



Deque Systems Inc. Accessibility Conformance Report International Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version:

axe Account Portal v4.134.1

Report Date:

December 2024

Product Description:

Within the axe Account Portal, users can manage their accounts, trials, and subscriptions to Deque's axe products.

Contact information:

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Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed between October and November 2024.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment

- Manual assessment was performed using Chrome v. 131.0.6778.140 on Windows 11 and included exclusive use of the keyboard.
- Automated tools used included axe Auditor and the axe DevTools browser extension using axe-core version 4.10.0.
- Assistive technologies employed included NVDA v.2024.2.

Scope of Evaluation

The following pages were evaluated as part of the assessment on which this report is based:

- Account Settings - General
- Account Settings - Password
- Accept Invitation
- Add users to axe Account flow (Add and review page)
- Add users to axe DevTools Extension (Add and review pages)
- Add users to axe Developer Hub (Add and review pages)
- Add axe Account Admin flow (Add and review pages)
- Add Template - Step 1: Template Information
- Add Template - Step 2: Field Mapping
- Add Template - Step 3: Impact Mapping
- Add Template - Step 4: Review
- Add Payment Method & Manage Billing - Credit card Information
- Automated Testing on Mobile Code
- Axe DevTools Pro Walkthrough
- Configuration - Global
- Configuration - axe DevTools Pro
- Configuration - axe Developer Hub
- Configuration - Integration
- Coverage - Coverage-site

- Coverage - Coverage-page
- Coverage - Coverage-page-state
- Create Team - Team Name
- Create Team - Find and Add Members
- Create Team - Review
- Credits
- Deque Products User Management
- Deque - Verify Email
- Edit user flow (Edit and review pages)
- Edit Team Flow
- Edit Template Flow
- Forgot Password
- Get Started - axe DevTools Mobile
- Invoice Request
- Invoice
- Install Success
- Manage Billing
- Plans
- Products
- Purchase - Upgrade Plan
- Purchase - Review Plan
- Running Mobile App Quick Start Guide
- Sign up
- Settings - Manage API key
- Share Test Overview
- Share Test - Issue
- Share Issue Details
- Teams
- Templates
- Uninstall Success
- Welcome

- Your account has been created

In addition to the pages listed above, the following components that appear on multiple pages were tested as part of the assessment:

- Header
- Footer
- Add New API key Modal
- Add User Complete Modal
- Cancel plan - Downgrade Modal
- Change Axe DevTools pro plan Modal
- Delete API Key Modal
- Delete - Team Modal
- Deque - Finalize your account Modal
- Down grade Modal
- Edit API key Modal
- Edit company information Modal
- Manage billing - Add User Modal
- Regenerate API key Modal
- Remove user Modal
- Remove Payment method Modal
- Resend invitation Modal
- Share to Jira Modal
- Share All to Jira Modal
- User complete Modal
- Welcome - YouTube Video

Applicable Standards/Guidelines

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

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

Terms

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

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

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, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.1.1.1 (Web)• 10.1.1.1 (Non-web document)• 11.1.1.1.1 (Open Functionality Software)• 11.1.1.1.2 (Closed Functionality Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Web: Partially Supports	Web: Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist: <ul style="list-style-type: none">• An image does not have a text alternative that contains essential text from the visual image, so people who are blind and/or use a screen reader will not understand the information available in the image. This occurs on the following page: Share Issue Details.• An image does not have a text alternative, so people who are blind and/or use a screen reader will not be able to access the information available in the image and if it is an active image, will not understand its function. This occurs on the following pages: Purchase - Upgrade Plan; axe DevTools Pro Walkthrough; Add users to your axe Account flow (Add and review page); Add users to axe DevTools Extension; Add users to axe Developer Hub; Add axe Account admin flow (Add and review pages); Add Payment Method & Manage Billing - Credit card information;

