

Accessibility Conformance Report

Website/Product name: accessWidget by accessiBe Ltd.

Report Date: 26/02/2026

Product Description:

accessWidget is a web-based accessibility solution that integrates into websites via a JavaScript snippet. It provides a user-facing accessibility interface for customizing site presentation and interaction. It also includes automated remediation that analyzes page structure and applies adjustments intended to improve the accessibility of web content.

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Legal Disclaimer

This document is provided pursuant to the provisions of the Terms of Service / Master Services Agreement entered into between accessiBe and the Person receiving this report, and is subject to all terms and conditions thereof.

Evaluation Methods Used:

During the testing process of this website, the team made use of multiple evaluation methods, including both automated (WAVE and TPGi Color Contrast Analyzer) and manual testing in Chrome and Safari on MacOS. A major part of the process included the use of assistive technology (Voiceover) to assess conformance with WCAG 2.0/2.1/2.2 criteria.

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, Level AA
Web Content Accessibility Guidelines 2.1	Level A, Level AA
Web Content Accessibility Guidelines 2.2	Level A, Level AA
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017.	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)	<p>Yes</p>
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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 2.2 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/Explanations
1.1.1 Non-text Content Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.1 (Web) ● 10.2.1 (non-web document) ● 11.2.1.1 (Software) 	Web: Partially Supports Support Docs: Partially Supports Authoring Tool: Partially Supports	Meaningful images have alternative text and decorative icons are hidden from assistive technology, with exceptions. Exceptions: Web:

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 11.2.2.1 (Closed Functionality Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>accessWidget interface > Decorative icons near the search field are not hidden from assistive technologies.</p> <p>Support Docs:</p> <ul style="list-style-type: none"> ● Payment & Pricing > How much does accessWidget cost? > The image in the main content showing different accessWidget plans is hidden from assistive technologies. ● Troubleshooting & FAQs > How to control accessWidget with keyboard shortcuts > Decorative emojis in the “Keyboard Shortcuts” table are not hidden from assistive technologies. ● Search Results > Meaningful images adjacent to the article title indicating how many people liked the article lack descriptive alternative text. <p>Authoring Tool:</p> <ul style="list-style-type: none"> ● Install and customize widget > Illustrative images of the interface and the icon are missing text alternatives. ● Install and customize widget > ‘How It Works’ Dialog > Instructional video is an alternative for text on the page and is therefore decorative, however it is not hidden from assistive technology.

Criteria	Conformance Level	Remarks/Explanations
<p>1.2.1 Audio-only and Video-only (Prerecorded)</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable Support Docs: Not Applicable Authoring Tool: Supports</p>	<p>Web: There is no audio-only or video-only content, with one exception.</p> <p>Support Docs: There is no audio-only or video-only content, with one exception.</p> <p>Authoring Tool: Presented video-only media functions as a media alternative for text on the page.</p>
<p>1.2.2 Captions (Prerecorded)</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable Support Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>There is no media with audio content.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Not Applicable Support Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>There is no synchronized media with video content.</p>

Criteria	Conformance Level	Remarks/Explanations
<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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships</p> <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) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Support Docs: Partially Supports Authoring Tool: Supports</p>	<p>A majority of elements are properly tagged using semantic HTML markup or ARIA due to which screen reader users are able to understand the structure and relationships within the content.</p> <p>Exceptions:</p> <p>Web:</p> <ul style="list-style-type: none"> ● accessWidget interface > Text functions as a heading without the appropriate markup. ● accessWidget interface > Relationships between 'Cancel' controls and associated content cannot be determined. ● accessWidget interface > Appropriate markup is not used to convey semantic information for radio controls ● accessWidget interface > Language Dialog > Appropriate markup is not

