Zendesk SunCo SDK Android Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: SunCo SDK Android

Report Date: June 2025

Product Description: The Sunshine Conversations SDK is a highly customizable chat embeddable that can be added to any Android app. As of December 1, 2023, the Sunshine Conversations SDKs are in maintenance mode and will not be receiving new features. Bug and security fixes will continue when required. Zendesk recommends that if possible, customers use the Zendesk SDKs for enhancing their messaging experience. These SDKs are regularly updated and improved with new features.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA, Section 508, and EN 301549. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- TalkBack
- Platform specific accessibility features

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.1	Level A – Yes Level AA – Yes Level AAA – No
Web Content Accessibility Guidelines 2.2	Level A – Yes Level AA – Yes Level AAA – No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Decorative non-text content is marked as presentational.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain prerecorded audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria - 9.1.3.2 (Web) - 10.1.3.2 (Non-web document) - 11.1.3.2.1 (Open Functionality Software) - 11.1.3.2.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria - 9.1.4.1 (Web) - 10.1.4.1 (Non-web document) - 11.1.4.1 (Open Functionality Software) - 11.1.4.1 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not include audio that plays automatically.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product does not contain time-limited or time-dependent content.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.1 (Web) - 10.2.4.1 (Non-web document) – Does not apply - 11.2.4.1 (Open Functionality Software) – Does not apply - 11.2.4.1 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria - 9.2.4.2 (Web) - 10.2.4.2 (Non-web document) - 11.2.4.2 (Open Functionality Software) - Does not apply - 11.2.4.2 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	Pages of the product consistently provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pages of the product can be navigated sequentially with a focus order that matches the logical reading order.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not require multipoint or path-based gestures for operation.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not contain functionality that requires device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria - 9.3.1.1 (Web) - 10.3.1.1 (Non-web document) - 11.3.1.1.1 (Open Functionality Software) - 11.3.1.1.2 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	The product ensures that the default human language used on each page can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Help mechanisms occur in the same order relative to other page content in the product.

Criteria	Conformance Level	Remarks and Explanations
[3.3.1 Error Identification](#) (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product does not request redundant user-entered information in multi-step processes.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria - 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) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined. Exceptions include: • Buttons have insufficiently descriptive accessible names, e.g., the Add Media button is announced as "Choose an option". • Messages that can be expanded and collapsed have an improper role and state.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria - 9.1.2.5 (Web) - 10.1.2.5 (Non-web document) - 11.1.2.5 (Open Functionality Software) - 11.1.2.5 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	This success criterion does not apply to non-web software

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include: • Text does not meet the required minimum color contrast ratio with its background, e.g., message timestamp and status gray text on white background and blue link text in messages.

Criteria	Conformance Level	Remarks and Explanations
[1.4.4 Resize text](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Except for logos, the product uses text instead of images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Content triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.

Criteria	Conformance Level	Remarks and Explanations
[2.4.5 Multiple Ways](#) (Level AA) Also applies to: EN 301 549 Criteria - 9.2.4.5 (Web) - 10.2.4.5 (Non-web document) – Does not apply - 11.2.4.5 (Open Functionality Software) – Does not apply - 11.2.4.5 (Closed Software) – Does not apply - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) – Does not apply to non-web software - 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria - 9.2.4.6 (Web) - 10.2.4.6 (Non-web document) - 11.2.4.6 (Open Functionality Software) - 11.2.4.6 (Closed Software) - 11.8.2 (Authoring Tool) - 12.1.2 (Product Docs) - 12.2.4 (Support Docs) Revised Section 508 - 501 (Web)(Software) - 504.2 (Authoring Tool) - 602.3 (Support Docs)	Supports	The product uses headings and labels that describe their topic or purpose. Exceptions include: - The image attachment functions as a button but is announced as "unlabeled".

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	In most instances, the product provides a visible indication of keyboard focus for elements on each page.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	When user interface components receive keyboard focus they are, at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product does not utilize pointer inputs.

Criteria	Conformance Level	Remarks and Explanations
[3.1.2 Language of Parts](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Pages of the product present content in a single language.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	This success criterion does not apply to non-web software.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 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) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product does not require an authentication process.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not generate status messages that are subject to this criterion.