Criteria	Conformance Level	Remarks and Explanations
		<p>Edit user flow (Edit and review pages); Create Team - Find and Add Members; Create Team - Review; Welcome - YouTube video; and the Manage billing - Add User modal found on multiple pages.</p> <ul style="list-style-type: none"> An active image has a text alternative that does not convey the same purpose as the image. People who are blind and/or use a screen reader will be given different information than sighted users. This occurs on the following page: Add Template - Step 1: Template Information.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</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: Supports (Not Applicable)</p>	<p>Web: Prerecorded audio-only and/or video-only files are not present in the axe Account Portal.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</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) 	Web: Supports	Web: Prerecorded multimedia files in the axe Account Portal have text-based synchronized captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Prerecorded multimedia files in the axe Account Portal containing essential information that is only conveyed visually have either a full-text alternative describing the important visual details or an audio description track.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</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</p>	<p>Web: Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist:</p> <ul style="list-style-type: none"> • A set of checkboxes is not programmatically grouped, so the group label for the set of checkboxes will not be conveyed to people who are blind and/or use a screen reader and they will not understand the purpose of the individual checkboxes. This occurs on the following page: Configuration - axe Developer Hub. • A group of form controls is not programmatically associated with their group label, so the purpose of individual controls in the group cannot be understood by people who are blind and/or use a screen reader. This occurs on the following pages: Purchase - Upgrade Plan; Add Payment Method & Manage Billing - Credit card information. • A block of text is marked up as a heading but is not a heading, so the structure of the content is misrepresented to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following page: Products; Create Team - Review. • Text that visually functions as a heading is not marked up as a heading, so the structure of the content is not properly conveyed to assistive technologies and people who are blind and/or use a screen reader. This occurs on the following pages: Coverage - Coverage-site; Coverage - Coverage-page-state- tests; Coverage - Coverage-page-state; Configuration - Global.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Data is arranged visually like a data table, but the programmatic table header markup is missing or incomplete. People who are blind and/or use a screen reader will not be aware of the association between the table headers and their related data. This occurs on the following page: Teams.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The reading and navigation order of the axe Account Portal is logical and intuitive.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (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) 	Web: Supports	Web: Instructions to operate and/or understand content in the axe Account Portal do not rely on sensory characteristics of components such as shape, color, size, and visual location.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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>Web: Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements in the axe Account Portal.</p>
<p>1.4.2 Audio Control (Level A)</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: Supports (Not Applicable)</p>	<p>Web: The axe Account Portal does not contain audio content that plays automatically for more than 3 seconds.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</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) 	Web: Partially Supports	<p>Web: On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). The following exception exists:</p> <ul style="list-style-type: none"> A function cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. This occurs on YouTube video present in the Welcome page.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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>	Web: Supports (Not Applicable)	Web: The axe Account Portal does not have any character keyboard shortcuts that use only letter (including upper- and lower-case letters), punctuation, number, or symbol characters.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: When a time limit exists in the axe Account Portal, the user is given options to extend that time limit.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: On all the pages in the axe Account Portal where moving, blinking, scrolling, or auto-updating information is present, that information can be paused, stopped, hidden, or otherwise controlled by the user.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports (Not Applicable)	Web: The axe Account Portal does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</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) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports</p>	<p>Web: A method is provided to skip navigation and other page elements in the axe Account Portal that are repeated on all pages.</p>
<p>2.4.2 Page Titled (Level A)</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: Partially Supports</p>	<p>Web: Most pages in the axe Account Portal have descriptive and informative titles. The following exception exists:</p> <ul style="list-style-type: none"> • The page's programmatic title does not identify the purpose of the page, so people who use a screen reader will not know the purpose of the page without reading its content. This occurs on the following page: Credits.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>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) 	Web: Partially Supports	<p>Web: The navigation order of most interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability. The following exceptions exist:</p> <ul style="list-style-type: none"> • The focus order is not logical and presents content in an order that misrepresents its meaning or operability, so people who use a keyboard, switch control, or other assistive technology to navigate content may become disoriented or confused. This occurs on the following page: Create Team - Find and Add Members page and on the YouTube video on the Welcome page. • Keyboard focus or touch screen swiping goes to an element that is hidden or empty, so people who use the keyboard to navigate content (including screen reader users) may become disoriented or confused. This occurs on the YouTube video on the Welcome page.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: The purpose of each link in the axe Account Portal can be determined from the link text alone or from the link text and its programmatic context.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</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>	Web: Supports	Web: All functionality in the axe Account Portal that can be operated with a pointer can be operated with single-point actions.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</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) • 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>	Web: Supports	<p>Web: For functionality in the axe Account Portal that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> • The action is not triggered on the down event. • The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. • The up-event reverses any outcome of the preceding down-event. • Completing the function on the down-event is essential.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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>	Web: Partially Supports	<p>Web: For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. The following exception exists:</p> <ul style="list-style-type: none"> • The accessible name of an interactive element (such as a link, button, or form input) includes the visible label but has other words interspersed, so people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following page: Share Test Overview.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.
<p><u>3.1.1 Language of Page</u> (Level A)</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) 	Web: Supports	Web: The language of each page in the axe Account Portal is correct and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: When an element in the axe Account Portal receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: When a user inputs information or interacts with a control in the axe Account Portal, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: On pages in the axe Account Portal that contain help features (including human or automated contact options or self-help options), those features occur in the same order relative to other page content unless the user changes that order.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <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) 	Web: Supports	Web: For form controls in the axe Account Portal where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error.
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: For most form controls/input fields in the axe Account Portal requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected. The following exceptions exist: <ul style="list-style-type: none"> The label of an element is not persistent (always visible on the page), so the element's purpose may be difficult to discover. This occurs on the following pages: Purchase - Upgrade Plan; Add Payment Method & Manage Billing - Credit card information.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: No processes in the axe Account Portal require the user required to enter information previously entered as part of the same process.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer “Supports”</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>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) <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>Web: For the WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata. This criterion was removed from WCAG 2.2.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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>Web: Partially Supports</p>	<p>Web: The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist:</p> <ul style="list-style-type: none"> • An element that is focusable or contains one or more focusable elements is programmatically hidden, so people who use the keyboard to navigate as well as people who are blind and/or use a screen reader or other assistive technology will not be able to perceive or interact with the element. This occurs on the following pages: Add Payment Method & Manage Billing - Credit card information; Purchase - Upgrade Plan. • An element that appears and functions like a slider control does not have the required attributes in its HTML code needed to provide its programmatic role, name, state, and other properties to assistive technology, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the element's name, purpose, or