Criteria	Conformance Level	Remarks/Explanations
		<p>used to convey semantic information for links.</p> <ul style="list-style-type: none"> ● accessWidget interface > Sets of controls are not programmatically grouped and labeled. <p>Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started with accessWidget > The 'Return to top' control is not semantically marked up according to its function. ● Getting Started with accessWidget > Navigation regions are not distinctively labelled. ● Managing your Account > How to add and manage accessWidget subscriptions using API or CSV files > List markup is not used to group related items below "In this article, we'll cover. ● Troubleshooting & FAQs > How to control accessWidget with keyboard shortcuts > The table below 'Keyboard Shortcuts' does not have programmatically defined table headers.
<p>1.3.2 Meaningful Sequence Also applies to: 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) 	<p>Web: Partially Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>The correct reading sequence of elements can be programmatically determined, with one exception.</p> <p>Exceptions: Web: accessWidget interface > Interactive controls nested within a focusable container are</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		inconsistently navigable for screen readers navigating in their respective reading mode.
1.3.3 Sensory Characteristics Also applies to: EN 301 549 Criteria <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) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Support Docs: Partially Supports Authoring Tool: Supports	Instructions do not rely solely on sensory information, with exceptions. Exceptions: Support Docs: <ul style="list-style-type: none"> ● Getting Started > How to install accessWidget on your website > The instructions “Select Login in the top right corner..” rely on visual location cues. ● Integrations > How to install accessWidget on a Hubspot website > The instructions “on the left navigation menu” rely on visual location cues.
1.4.1 Use of Color Also applies to: EN 301 549 Criteria <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) Revised Section 508	Web: Partially Supports Support Docs: Partially Supports Authoring Tool: Supports	Color is not used as the only visual means of conveying information, with exceptions. Exceptions: Web: accessWidget interface > Color alone is used to distinguish accessibility profile controls that are hovered or in focus. Support Docs: Getting Started with accessWidget > Article pages > Links lack

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<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		additional visual indicators and are only underlined on hover or focus.
<p>1.4.2 Audio Control</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable Support Docs: Not Applicable Authoring Tool: Not Applicable</p>	There is no audio content that plays automatically.
<p>2.1.1 Keyboard</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	All interactive controls are operable using a keyboard.
<p>2.1.2 No Keyboard Trap</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	There are no keyboard traps.

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) 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) <p>Revised Section 508 - Does not apply</p>	<p>Web: Partially Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Character key shortcuts are not implemented on support documentation pages or while the application is in its default state. When a specific mode is enabled, there is one exception.</p> <p>Exceptions: Web: accessWidget Interface > Keyboard Navigation Profile enabled > Single-key keyboard shortcuts that cannot be turned off or remapped are implemented when the Keyboard Navigation accessibility profile is active, which override assistive technology shortcuts and interrupt user input.</p>
<p>2.2.1 Timing Adjustable 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) 	<p>Web: Not Applicable Support Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>There are no time limits.</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
2.2.2 Pause, Stop, Hide Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Support Docs: Supports Authoring Tool: Does Not Support	There is no moving or auto-updating content in the application, with one exception. Exceptions: Authoring Tool: Install and customize widget > Instructional video inside the 'How It Works' dialog can't be paused or stopped.
2.3.1 Three Flashes or Below Threshold Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Web: Supports Support Docs: Supports Authoring Tool: Supports	There is no flashing or blinking content.

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 602.3 (Support Docs) <p>2.4.1 Bypass Blocks</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: The application does not contain Web pages.</p> <p>Support Docs: A skip link is provided on each page as a mechanism to bypass repeated blocks of content, but the “Skip to Menu” link does not move focus to the correct section.</p> <p>Authoring Tool: The entire section is contained within a single page.</p>
<p>2.4.2 Page Titled</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: The application does not contain Web pages.</p> <p>Support Docs: Unique and meaningful page titles are provided.</p> <p>Authoring Tool: A unique and meaningful page title is provided.</p>

