SynED Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Website and Learning Portal Hosting

Report Date: 09/01/2020

Product Description: Provide customized website and learning portal hosting

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Notes: Web sites and portals are provided as services to our customers. While we try to enforce best practices for visual design and accessibility we are bound to conform with the designs and layouts desired by our customers.

Evaluation Methods Used: Testing was based on general product knowledge and use of Chrome and Firefox browser plugin (aXe). Deviation from the data presented in this report may result from user error, software updates, differing legal jurisdiction, internet browser utilized, device used, or any other alteration, however slight, of the testing environment. SynED does not guarantee that results will be identical in every scenario and is not responsible for any inconsistencies.

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

Standard/Guideline	Included In Report
	Level AA Yes
	Level AAA No
Web Content Accessibility Guidelines 2.1	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 suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	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 2.0 Level AAA.

WCAG 2.x 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.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

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)
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to Joomla CMS and Canvas LMS
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

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)
	Web: N/A
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: N/A
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

1.2.2 Captions (Prerecorded) (Level A)	Web: N/A	Web: N/A

Criteria	Conformance Level	Remarks and Explanations
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)	Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
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)		
[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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
[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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
2.1.1 Keyboard (Level A)	Web: Supports	Web: Integral to Joomla CMS and Canvas LMS

Criteria	Conformance Level	Remarks and Explanations
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)	Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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		
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)		

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
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to Joomla CMS and Canvas LMS
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

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
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to Joomla CMS and Canvas LMS
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

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)
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to base templates and our standards. Subject to customer design specification.
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
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		
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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: N/A Software: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A

Criteria	Conformance Level	Remarks and Explanations
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)	Closed: N/A Authoring Tool: N/A	Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
4.1.1 Parsing (Level A) Also applies to: 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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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) – Not required • 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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to Joomla CMS and Canvas LMS Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

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)	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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)	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: N/A Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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	Authoring Tool: N/A	Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

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)
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to base templates and our standards. Subject to customer design specification.
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

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
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to base templates and our standards. Subject to customer design specification.
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

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)
	Web: Supports
	Electronic Docs: N/A
	Software: N/A
	Closed: N/A
	Authoring Tool: N/A
		Web: Integral to base templates and our standards. Subject to customer design specification.
		Electronic Docs: N/A
		Software: N/A
		Closed: N/A
		Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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		
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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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		
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Web: Supports Electronic Docs: N/A Software: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Authoring Tool: N/A

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	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A
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)	Web: Supports Electronic Docs: N/A Software: N/A Closed: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Software: N/A Closed: N/A

Criteria	Conformance Level	Remarks and Explanations
• 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)		Authoring Tool: N/A
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	Web: Supports Electronic Docs: N/A Authoring Tool: N/A	Web: Integral to base templates and our standards. Subject to customer design specification. Electronic Docs: N/A Authoring Tool: N/A

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 Revised Section 508 – Does not apply	Web: N/A	Web: N/A
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: N/A	Web: N/A

Criteria	Conformance Level	Remarks and Explanations

1.2.8 Media Alternative (Prerecorded) (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.2.9 Audio-only (Live) (Level AAA)
  EN 301 549 Criteria– Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.3.6 Identify Purpose (Level AAA 2.1 only)
  EN 301 549 Criteria– Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.4.6 Contrast (Enhanced) (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.4.7 Low or No Background Audio (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.4.8 Visual Presentation (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

1.4.9 Images of Text (No Exception) (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

2.1.3 Keyboard (No Exception) (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

2.2.3 No Timing (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

2.2.4 Interruptions (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

2.2.5 Re-authenticating (Level AAA)
  EN 301 549 Criteria – Does not apply
  Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

Criteria	Conformance Level	Remarks and Explanations
2.2.6 Timeouts (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.3.2 Three Flashes (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.3.3 Animation from Interactions (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.4.8 Location (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.4.9 Link Purpose (Link Only) (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.4.10 Section Headings (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.5.5 Target Size (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
3.1.3 Unusual Words (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
3.1.4 Abbreviations (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A
3.1.5 Reading Level (Level AAA) 　　EN 301 549 Criteria – Does not apply 　　Revised Section 508 – Does not apply	Web: N/A	Web: N/A

Criteria	Conformance Level	Remarks and Explanations

3.1.6 Pronunciation (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

3.2.5 Change on Request (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

3.3.5 Help (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

3.3.6 Error Prevention (All) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: N/A	Web: N/A

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supported	Integral to base templates and our standards.
302.2 With Limited Vision	Supported	Integral to base templates and our standards.
302.3 Without Perception of Color	Supported	Integral to base templates and our standards. Subject to customer design specification.
302.4 Without Hearing	Supported	Integral to base templates and our standards.
302.5 With Limited Hearing	Supported	Integral to base templates and our standards.
302.6 Without Speech	Supported	Integral to base templates and our standards.
302.7 With Limited Manipulation	Supported	Integral to base templates and our standards.
302.8 With Limited Reach and Strength	Supported	Integral to base templates and our standards.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Tested	

Chapter 4: [Hardware](#)

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 5: Software

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 6: Support Documentation and Services

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	Supported	Integral to Joomla! Canvas platforms, and base templates used.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	N/A	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	Compliance with web accessibility standards provide accessibility features through each web browser provider.
603.3 Accommodation of Communication Needs	N/A	Provided by customer.

Chapter 4: Functional Performance Statements (FPS)

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 5: Generic Requirements

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 6: ICT with Two-Way Voice Communication

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 7: ICT with Video Capabilities

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 8: Hardware

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Software

Notes: This section does not apply as all our offerings are hosted web applications/sites.

Chapter 11: Software

Notes: This section does not apply as all our offerings are hosted web applications/sites.

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	Supported	Integral to Joomla! Canvas platforms, and base templates used.
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	Supported	Compliance with web accessibility standards provide accessibility features through each web browser provider.
12.2.3 Effective communication	N/A	Provided by customer.

Criteria	Conformance Level	Remarks and Explanations
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: This section does not apply as all our offerings are hosted web applications/sites.

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