Criteria	Conformance Level	Remarks and Explanations
		<p>current value or how to interact with it. This occurs in the YouTube video on the Welcome page.</p> <ul style="list-style-type: none"> The content of a tooltip cannot be accessed using a screen reader, so people who are blind and others who use a screen reader will not be able to read this content. This occurs on the following page: Sign up.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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 (Not Applicable)</p>	<p>Web: Live multimedia with audio is not present in the axe Account Portal, so synchronized captions are not required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Prerecorded multimedia files in the axe Account Portal have audio descriptions where necessary.
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Orientation of the content in the axe Account Portal is not locked to either landscape or portrait.
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: The purpose of most input fields in the axe Account Portal that collect an individual's personal data are programmatically defined based on the WCAG list of Input Purposes for User Interface Components. The following exception exists:</p> <ul style="list-style-type: none"> • No programmatic purpose is provided for an input element (like a text input field), so browsers or assistive technology are not able to automatically suggest information to fill in the input. This occurs on the following pages: Account Settings - Password and Account Settings - General.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>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: Partially Supports</p>	<p>Web: Most text and images of regular text have the required color contrast ratio with their backgrounds. The following exceptions exist:</p> <ul style="list-style-type: none"> • The color contrast ratio between text and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text. This occurs on the YouTube video on the Welcome page and on the Share to Jira Modal found on multiple pages. • The color contrast ratio on hover or focus between a control's text label and its background is less than 4.5:1, so people who are colorblind or have low vision may have difficulty reading the text label of the control. This occurs on the following component found on multiple pages: Share to Jira Modal.
<p><u>1.4.4 Resize Text</u> (Level AA)</p> <p>Also applies to:</p> <p>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: Partially Supports</p>	<p>Web: Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist:</p> <ul style="list-style-type: none"> • Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content. This occurs on the following pages: Coverage - Coverage-page-state and Templates. • Functionality is lost when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to this functionality. This occurs on the following page: Settings- Manage API key.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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</p>	<p>Web: On most pages, when content can be presented visually using only text, an image of text is not used to present that text. The following exception exists:</p> <ul style="list-style-type: none"> • Text on the page is text embedded in an image instead of actual text. An image of text is difficult to zoom or otherwise modify, so people who have low vision and need to enlarge text to read it may not be able to read the text. People with other disabilities that need to otherwise modify text to read it also may not be able to read this text. This occurs on the Share Issue Details page and on the YouTube video on the Welcome page.
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist:</p> <ul style="list-style-type: none"> • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content does not fit horizontally, so it cannot be viewed without scrolling. People with low vision who increase the size of text and other content using the browser zoom may have difficulty accessing the content that can only be seen by horizontal scrolling. This occurs on the following pages: Teams; Credits; Account Settings – General; and Invoice. • When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following pages: Coverage - Coverage-site; Coverage - Coverage-page-