Criteria	Conformance Level	Remarks/Explanations
<p>2.4.3 Focus Order 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) ● 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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Support Docs: Partially Supports Authoring Tool: Partially Supports</p>	<p>Focusable components receive focus in an order that preserves meaning and operability, with exceptions.</p> <p>Exceptions: Web: accessWidget Interface > Static elements are part of the keyboard focus order.</p> <p>Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started with accessWidget > Activating the “Return to Top” control does not move keyboard focus to the top of the page. ● Customization & Design > How to set the accessWidget interface language dynamically > The in-page links located after “In this article” do not shift keyboard focus to the corresponding section when activated. <p>Authoring Tool: Install and customize widget > After activating the +Add button under the ‘Website help details’ section, keyboard focus does not move to the newly added row.</p>
<p>2.4.4 Link Purpose (In Context) 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) 	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Supports</p>	<p>The purpose of each link can be determined from the link text alone, or together with its programmatically determined context, with exceptions.</p> <p>Exceptions: Support Docs:</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● Getting Started with accessWidget > The page contains multiple “See all X articles” links that lack descriptive context. ● Getting Started > How to purchase accesswidget after your trial > The “See also” link lacks descriptive context. ● Managing your Account > How can I register multiple websites for accessWidget at once? > The image link next to “Which fields to include in the CSV file or API request” lacks descriptive context.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>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>Revised Section 508 - Does not apply</p>	<p style="text-align: center;">Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>There is no functionality that uses multipoint or path-based gestures.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) 	<p style="text-align: center;">Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Functionality of interactive elements is not triggered via the <i>keydown</i> event, otherwise the function can be aborted or undone.</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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>Revised Section 508 - Does not apply</p>		
<p>2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 - Does not apply</p>	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Partially Supports</p>	<p>Most instances of interactive components have accessible names which contain the text presented visually.</p> <p>Exceptions: Support Docs: Getting Started with accessWidget > Article Pages > The accessible names of the “Yes” and “No” toggle buttons below “Was this article helpful?” do not include their visible text. Authoring Tool: Install and customize widget > The accessible name of the ‘How it Works’ button does not include its visible label.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>No functionality is operated by device motion or user motion.</p>

Criteria	Conformance Level	Remarks/Explanations
Revised Section 508 - Does not apply		
<p>3.1.1 Language of Page</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Support Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The application does not contain Web pages.</p> <p>Support Docs: The html element on every page has a default <i>lang</i> attribute value that matches the language of the page.</p> <p>Authoring Tool: The html element has a default <i>lang</i> attribute value that matches the language of the page.</p>
<p>3.2.1 On Focus</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Support Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>A change of context is not initiated when components receive focus.</p>
<p>3.2.2 On Input</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) 	<p>Web: Partially Supports</p> <p>Support Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>A change of context is not initiated when components receive input, with one exception.</p> <p>Exceptions:</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>Web: accessWidget interface > A change of context occurs when typing certain keys in the search field, which trigger the focus to move to elements behind the interface dialog.</p>
<p>3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>The application does not contain Web pages.</p>
<p>3.3.1 Error Identification 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: There are no input fields for which errors are automatically detected.</p> <p>Support Docs: There are no input fields for which errors are automatically detected.</p> <p>Authoring Tool: Install and customize widget > An incorrect email address within the ‘Send Instructions’ dialog is automatically detected upon form submission and the error is clearly described in text.</p>
<p>3.3.2 Labels or Instructions Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Descriptive labels are provided where user input is requested.</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Web: Supports	There are no multi-step processes.
<p>4.1.1 Parsing Also applies to: EN 301 549 Criteria</p> <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	As per the latest update, this Success Criterion is considered as always satisfied for WCAG 2.0 and 2.1. For more information, please refer to the notes on the Understanding page: https://www.w3.org/WAI/WCAG21/Understanding/parsing.html
<p>4.1.2 Name, Role, Value Also applies to: EN 301 549 Criteria</p>	Web: Partially Supports Support Docs: Partially Supports	Interface controls have accessible names, roles and values, as well as notification of state changes, that

Criteria	Conformance Level	Remarks/Explanations
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Authoring Tool: Supports</p>	<p>can be programmatically determined, with exceptions.</p> <p>Exceptions:</p> <p>Web:</p> <ul style="list-style-type: none"> ● accessWidget interface > Language/Statement Dialog > dialogs are not assigned Accessible Names. ● accessWidget interface > The search field is constructed as a custom combobox control without conveying state or appropriate roles. ● accessWidget interface > The state of color selection controls is not programmatically determinable. <p>Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started with accessWidget > The “Sign In” control in the header is not announced according to its function. ● Getting Started with accessWidget > The search input field in the header is inappropriately marked up as a combobox, as typing in it does not expand a listbox with options. ● Getting Started with accessWidget > The social media links in the footer are not announced with a descriptive label.

Criteria	Conformance Level	Remarks/Explanations
		<ul style="list-style-type: none"> ● Getting Started > How to Purchase accesswidget after your trial > The active link within the “Articles in this section” complementary region is not programmatically determinable.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks/Explanations
1.2.4 Captions (Live) 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	There is no media with live audio content.
1.2.5 Audio Description (Prerecorded) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	There is no synchronized media with video content.

