</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Uses markup that can support display and functionality when adjusted</p> <p>Electronic Docs: Uses markup that can support display and functionality when adjusted</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Content on hover is available elsewhere in application</p> <p>Electronic Docs: Content on hover is available elsewhere in document</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) - Does not apply • 11.2.4.5 (Open Functionality Software) - Does not apply • 11.2.4.5 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Where possible (much content is the result of a sequential process), users can use toolbar or main page navigation.</p> <p>Electronic Docs: Navigation by heading or sequentially.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs:</p>	<p>Web: Consistent and descriptive headings and labels are</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	used. Electronic Docs: Consistent and descriptive headings and are used.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: Focus on controls visible and handled by user agent. Focus on navigation includes clear boxes around controls. Electronic Docs: No focus-possible controls used.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) - Does not apply • 11.3.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Web: Supports Electronic Docs: Supports	Web: User-generated content on page may be in a different language from the interface language, and the system does not detect which language. Electronic Docs: All content in English.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) - Does not apply • 11.3.2.3 (Open Functionality Software) - Does not apply • 11.3.2.3 (Closed Software) - Does not apply 	Web: Supports Electronic Docs: Supports	Web: Navigation consistent across pages. Electronic Docs: Navigation consistent.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) - Does not apply • 11.3.2.4 (Open Functionality Software) - Does not apply • 11.3.2.4 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Control labeling consistent across pages. Electronic Docs: No controls used.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Error suggestions offered when possible. Electronic Docs: No opportunity for data input.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Confirmation mechanism used. Electronic Docs: No transactions.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Supports Electronic Docs:</p>	<p>Web: No content requires focus Electronic Docs: No content requires focus</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) - Does not apply • 11.4.1.3 (Open Functionality Software) - Does not apply • 11.4.1.3 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Partially Supports	Web: Tutorial videos are not provided with sign language support.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Supports	Web: All explanations in tutorial videos is additionally explained in the text based documentation.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Supports	Web: All explanations in tutorial videos is additionally explained in the text based documentation.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria- Does not apply	Web: Supports	Web: All explanations in tutorial videos is additionally explained in the text based documentation.
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria- Does not apply	Web: Supports	Web: Content purpose can be programmatically determined
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Partially Supports	Web: Some controls may not be at such a high contrast.
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria - Does not apply	Web: Supports	Web: No background audio.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria - Does not apply	Web: Supports	Web: User cannot select colors, however text is not

Criteria	Conformance Level	Remarks and Explanations
		justified, and text can be resized.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Partially Supports	Web: Images of text are used only in a few SVG images that scale with the resolution of the browser window.
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria - Does not apply	Web: Partially Supports	Web: Some Function in the editor will not be accessible with keyboard only
2.2.3 No Timing (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: Timing is not essential.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: No interruptions.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: No Re-authentication.
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria - Does not apply	Web:Supports	Web: User is warned about timeouts
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: No flashes used in Labvanced software
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria - Does not apply	Web:Supports	Web: No animations used
2.4.8 Location (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: Breadcrumbs are used in some places, but not all places due to transactional nature of common use cases.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria - Does not apply	Web:Supports	Web: Links are properly named.
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria - Does not apply	Web:	Web: Section headings are used.
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria - Does not apply	Web:	Web: All targets have an appropriate size
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria - Does not apply	Web:	Web: Input methods do not require special modalities
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria - Does not apply	Web:	Web: Unusual words are not used.
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria - Does not apply	Web:	Web: Abbreviations not used.

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Supported through user agent (screen reader)
4.2.2 Usage with limited vision	Supports	Supported through user agent (screen reader)
4.2.3 Usage without perception of colour	Supports	Color not necessary to use system.
4.2.4 Usage without hearing	Supports	Captions can be used.
4.2.5 Usage with limited hearing	Supports	Captions can be used.
4.2.6 Usage with no or limited vocal capability	Supports	No speech input required.
4.2.7 Usage with limited manipulation or strength	Supports	Supported through user agent.
4.2.8 Usage with limited reach	Supports	Supported through user agent.
4.2.9 Minimize photosensitive seizure triggers	Supports	No such triggers
4.2.10 Usage with limited cognition, language or learning	Not Applicable	Not applicable all users are university students or people with equivalent education
4.2.11 Privacy	Supports	Supported through user agent.