Criteria	Conformance Level	Remarks and Explanations
		<p>state- tests; Coverage - Coverage-page-state; Share Test - Issue; and the Header component present on all the pages.</p> <ul style="list-style-type: none"> When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content or functionality becomes unavailable, so people with low vision who increase the size of text and other content using the browser zoom will not be able to access all of the page's content and/or functionality. This occurs on the following pages: Settings - Manage API key Share Test Overview; and Share Issue Details.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 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>Web: Partially Supports</p>	<p>Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. The following exceptions exist:</p> <ul style="list-style-type: none"> The visual boundary of an interactive element (like a radio button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the boundaries of the interactive element. This occurs on the YouTube video on the Welcome page and on the Share to Jira Modal found on multiple pages. An image or graphic (like a chart) or part of the image/graphic required to understand its content does not have a 3:1 color contrast ratio with the background or adjacent colors, so people who are colorblind or have low vision may not be able understand the information presented by the image/graphic. This occurs on the YouTube video on the Welcome page.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The spacing between letters, words, lines of text and paragraphs in the axe Account Portal can be adjusted with no loss of content or functionality.
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: In most cases when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following exceptions exist:</p> <ul style="list-style-type: none"> • Content that appears on mouse hover (such as tooltips, drop-down menus, or popups) disappears when the mouse pointer is moved over that content, meaning people with disabilities, especially people with low vision who need to magnify text, may not be able to read the additional content. This occurs on the YouTube video in the Welcome page.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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	Web: Multiple ways are available to find other pages in the axe Account Portal.
<p>2.4.6 Headings and Labels (Level AA)</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) 	Web: Partially Supports	<p>Web: Most headings and labels for form and interactive controls in the axe Account Portal are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> • Multiple buttons have identical programmatic labels but different functionality, and there is no programmatic context, so people who are blind and/or use a screen reader will not know or may be confused or misled about what each button does. This occurs on the following pages: Create Team - Find and Add Members; Create Team - Review; and the Share to Jira Modal found on multiple pages.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>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) 	Web: Supports	Web: Throughout the axe Account Portal, it is visually apparent which page element is currently receiving keyboard focus.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: When a user interface component in the axe Account Portal receives keyboard focus, the component is not entirely hidden due to author-created content.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports (Not Applicable)	Web: In the axe Account Portal, there is no dragging movement functionality.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p>	<p>Web: The size of the target for most clickable controls in the axe Account Portal is at least 24 by 24 CSS pixels, except where the target size is determined by the user agent; there is a different control with equivalent functionality; the target is inline with text; the presentation of the target is essential to the function or otherwise exempted under the rule; or each control is spaced such that a 24-pixel circle placed around the bounding box of the control will not intersect any similar circle for another control. The following exceptions exist:</p> <ul style="list-style-type: none"> • A target's hit area does not meet minimum 24x24 pixel size or spacing. making it difficult for users with hand tremors and those who have difficulty with fine motor movement to activate them accurately on the following page: Products.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <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>Web: Supports</p>	<p>Web: The language of any section of content in the axe Account Portal that is different from the default language of the page is correctly identified and can be determined programmatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.3 Consistent Navigation (Level AA)</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) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Navigation patterns that are repeated on web pages in the axe Account Portal are presented in the same relative order each time they appear and do not change order when navigating through the site.
<p>3.2.4 Consistent Identification (Level AA)</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) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Labels, names, and text alternatives for content that have the same functionality across multiple web pages in the axe Account Portal are consistently identified.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</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) 	Web: Supports	Web: If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports (Not Applicable)	Web: A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process in the axe Account Portal unless either another method is available that does not rely on a cognitive function test; help is available to assist the user in completing the test; or the test is to recognize objects or identify non-text content the user provided to the Web site.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. The following exceptions exist:</p> <ul style="list-style-type: none"> A status message is not automatically announced by the screen reader, so people who are blind and/or use a screen reader or other assistive technology may completely miss the status message or they may not hear it in a timely fashion. This occurs on the following pages: Deque Products User Management; Purchase - Upgrade Plan; Accept invitation; Add Payment Method & Manage Billing - Credit card information; Teams; Create Team - Team Name; Create Team - Find and Add Members; and the Delete Team and Manage billing - Add User modals found on multiple pages.