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <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) Revised Section 508 - Does not apply	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Content does not restrict its view and operation to a single display orientation.</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>There are no input fields that serve a purpose from the Input Purposes for User Interface Components.</p>

Criteria	Conformance Level	Remarks/Explanations
<p>Revised Section 508 - Does not apply</p>		
<p>1.4.3 Contrast (Minimum) Also applies to: EN 301 549 Criteria</p> <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) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Partially Supports</p>	<p>A sufficient contrast ratio is provided between text and its background, with one exception.</p> <p>Exceptions: Authoring Tool: Install and Customize Widget > 'Leave blank for default' and 'Select Help Type' placeholder texts on input fields have insufficient contrast with their background.</p>
<p>1.4.4 Resize text 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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Supports</p>	<p>Text can be resized up to 200 percent without loss of content or functionality, with exceptions.</p> <p>Exceptions: Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started > How can I register new websites for accessWidget? > Text in the main content is often obscured by adjacent content. ● Integrations > How to install accessWidget on an Adobe Commerce (Magento) store > Text below "In this article" is often truncated or obscured by adjacent content.
<p>1.4.5 Images of Text Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports Support Docs: Supports</p>	<p>Images of text are not used, except for the company logo and instances</p>

Criteria	Conformance Level	Remarks/Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Authoring Tool: Supports	where the presentation of text is essential to conveying information.
<p>1.4.10 Reflow (Level AA 2.1 only) 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 (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 Support Docs: Partially Supports Authoring Tool: Supports	Content is responsive and does not require scrolling in two dimensions at a width of 320 pixels and a height of 256 pixels, with exceptions. <p>Exceptions:</p> <p>Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started with accessWidget > The “YouTube” control in the footer is obscured by another element. ● Customization & Design > How to customize the widget manually using config.json > Table content overlaps.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) 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) 	Web: Partially Supports Support Docs: Supports Authoring Tool: Partially Supports	Non-text components have sufficient contrast between foreground and background, with exceptions. <p>Exceptions:</p> <p>Web:</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 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) <p>Revised Section 508 - Does not apply</p>		<p>accessWidget interface > The search input field does not have borders and can only be differentiated from the background of the interface via background color, which offers an insufficient contrast ratio.</p> <p>Authoring Tool: Install and Customize Widget > Borders of input fields have an insufficient contrast ratio with the background.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: 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>Revised Section 508 - Does not apply</p>	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>No loss of content or functionality occurs at increased line height, paragraph spacing, letter spacing, or word spacing</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: 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) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: There is no additional content that appears on hover or focus.</p> <p>Support Docs: There is no additional content that appears on hover or focus.</p> <p>Authoring Tool: Content that appears on hover is hoverable, dismissible, and persistent.</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 - Does not apply		
<p>2.4.5 Multiple Ways</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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: The application does not contain Web pages.</p> <p>Support Docs: Navigation links to each page on the site are provided, as well as a search function and breadcrumbs, to help users locate specific pages within a set of Web pages.</p> <p>Authoring Tool: The entire section is contained within a single page.</p>
<p>2.4.6 Headings and Labels</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Supports</p>	<p>Headings and labels clearly describe the topic or purpose of content and/or input fields, with exceptions.</p> <p>Exceptions: Support Docs: Getting Started with accessWidget > The breadcrumbs navigation region is inappropriately labelled as “Current Location”.</p>

Criteria	Conformance Level	Remarks/Explanations
<p>2.4.7 Focus Visible Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Partially Supports Authoring Tool: Supports</p>	<p>Keyboard operable user interface components have a mode of operation where the keyboard focus indicator is visible, with exceptions.</p> <p>Exceptions: Support Docs:</p> <ul style="list-style-type: none"> ● Getting Started with accessWidget > The “Return to Top” control lacks a visible focus indicator. ● Getting Started > How to purchase accessWidget after your trial > The toggle buttons below “Was this article helpful? Lack visible focus indicators.
<p>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</p>	<p>Web: Supports</p>	<p>When components receive keyboard focus, they are not obscured by other content.</p>
<p>2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>There is no functionality that uses dragging movement for operation.</p>
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>The size of all targets for pointer inputs is at least 24 by 24 CSS pixels.</p>
<p>3.1.2 Language of Parts Also applies to:</p>	<p>Web: Does Not Support</p>	<p>The language of text that is not in the same language as the default</p>