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.2 General	Heading cell - no response required	Heading cell - no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell - no response required	Heading cell - no response required
5.1.3.1 Audio output of visual information	Supports	Visual information not required to use system.
5.1.3.2 Auditory output delivery including speech	Supports	Handled by user agent.
5.1.3.3 Auditory output correlation	Supports	Handled by user agent.
5.1.3.4 Speech output user control	Supports	Handled by user agent.
5.1.3.5 Speech output automatic interruption	Supports	Handled by user agent.
5.1.3.6 Speech output for non-text content	Supports	Handled by user agent.
5.1.3.7 Speech output for video information	Supports	Captions can be used.
5.1.3.8 Masked entry	Supports	Handled by user agent.
5.1.3.9 Private access to personal data	Supports	Handled by user agent.
5.1.3.10 Non-interfering audio output	Supports	Handled by user agent.
5.1.3.11 Private listening volume	Supports	Handled by user agent.
5.1.3.12 Speaker volume	Supports	Handled by user agent.
5.1.3.13 Volume reset	Supports	Handled by user agent.
5.1.3.14 Spoken languages	Supports	Handled by user agent.
5.1.3.15 Non-visual error identification	Supports	Errors displayed as text, audio handled by user agent.
5.1.3.16 Receipts, tickets, and transactional outputs	Supports	Handled by user agent.
5.1.4 Functionality closed to text enlargement	Supports	Text enlargement handled by user agent.
5.1.5 Visual output for auditory information	Supports	Handled by user agent.
5.1.6 Operation without keyboard interface	Heading cell - no response required	Heading cell - no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Supports	See information in 5.1.3.1 through 5.1.3.16
5.1.7 Access without speech	Supports	Input focus may be changed by user.
5.2 Activation of accessibility features	Supports	Handled by user agent.
5.3 Biometrics	Supports	No biometrics required.
5.4 Preservation of accessibility information during conversion	Supports	Handled by user agent.
5.5 Operable parts	Heading cell - no response required	Heading cell - no response required
5.5.1 Means of operation	Supports	Software only - no operable parts.
5.5.2 Operable parts discernibility	Supports	Software only - no operable parts.
5.6 Locking or toggle controls	Heading cell - no response required	Heading cell - no response required
5.6.1 Tactile or auditory status	Supports	Handled by user agent.
5.6.2 Visual status	Supports	Handled by user agent.
5.7 Key repeat	Supports	Handled by user agent.
5.8 Double-strike key acceptance	Supports	Handled by user agent.
5.9 Simultaneous user actions	Supports	Handled by user agent.

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: No two-way voice communication

Criteria	Conformance Level Not Applicable	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	
6.2 Real-time text (RTT) functionality	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level Not Applicable	Remarks and Explanations
6.2.1.1 RTT communication	Not Applicable	
6.2.1.2 Concurrent voice and text	Not Applicable	
6.2.2.1 Visually distinguishable display	Not Applicable	
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	
6.2.2.3 Speaker identification	Not Applicable	
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	
6.2.3 Interoperability	Not Applicable	
6.2.4 RTT responsiveness	Not Applicable	
6.3 Caller ID	Not Applicable	
6.4 Alternatives to voice-based services	Not Applicable	
6.5 Video communication	Heading cell - no response required	Heading cell - no response required
6.5.1 General (informative)	Heading cell - no response required	Heading cell - no response required
6.5.2 Resolution		

Criteria	Conformance Level Not Applicable	Remarks and Explanations
6.5.3 Frame rate	Not Applicable	
6.5.4 Synchronization between audio and video	Not Applicable	
6.5.5 Visual indicator of audio with video	Not Applicable	
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	
6.6 Alternatives to video-based services (advisory only)	Advisory - no response required	Advisory - no response required

Chapter [7: ICT with Video Capabilities](#)

Notes: The only video or audio content provided by Labvanced are video tutorials on Youtube.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell - no response required	Heading cell - no response required
7.1.1 Captioning playback	Not Applicable	
7.1.2 Captioning synchronization	Not Applicable	
7.1.3 Preservation of captioning	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
7.1.4 Captions characteristics	Not Applicable	
7.1.5 Spoken subtitles	Not Applicable	
7.2.1 Audio description playback	Not Applicable	
7.2.2 Audio description synchronization	Not Applicable	
7.2.3 Preservation of audio description	Not Applicable	
7.3 User controls for captions and audio description	Not Applicable	

Chapter 8: [Hardware](#)

Notes: No hardware components.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell - no response required	Heading cell - no response required
8.1.2 Standard connections	Not Applicable	
8.1.3 Colour	Not Applicable	
8.2 Hardware products with speech output	Heading cell - no response required	Heading cell - no response required