Table 3: Success Criteria, Level AAA

Notes: Not Applicable. The axe Account Portal was not assessed for WCAG 2.2 Level AAA conformance.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most functionality in the axe Account Portal is usable without vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.1.1 Non-Text Content• 1.3.1 Info and Relationships• 2.1.1 Keyboard• 2.4.2 Page Titled• 2.4.3 Focus Order• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially Supports	Most functionality in the axe Account Portal is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none">• 1.1.1 Non-Text Content• 1.3.1 Info and Relationships• 1.4.3 Contrast (minimum)• 1.4.4 Resize Text• 1.4.5 Images of Text• 2.1.1 Keyboard• 2.4.2 Page Titled• 2.4.3 Focus Order• 2.4.6 Headings and Labels• 3.3.2 Labels or Instructions• 4.1.2 Name, Role, Value
302.3 Without Perception of Color	Partially Supports	Most functionality in the axe Account Portal is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none">• 1.4.3 Contrast (minimum)

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports (Not Applicable)	The axe Account Portal does not require the use of hearing.
302.5 With Limited Hearing	Supports (Not Applicable)	The axe Account Portal does not require the use of hearing.
302.6 Without Speech	Not Applicable	The axe Account Portal does not require the use of speech.
302.7 With Limited Manipulation	Partially Supports	<p>Most functionality in the axe Account Portal is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 4.1.2 Name, Role, Value
302.8 With Limited Reach and Strength	Supports	All functionality in the axe Account Portal is usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Most functionality in the axe Account Portal is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-Text Content • 1.3.1 Info and Relationships • 1.4.5 Images of Text • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value