Criteria	Conformance Level	Remarks/Explanations
<p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Support Docs: Does Not Support Authoring Tool: Supports</p>	<p>language of the application is not programmatically defined.</p> <p>Exceptions: Web:</p> <ul style="list-style-type: none"> ● accessWidget interface > Language Dialog > Each option in the language selection dialog is written in its respective language, however no <i>lang</i> attribute is set. ● accessWidget interface > when the default language is changed via the Language Dialog, a <i>lang</i> attribute is not assigned to the interface container. <p>Support Docs: A <i>lang</i> attribute is not assigned to non-English text on the “Which languages are supported in the accessWidget interface?”.</p>
<p>3.2.3 Consistent Navigation</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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 ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Web: The application does not contain Web pages.</p> <p>Support Docs: Elements in the navigation menu and footer appear in the same order on all pages.</p> <p>Authoring Tool: The entire section is contained within a single page.</p>

Criteria	Conformance Level	Remarks/Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.4 Consistent Identification</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>Repeated components that have the same functionality are identified consistently across the application.</p>
<p>3.3.3 Error Suggestion</p> <p>Also applies to:</p> <p>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>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Support Docs: Supports Authoring Tool: Supports</p>	<p>There are no input fields for which errors are automatically detected.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data)</p>	<p>Web: Supports</p>	<p>No data of a legal or financial nature is requested.</p>

Criteria	Conformance Level	Remarks/Explanations
Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p style="text-align: center;">Support Docs: Supports Authoring Tool: Supports</p>	
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p style="text-align: center;">Web: Supports</p>	There are no functionalities that require authentication.
<p>4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 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</p>	<p style="text-align: center;">Web: Does Not Support Support Docs: Supports Authoring Tool: Does Not Support</p>	Status messages can be programmatically determined through role or properties, with exceptions. Exceptions: Web: accessWidget interface > The updated value of toggled spin button controls are not announced by assistive technology. Authoring Tool: Install and customize widget > A status message that appears on the screen by saving and publishing changes is not announced automatically.

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

Notes:

Criteria	Conformance Level	Remarks/Explanations
302.1 Without Vision	Partially Supports	Users without vision may experience challenges in relation to certain criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; and Table 2: 2.4.6 and 3.1.2.
302.2 With Limited Vision	Partially Supports	Users with limited vision may experience challenges in relation to certain criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; and Table 2: 1.4.3, 1.4.4, 2.4.6, 2.4.7, and 3.1.2.
302.3 Without Perception of Color	Partially Supports	Users with limited or no perception of color may have issues with identifying and/or differentiating some components, as described in Table 1: 1.4.1; and Table 2: 1.4.3.
302.4 Without Hearing	Partially Supports	Users without hearing may experience challenges in relation to certain criteria, as described in Table 1: 1.1.1 and 1.3.3; and Table 2: 3.1.2.
302.5 With Limited Hearing	Partially Supports	Users with limited hearing may experience challenges in relation to certain criteria, as described in Table 1: 1.1.1 and 1.3.3; and Table 2: 3.1.2.
302.6 Without Speech	Supports	The product is usable for those with no or limited vocal capability.
302.7 With Limited Manipulation	Partially Supports	Users with limited manipulation may experience challenges in relation to certain criteria, as described in Table 1: 2.4.3, 2.4.4,

Criteria	Conformance Level	Remarks/Explanations
		and 4.1.2; and Table 2: 2.4.6, 2.4.7.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Users with limited language, cognitive, and learning disabilities may experience challenges in relation to certain criteria, as described in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.2.2, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; Table 2: 2.4.6, 2.4.7, and 3.1.2.

Chapter 4: [Hardware](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

Chapter 5: [Software](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.0, Levels A and AA, as specified in Tables 1 and 2.