Criteria	Conformance Level	Remarks and Explanations
8.2.1.1 Speech volume range	Not Applicable	
8.2.1.2 Incremental volume control	Not Applicable	
8.2.2.1 Fixed-line devices	Not Applicable	
8.2.2.2 Wireless communication devices	Not Applicable	
8.3 Stationary ICT	Heading cell - no response required	Heading cell - no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	
8.3.2.2 Unobstructed low forward reach	Not Applicable	
8.3.2.3.1 Clear space	Not ApplicableNot Applicable	
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	
8.3.2.4 Knee and toe clearance width	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
8.3.2.5 Toe clearance	Not Applicable	
8.3.2.6 Knee clearance	Not Applicable	
8.3.3.1 Unobstructed high side reach	Not Applicable	
8.3.3.2 Unobstructed low side reach	Not Applicable	
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	
8.3.4.1 Change in level	Not Applicable	
8.3.4.2 Clear floor or ground space	Not Applicable	
8.3.4.3.2 Forward approach	Not Applicable	
8.3.4.3.3 Parallel approach	Not Applicable	
8.3.5 Visibility	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
8.3.6 Installation instructions	Not Applicable	
8.4 Mechanically Operable parts	Heading cell - no response required	Heading cell - no response required
8.4.1 Numeric keys	Not Applicable	
8.4.2.1 Means of operation of mechanical parts	Not Applicable	
8.4.2.2 Force of operation of mechanical parts	Not Applicable	
8.4.3 Keys, tickets and fare cards	Not Applicable	
8.5 Tactile indication of speech mode	Not Applicable	

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

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell - no response required	Heading cell - no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x

Criteria	Conformance Level	Remarks and Explanations
		section
10.5 Caption positioning	Not Applicable	No non-web content used.
10.6 Audio description timing	Not Applicable	No non-web content used.

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell - no response required	Heading cell - no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell - no response required	Heading cell - no response required
11.5.1 Closed functionality	Heading cell - no response required	Heading cell - no response required
11.5.2 Accessibility services	Heading cell - no response required	Heading cell - no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	Provided through user agent.
11.5.2.4 Assistive technology	Supports	Uses provide accessibility services.
11.5.2.5 Object information	Supports	Using standard HTML controls.
11.5.2.6 Row, column, and headers	Supports	Using standard HTML controls.
11.5.2.7 Values	Supports	Values listed.
11.5.2.8 Label relationships	Supports	Controls labeled.
11.5.2.9 Parent-child relationships	Supports	Hierarchy clear.
11.5.2.10 Text	Supports	Text determinable.
11.5.2.11 List of available actions	Supports	Actions are listed.
11.5.2.12 Execution of available actions	Supports	Actions may be executed.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.13 Tracking of focus and selection attributes	Supports	Cursor focus clear.
11.5.2.14 Modification of focus and selection attributes	Supports	User may set focus.
11.5.2.15 Change notification	Supports	Event changes clear.
11.5.2.16 Modifications of states and properties	Supports	Allowed when not blocked for security reasons.
11.5.2.17 Modifications of values and text	Supports	Allowed when not blocked for security reasons.
11.6 Documented accessibility usage	Heading cell - no response required	Heading cell - no response required
11.6.1 User control of accessibility features	Supports	Handled by user agent.
11.6.2 No disruption of accessibility features	Supports	Handled by user agent.
11.7 User preferences	Not Applicable.	Underlying platform (user agent) can set these.
11.8 Authoring tools	Heading cell - no response required	Heading cell - no response required
11.8.1 Content technology	Heading cell - no response required	Heading cell - no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	No restructuring of information
11.8.4 Repair assistance	Supports	Repair instructions are given where applicable. User support assists for difficult cases.
11.8.5 Templates	Supports	Templates are provided for all functionalities using best practices.

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell - no response required	Heading cell - no response required
12.1.1 Accessibility and compatibility features	supports	Listed in documentation.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell - no response required	Heading cell - no response required
12.2.2 Information on accessibility and compatibility features	Supports	Information provided as part of documentation.
12.2.3 Effective communication	Supports	End-user support (at university) provides such support.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: No emergency Service Access

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell - no response required	Heading cell - no response required
13.1.2 Text relay services	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
13.1.3 Sign relay services	Not Applicable	
13.1.4 Lip-reading relay services	Not Applicable	
13.1.5 Captioned telephony services	Not Applicable	
13.1.6 Speech to speech relay services	Not Applicable	
13.2 Access to relay services	Not Applicable	
13.3 Access to emergency services	Not Applicable	

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