Chapter 3: <u>Functional Performance Criteria</u> (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in: • 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in: • 1.4.3 Contrast (Minimum) • 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Partially Supports	The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in: • 1.4.3 Contrast (Minimum)
302.4 Without Hearing	Supports	The product is usable by people without hearing.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in: • 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in: • 4.1.2 Name, Role, Value

Chapter 4: <u>Hardware</u>

Notes: Not Applicable

Chapter 5: <u>Software</u>

Notes: Not Applicable

Chapter 6: <u>Support Documentation and Services</u>

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities were not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.
603.3 Accommodation of Communication Needs	Supports	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require vision so that users without vision can use screen readers to interact with user interface elements as disclosed in: • 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
4.2.2 Usage with limited vision	Partially Supports	Where the product provides visual modes of operation, it mostly provides features that enable users to make better use of their limited vision as disclosed in: • 1.4.3 Contrast (minimum) • 4.1.2 Name, Role, Value
4.2.3 Usage without perception of colour	Partially Supports	Where the product provides visual modes of operation, it mostly allows at least one mode of operation that does not require user perception of color as disclosed: • 1.4.3 Contrast (minimum)
4.2.4 Usage without hearing	Supports	Where the product provides auditory modes of operation, it allows at least one mode of operation that does not require hearing.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	Where the product provides auditory modes of operation, functions of the product are usable for users with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Where the product requires vocal input from users, functions of the product do not require users to generate vocal output.
4.2.7 Usage with limited manipulation or strength	Supports	Where the product requires manual actions, functions of the product can be used through alternative actions not requiring manipulation, simultaneous action or hand strength
4.2.8 Usage with limited reach	Supports	Where the product requires manual actions, functions of the product can be used through alternative actions not requiring manipulation, simultaneous action or hand strength.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Supports	The product allows for functionality that provides features and/or presentation that makes it simpler and easier to understand, operate and use.
4.2.11 Privacy	Supports	The product maintains user privacy when accessibility features are used.

Chapter 5: [Generic Requirements](#)

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have any closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have any closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have any closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have any closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have any closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have any closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have any closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have any closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.9 Private access to personal data	Not Applicable	The product does not have any closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have any closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have any closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have any closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have any closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The product does not have any closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have any closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have any closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have any closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have any closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have any closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have any closed functionality.
5.2 Activation of accessibility features	Not Applicable	The method of activating the documented accessibility features is accessible.
5.3 Biometrics	Not Applicable	The product does not solely rely on a biological characteristic.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Applicable	The product converts information and preserves all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The product does not have operable parts.
5.5.2 Operable parts discernibility	Not Applicable	The product does not have 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	Not Applicable	The product does not have locking or toggle controls.
5.6.2 Visual status	Not Applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not Applicable	The product does not have a key repeat function.

Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance	Not Applicable	The product does not provide a keyboard or keypad.
5.9 Simultaneous user actions	Not Applicable	The product does not require simultaneous user actions for its operation.

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

Notes: Not Applicable

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

Notes: Not Applicable

Chapter 8: [Hardware](#)

Notes: Not Applicable

Chapter 9: [Web](#) (see [WCAG 2.1 section](#))

Notes:

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

Notes: Not Applicable

Chapter 11: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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	Not Applicable	The product does not implement a custom user interface and does not interact directly with platform accessibility services.
11.5.2.4 Assistive technology	Not Applicable	The product is not assistive technology.
11.5.2.5 Object information	Not Applicable	The product does not include custom user interface components that are programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.6 Row, column, and headers	Not Applicable	The product does not present or generate data tables within its user interface.
11.5.2.7 Values	Not Applicable	The product does not have user interface elements that have values or ranges of values.
11.5.2.8 Label relationships	Not Applicable	The product does not have any user interface components that require programmatically determinable label relationships.
11.5.2.9 Parent-child relationships	Not Applicable	The product does not have complex user interface components that require programmatic parent-child relationships.
11.5.2.10 Text	Not Applicable	The product does not present text directly to users through its own interface.
11.5.2.11 List of available actions	Not Applicable	The product does not have custom user interface objects that support actions beyond standard browser controls.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.12 Execution of available actions	Not Applicable	Security requirements do not permit the available actions of the product's user interface elements to be programmatically executed.
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	The product does not provide a user interface.
11.5.2.14 Modification of focus and selection attributes	Not Applicable	The product lacks text editing capabilities.
11.5.2.15 Change notification	Not Applicable	The product does not include dynamic or interactive user interface components whose state or value changes require programmatic notification.
11.5.2.16 Modifications of states and properties	Not Applicable	None of the product's user interface elements allow users to modify states or properties.
11.5.2.17 Modifications of values and text	Not Applicable	None of the product's user interface elements allow users to modify values or text.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.6.1 User control of accessibility features	Not Applicable	The product is not a platform.
11.6.2 No disruption of accessibility features	Not Applicable	The product does not have documented accessibility features.
11.7 User preferences	Supports	The product's user interface follows the values of the user preferences for applicable platform settings.
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	Not Applicable	The product is not an authoring tool.
11.8.3 Preservation of accessibility information in transformations	Not Applicable	The product is not an authoring tool.
11.8.4 Repair assistance	Not Applicable	The product is not an authoring tool.
11.8.5 Templates	Not Applicable	The product is not an authoring tool.

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	Product documentation was not included in this audit's scope
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 on the accessibility and compatibility features that are mentioned in the product documentation was not included in this audit's scope
12.2.3 Effective communication	Supports	ICT support services were not included in this audit's scope.
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: Not Applicable

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