Criteria	Conformance Level	Remarks/Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in the WCAG section.
502 Interoperability with Assistive Technology	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.2.1 User Control of Accessibility Features	Not Applicable	accessWidget is not a software platform.
502.2.2 No Disruption of Accessibility Features	Not Applicable	accessWidget is not a software platform.
502.3 Accessibility Services	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.3.1 Object Information	Not Applicable	accessWidget is not a software platform.
502.3.2 Modification of Object Information	Not Applicable	accessWidget is a web-based application.
502.3.3 Row, Column, and Headers	Not Applicable	accessWidget is a web-based application.

Criteria	Conformance Level	Remarks/Explanations
502.3.4 Values	Not Applicable	accessWidget is a web-based application.
502.3.5 Modification of Values	Not Applicable	accessWidget is a web-based application.
502.3.6 Label Relationships	Not Applicable	accessWidget is a web-based application.
502.3.7 Hierarchical Relationships	Not Applicable	accessWidget is a web-based application.
502.3.8 Text	Not Applicable	accessWidget is a web-based application.
502.3.9 Modification of Text	Not Applicable	accessWidget is a web-based application.
502.3.10 List of Actions	Not Applicable	accessWidget is a web-based application.
502.3.11 Actions on Objects	Not Applicable	accessWidget is a web-based application.
502.3.12 Focus Cursor	Not Applicable	accessWidget is a web-based application.
502.3.13 Modification of Focus Cursor	Not Applicable	accessWidget is a web-based application.
502.3.14 Event Notification	Not Applicable	accessWidget is a web-based application.
502.4 Platform Accessibility Features	Not Applicable	accessWidget is a web-based application.
503 Applications	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
503.2 User Preferences	Not Applicable	accessWidget is a web-based application.
503.3 Alternative User Interfaces	Not Applicable	accessWidget does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
503.4.1 Caption Controls	Not Applicable	There is no functionality that presents synchronized media.
503.4.2 Audio Description Controls	Not Applicable	There is no functionality that presents synchronized media.
504 Authoring Tools	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>

Criteria	Conformance Level	Remarks/Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.2 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	There is no functionality that converts content into a different format.
504.2.2 PDF Export	Not Applicable	There is no functionality that exports PDF files.
504.3 Prompts	Supports	A warning is displayed when the accessWidget interface is customized with color combinations that fail WCAG contrast requirements.
504.4 Templates	Not Applicable	The product does not offer templates.

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

Notes:

Criteria	Conformance Level	Remarks/Explanations
<i>601.1 Scope</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<i>602 Support Documentation</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
602.2 Accessibility and Compatibility Features	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in the WCAG section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is available online.
<i>603 Support Services</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
603.2 Information on Accessibility and Compatibility Features	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.

Criteria	Conformance Level	Remarks/Explanations
603.3 Accommodation of Communication Needs	Supports	Users may contact support via accessible live chat and email.

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Clause 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks/Explanations
4.2.1 Usage without vision	Partially Supports	Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.1.4, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; and Table 2: 2.4.6 and 3.1.2.
4.2.2 Usage with limited vision	Partially Supports	Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.1.1, 1.2.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.1.4, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; and Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 2.4.6, 2.4.7, and 3.1.2.

Criteria	Conformance Level	Remarks/Explanations
4.2.3 Usage without perception of colour	Partially Supports	Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.4.1; and Table 2: 1.4.3, 1.4.11.
4.2.4 Usage without hearing	Partially Supports	Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.1.1 and 1.3.3; and Table 2: 3.1.2.
4.2.5 Usage with limited hearing	Partially Supports	Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.1.1 and 1.3.3; and Table 2: 3.1.2.
4.2.6 Usage without vocal capability	Supports	The product is usable for those with no or limited vocal capability.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring

Criteria	Conformance Level	Remarks/Explanations
		manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 2.1.4, 2.4.3, 2.4.4, 2.5.3, 3.2.2 and 4.1.2; and Table 2: 2.4.6, 2.4.7.
4.2.8 Usage with limited reach	Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	Supports	The product is usable for users with photosensitive seizures.
4.2.10 Usage with limited cognition	Partially Supports	The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations. A rating of partially supportive has been given due to reasons explained in Table 1: 1.1.1, 1.3.1, 1.3.2, 1.3.3, 1.4.1, 2.4.3, 2.4.4, 3.2.2 and 4.1.2; Table 2: 2.4.6, 2.4.7, and 3.1.2.
4.2.11 Privacy	Supports	The product does not cause legal commitments or financial transactions for the user to occur. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.