Chapter 4: [Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The axe Account Portal is not platform software, so this requirement does not apply.
502.2.2 No Disruption of Accessibility Features	Supports	The axe Account Portal does not disrupt platform (browser and OS) features that are defined in the platform documentation as accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The role, state(s), properties, boundary, name, and description of most objects in the axe Account Portal can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in: <ul style="list-style-type: none">• 4.1.2 Name, Role, Value
502.3.2 Modification of Object Information	Partially Supports	For most objects in the axe Account Portal that allow the user to set their respective properties and/or state, the act of setting a property or state is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in: <ul style="list-style-type: none">• 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Partially Supports	<p>In most instances when a data table is present in the axe Account Portal, all information in the data cells and the row and/or column headers associated with each data cell are available programmatically, so they can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> 1.3.1 Info and Relationships
502.3.4 Values	Partially Supports	<p>For most objects in the axe Account Portal that have a current value or have a set or range of values associated with the object, the value(s) is available programmatically, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> 4.1.2 Name, Role, Value
502.3.5 Modification of Values	Partially Supports	<p>For most objects in the axe Account Portal that allow the user to set or modify its value, the act of setting a value is available programmatically, so that it can be perceived and performed using assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> 4.1.2 Name, Role, Value
502.3.6 Label Relationships	Partially Supports	<p>For most elements in the axe Account Portal that act as a label for another element and elements that are labeled by another element, the labeling relationship is programmatically determinable, so it can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> 1.3.1 Info and Relationships 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Partially Supports	<p>For most elements in the axe Account Portal that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> 1.3.1 Info and Relationships
502.3.8 Text	Supports	<p>All text, text attributes (such as whether text is static or editable), and text boundaries (such as when text receives visual focus) in the axe Account Portal are programmatically determinable, so they can be perceived and conveyed by assistive technology.</p>
502.3.9 Modification of Text	Supports	<p>When text can be set by the user (such as by typing in an input field), the act of adding or modifying text is available programmatically, so that it can be perceived and performed using assistive technology.</p>
502.3.10 List of Actions	Supports	<p>When one or more actions may be performed on an element in the axe Account Portal, all of those actions are programmatically determinable, so that each action can be perceived and conveyed by assistive technology.</p>
502.3.11 Actions on Objects	Partially Supports	<p>For most of the elements on which one or more actions may be performed, all of those actions are available programmatically, so that each action can be performed using assistive technology. Exceptions include:</p> <ul style="list-style-type: none"> 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	On all pages and components in the axe Account Portal, the position and content of the focus indicator, text insertion point, and/or text selector are programmatically determinable, so that focus position and content can be perceived and conveyed by assistive technology.
502.3.13 Modification of Focus Cursor	Supports (Not Applicable)	The axe Account Portal does not allow modification of the focus indicator, text insertion point, or text selector indicator.
502.3.14 Event Notification	Partially Supports	In most cases, status messages relevant to user interactions are available to, and presented by, assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> • 4.1.3 Status Messages
502.4 Platform Accessibility Features	Not Applicable	The axe Account Portal is not platform software, so this requirement does not apply.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The axe Account Portal allows users to set or modify color, contrast, font type and size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	The axe Account Portal does not offer an alternative user interface.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The axe Account Portal does not contain media with an audio component that has closed captions.
503.4.2 Audio Description Controls	Not Applicable	The axe Account Portal does not contain media with a video component that offers audio descriptions.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	The axe Account Portal is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The axe Account Portal is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The axe Account Portal is not an authoring tool.
504.3 Prompts	Not Applicable	The axe Account Portal is not an authoring tool.
504.4 Templates	Not Applicable	The axe Account Portal is not an authoring tool.

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	Not Applicable	Documentation is provided for the axe Account Portal; however, as a web application, it does not have accessibility features beyond those features offered by the web browser that facilitate accessibility or otherwise make it compatible with assistive technology.
602.3 Electronic Support Documentation	Supports	Support documentation for the axe Account Portal is available in digital formats that conform to most WCAG 2.0 success criteria, so most of the documentation and the information it contains are accessible to people with disabilities. Exceptions are noted in the Deque Product Docs Site ACR .
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation for the axe Account Portal is not provided in non-electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Support services provide information on the axe Account Portal's accessibility features or on features that make it compatible with assistive technology, so people with disabilities will know these features exist and how to use them.
603.3 Accommodation of Communication Needs	Supports	Support services for the axe Account Portal provide accommodations to support people with communication-related disabilities, so people with communication-related disabilities can access needed product support.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>Most functionality in the axe Account Portal is usable without vision. Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.1.1 Non-Text Content• 1.3.1 Info and Relationships• 2.1.1 Keyboard• 2.4.2 Page Titled• 2.4.3 Focus Order• 2.4.6 Headings and Labels• 4.1.2 Name, Role, Value• 4.1.3 Status Messages
4.2.2 Usage with limited vision	Partially Supports	<p>Most functionality in the axe Account Portal is usable with limited vision. Exceptions are noted in:</p> <ul style="list-style-type: none">• 1.1.1 Non-Text Content• 1.3.1 Info and Relationships• 1.4.3 Contrast (minimum)• 1.4.4 Resize Text• 1.4.5 Images of Text• 1.4.10 Reflow• 1.4.11 Non-Text Contrast• 1.4.13 Content on Hover or Focus• 2.1.1 Keyboard• 2.4.2 Page Titled• 2.4.3 Focus Order• 2.4.6 Headings and Labels• 3.3.2 Labels or Instructions• 4.1.2 Name, Role, Value