Clause [5: Generic Requirements](#)

Notes: The product is a web software application that supports standard assistive technologies and is not subject to the requirements of this section.

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

Notes: The product is a web software application that does not offer two-way voice communication and is not subject to the requirements of this section.

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

Notes: The product does not include video content.

Clause [8: Hardware](#)

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

Clause [9: Web \(see WCAG 2.2 section\)](#)

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

Notes: The product does not have non-web documents and is not subject to the requirements of this section.

Clause [11: Software](#)

Notes: This is a web-only application that is subject to the requirements of WCAG 2.1, Levels A and AA, as specified in Tables 1 and 2

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.2 section	See information in the WCAG section.
11.2.2 Software success criteria (closed functionality)	See WCAG 2.2 section	See information in the WCAG section.
11.3 Interoperability with assistive technology	Heading cell – no response required	<i>Heading cell – no response required</i>
11.3.1 Closed functionality (informative)	Heading cell – no response required	<i>Heading cell – no response required</i>
11.3.2 Accessibility services	Heading cell – no response required	<i>Heading cell – no response required</i>

Criteria	Conformance Level	Remarks and Explanations
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17.
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17.
11.3.2.3 Use of accessibility services	Not Applicable	accessWidget is a web-based application.
11.3.2.4 Assistive technology	Not Applicable	accessWidget is a web-based application.
11.3.2.5 Object information	Not Applicable	accessWidget is a web-based application.
11.3.2.6 Row, column, and headers	Not Applicable	accessWidget is a web-based application.
11.3.2.7 Values	Not Applicable	accessWidget is a web-based application.
11.3.2.8 Label relationships	Not Applicable	accessWidget is a web-based application.
11.3.2.9 Parent-child relationships	Not Applicable	accessWidget is a web-based application.
11.3.2.10 Text	Not Applicable	accessWidget is a web-based application.
11.3.2.11 List of available actions	Not Applicable	accessWidget is a web-based application.
11.3.2.12 Execution of available actions	Not Applicable	accessWidget is a web-based application.
11.3.2.13 Tracking of focus and selection attributes	Not Applicable	accessWidget is a web-based application.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.14 Modification of focus and selection attributes	Not Applicable	accessWidget is a web-based application.
11.3.2.15 Change notification	Not Applicable	accessWidget is a web-based application.
11.3.2.16 Modifications of states and properties	Not Applicable	accessWidget is a web-based application.
11.3.2.17 Modifications of values and text	Not Applicable	accessWidget is a web-based application.
11.4 Documented accessibility usage	Heading cell – no response required	<i>Heading cell – no response required</i>
11.4.1 User control of accessibility features	Not Applicable	accessWidget is a web-based application.
11.4.2 No disruption of accessibility features	Not Applicable	accessWidget is a web-based application.
11.5 User preferences	Not Applicable	accessWidget is a web-based application.
11.6 Authoring tools	Heading cell – no response required	<i>Heading cell – no response required</i>
11.6.1 Content technology	Heading cell – no response required	<i>Heading cell – no response required</i>
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.2 section	See information in the WCAG section.
11.6.3 Preservation of accessibility information in transformations	Not Applicable	There is no functionality that offers restructuring transformations or re-coding transformations as defined in EN 301 549 documentation.

Criteria	Conformance Level	Remarks and Explanations
11.6.4 Repair assistance	Supports	A warning is displayed with an actionable suggestion when the accessWidget interface is customized with color combinations that fail WCAG contrast requirements.
11.6.5 Templates	Not Applicable	The product does not provide templates.

Clause [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	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.
12.1.2 Accessible documentation	See WCAG 2.2 section	See information in the WCAG section.
12.2 Support Services	Heading cell – no response required	<i>Heading cell – no response required</i>
12.2.2 Information on accessibility and compatibility features	Does Not Support	There is no section dedicated to information on accessibility and features related to compatibility with assistive technologies.
12.2.3 Effective communication	Supports	Users may contact support via accessible live chat and email.
12.2.4 Accessible documentation	See WCAG 2.2 section	See information in the WCAG section.

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

Notes: This is a web-only application that is subject to the requirements of WCAG 2.1, Levels A and AA, as specified in Tables 1 and 2.