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Most functionality in the axe Account Portal is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> • 1.4.3 Contrast (minimum) • 1.4.11 Non-Text Contrast
4.2.4 Usage without hearing	Supports (Not Applicable)	The axe Account Portal does not require the use of hearing.
4.2.5 Usage with limited hearing	Supports (Not Applicable)	The axe Account Portal does not require the use of hearing.
4.2.6 Usage with no or limited vocal capability	Support (Not Applicable)	The axe Account Portal does not require the use of speech or other vocal output.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Most functionality in the axe Account Portal is usable by people with limited manipulation and does not require manipulation, simultaneous action, or hand strength. Exceptions are noted in: <ul style="list-style-type: none"> • 1.3.5 Identify Input Purpose • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 2.5.3 Label in Name • 4.1.2 Name, Role, Value
4.2.8 Usage with limited reach	Partially Supports	Most functionality in the axe Account Portal is usable by people with limited reach. Exceptions are noted in: <ul style="list-style-type: none"> • 1.3.5 Identify Input Purpose • 1.4.13 Content on Hover or Focus • 2.5.3 Label in Name
4.2.9 Minimize photosensitive seizure triggers	Supports	All functionality in the axe Account Portal may be operated in a mode that minimizes the potential for triggering photosensitive seizures.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	<p>Most functionality in the axe Account Portal is usable by people with limited language, cognitive, and learning abilities. People with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-Text Content • 1.3.1 Info and Relationships • 1.3.5 Identify Input Purpose • 1.4.5 Images of Text • 1.4.10 Reflow • 1.4.13 Content on Hover or Focus • 2.1.1 Keyboard • 2.4.2 Page Titled • 2.4.3 Focus Order • 2.4.6 Headings and Labels • 2.5.3 Label in Name • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 4.1.3 Status Messages
4.2.11 Privacy	Supports (Not Applicable)	The axe Account Portal does not provide any specific accessibility features that impact the user's privacy.

Chapter [5: Generic Requirements](#)

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 Audio output of visual information	Supports (Not Applicable)	The axe Account Portal does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.2 Auditory output delivery including speech	Supports (Not Applicable)	The axe Account Portal does not have closed functionality and allows auditory output (including speech) to be conveyed by outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.3 Auditory output correlation	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so audio information is conveyed using outside or add-on software and/or hardware.
5.1.3.4 Speech output user control	Supports (Not Applicable)	The axe Account Portal does not have closed functionality and allows auditory output (including speech) to be conveyed by outside software (e.g., screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.5 Speech output automatic interruption	Supports (Not Applicable)	The axe Account Portal does not have closed functionality and allows auditory output (including speech) to be conveyed by outside software (e.g., screen readers) outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.6 Speech output for non-text content	Supports (Not Applicable)	The axe Account Portal does not have closed functionality and allows auditory output (including the announcement of text alternatives for images) to be conveyed by outside software (e.g., screen readers) and outside mechanisms (including speakers, handsets, and earbuds).

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, and pre-recorded video content is not needed to enable the use of closed functions. Also, the product allows auditory output (including audio description of visual information in a video) to be conveyed by outside software (e.g., screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.8 Masked entry	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so any auditory output of masked characters is controlled and conveyed by outside software (e.g., screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.9 Private access to personal data	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so any auditory output of information considered to be private is controlled and conveyed by outside software (e.g., screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.10 Non-interfering audio output	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so the initiation of any auditory output that may interfere with other audio is controlled by outside software (e.g., browsers, operating systems, or screen readers).
5.1.3.11 Private listening volume	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so control of the volume of auditory output is controlled by outside software (e.g., browsers, operating systems, or screen readers) and outside mechanisms (including speakers, handsets, and earbuds).

Criteria	Conformance Level	Remarks and Explanations
5.1.3.12 Speaker volume	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so control of the volume of auditory output is controlled by outside software (e.g., browsers, operating systems, or screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.13 Volume reset	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so control of the volume of auditory output is controlled by outside software (e.g., browsers, operating systems, or screen readers) and outside mechanisms (including speakers, handsets, and earbuds).
5.1.3.14 Spoken languages	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so the assignment of a particular language to speech output is controlled by outside software (e.g., browsers, operating systems, or screen readers).
5.1.3.15 Non-visual error identification	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so speech output to identify and/or describe an error is controlled by outside software (e.g., browsers, operating systems, or screen readers).
5.1.3.16 Receipts, tickets, and transactional outputs	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, so speech output to provide information necessary to complete or verify a transaction is controlled by outside software (e.g., browsers, operating systems, or screen readers).
5.1.4 Functionality closed to text enlargement	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, and all text and images of text can be enlarged by the operating system or browser.

Criteria	Conformance Level	Remarks and Explanations
5.1.5 Visual output for auditory information	Supports (Not Applicable)	The axe Account Portal does not have closed functionality, and auditory information is not needed to enable the use of closed functions.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports (Not Applicable)	The axe Account Portal is not closed to keyboards or keyboard interfaces.
5.1.7 Access without speech	Supports (Not Applicable)	The axe Account Portal does not require speech to enable the use of any functionality.
5.2 Activation of accessibility features	Supports	Any documented accessibility feature in the axe Account Portal that meets a specific need can be activated without relying on any motor or sensory input related to that need.
5.3 Biometrics	Supports (Not Applicable)	The axe Account Portal does not use biological characteristics for identification or to control any functionality.
5.4 Preservation of accessibility information during conversion	Supports (Not Applicable)	The axe Account Portal does not have functionality that converts information or communication from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports (Not Applicable)	The axe Account Portal is a web application and has no physical parts.
5.5.2 Operable parts discernibility	Supports (Not Applicable)	The axe Account Portal is a web application and has no physical parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports (Not Applicable)	The axe Account Portal has no physical locking or toggle controls.
5.6.2 Visual status	Supports (Not Applicable)	The axe Account Portal has no physical locking or toggle controls.

Criteria	Conformance Level	Remarks and Explanations
5.7 Key repeat	Supports (Not Applicable)	The axe Account Portal has no physical keyboard or keypad, so it has no key repeat function.
5.8 Double-strike key acceptance	Supports (Not Applicable)	The axe Account Portal has no physical keyboard or keypad, so it has no functionality related to accepting identical keystrokes that occur within a specific timeframe.
5.9 Simultaneous user actions	Supports (Not Applicable)	The axe Account Portal has no functionality requiring simultaneous actions (such as having to press multiple keys at the same time) with no alternative.

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

Notes: The ICT covered by this report does not have any functionality that supports two-way communication. As such, the requirements of this chapter do not apply.

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

Notes: The ICT covered by this report does not have any functionality that supports video capabilities. As such, the requirements of this chapter do not apply.

Chapter [8: Hardware](#)

Notes: The ICT covered by this report is not hardware. As such, the requirements of this chapter do not apply.

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

Notes: The ICT covered by this report is a web application. As such, its accessibility requirements are covered in the [WCAG 2.2](#) section.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	Any standalone documents that may be downloaded from the website do not contain video that has synchronized audio.
10.6 Audio description timing	Not Applicable	Any standalone documents that may be downloaded from the website do not contain video that has synchronized audio.

Chapter [11: Software](#)

Notes: The ICT covered by this report is a web application, and it is not an authoring tool. As such, its accessibility requirements are covered in Chapter 9 and by reference the [WCAG 2.2](#) section. Thus, the requirements of this chapter do not apply.

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	Not Applicable	Documentation is provided for the axe Account Portal; however, as a web application, it does not have accessibility features beyond those features offered by the web browser that facilitate accessibility or otherwise make it compatible with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	Supports	Documentation provided for the axe Account Portal is available in digital formats that conform to most WCAG 2.1 success criteria, so most of the documentation and the information it contains are accessible to people with disabilities. Exceptions are noted in a separate report that is available at Deque Product Docs Site ACR .
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Support services provide information on the axe Account Portal's accessibility features or on features that make it compatible with assistive technology, so people with disabilities will know these features exist and how to use them.
12.2.3 Effective communication	Supports	Support services for the axe Account Portal provide accommodations to support people with communication-related disabilities, so people with communication-related disabilities can access needed product support.
12.2.4 Accessible documentation	Supports	Documentation provided by support services for the axe Account Portal is available in digital formats that conform to most WCAG 2.1 success criteria, so most of the documentation and the information it contains are accessible to people with disabilities. Exceptions are noted in the Deque Product Docs Site ACR .

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

Notes: The ICT covered by this report does have any functionality that supports two-way communication, including the provision of relay services or access to emergency services. As such, the requirements of this chapter do not apply.

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