



# Deque Systems Inc. Accessibility Conformance Report International Edition

(Based on VPAT<sup>®</sup> Version 2.5)

## Name of Product/Version:

Deque Help Center

## Report Date:

April 2024

## Product Description:

The Deque Help Center provides information and instructions for the products and services offered by Deque, including an extensive Knowledge Base, product documentation, and answers to Frequently Asked Questions. The Help Center also provides a portal to submit support requests and track those requests.

## Contact Information:

Deque Systems  
[info@deque.com](mailto:info@deque.com)

## Notes:

This report was created by Deque Systems Inc. upon completion of an accessibility evaluation performed during the period January-April 2024.

## Evaluation Methods Used:

- Manual assessment was performed using Chrome v. 129.0.6668.71 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 4.8.2.
- Assistive technologies employed included NVDA v.2023.2.

## Scope of Evaluation

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

Page Title	URL
Deque Help Center homepage	<a href="https://support.deque.com/hc/en-us">https://support.deque.com/hc/en-us</a>
Submit a Request	<a href="https://support.deque.com/hc/en-us/requests/new?ticket_form_id=360001630092">https://support.deque.com/hc/en-us/requests/new?ticket_form_id=360001630092</a>
Create a Ticket modal	<a href="https://support.deque.com/hc/en-us/community/posts/4409166994068--Meta-General-Community-Feedback-Improvement">https://support.deque.com/hc/en-us/community/posts/4409166994068--Meta-General-Community-Feedback-Improvement</a>
General - Knowledge Base	<a href="https://support.deque.com/hc/en-us/sections/7001245547284-General">https://support.deque.com/hc/en-us/sections/7001245547284-General</a>
Knowledge Base article - Where is my login & password?	<a href="https://support.deque.com/hc/en-us/articles/4410715443604-Where-is-my-login-password-">https://support.deque.com/hc/en-us/articles/4410715443604-Where-is-my-login-password-</a>
Community - General Community Feedback & Improvement	<a href="https://support.deque.com/hc/en-us/community/posts/4409166994068--Meta-General-Community-Feedback-Improvement">https://support.deque.com/hc/en-us/community/posts/4409166994068--Meta-General-Community-Feedback-Improvement</a>

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

- Header
- Footer

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(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
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"><li>• 9.1.1.1 (Web)</li><li>• 10.1.1.1 (Non-web document)</li><li>• 11.1.1.1.1 (Open Functionality Software)</li><li>• 11.1.1.1.2 (Closed Functionality Software)</li><li>• 11.8.2 (Authoring Tool)</li><li>• 12.1.2 (Product Docs)</li><li>• 12.2.4 (Support Docs)</li></ul> Revised Section 508 <ul style="list-style-type: none"><li>• 501 (Web)(Software)</li><li>• 504.2 (Authoring Tool)</li><li>• 602.3 (Support Docs)</li></ul>	Web: Partially Supports	Web: Most non-text content in the Deque Help Center has text alternatives or a text alternate that serves an equivalent purpose. The following exceptions exist: <ul style="list-style-type: none"><li>• 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: Deque Help Center homepage and Submit a Request.</li><li>• A decorative image is not hidden from screen readers, so people who are blind and/or use a screen reader will have to navigate through unnecessary and duplicative text. This occurs on the following pages: Deque Help Center homepage; Community - General Community Feedback &amp; Improvement; Submit a Request; Knowledge Base article - Where is my login &amp; password?; and Knowledge Base - General.</li></ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports (Not Applicable)</p>	<p>Web: Prerecorded audio-only and/or video-only files are not present in the Deque Help Center.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports (Not Applicable)</p>	<p>Web: Prerecorded videos are not present in the Deque Help Center.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports (Not Applicable)</p>	<p>Web: Prerecorded videos are not present in the Deque Help Center, so audio description is not required.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• 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 page: Submit a Request.</li> <li>• A heading level is out of order, 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 page: Knowledge Base - General.</li> <li>• 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 all pages tested.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• An element's programmatic role requires one or more child element(s) but the child element(s) is/are missing, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose or content of the element or its related content. This occurs on the Header component present on all pages.</li> <li>• An HTML list element contains content that is visually presented as a part of the list, but the content's HTML coding does not include it programmatically in that list, so the structure of the list is not correctly conveyed to people who are blind and/or use a screen reader or other assistive technology. This occurs on the Header component present on all pages.</li> </ul>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The reading and navigation order is logical and intuitive.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Instructions to operate and/or understand content in the Deque Help Center do not rely on sensory characteristics of components such as shape, color, size, and visual location.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: For most content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• Color is used as the only method to convey information, so that information will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the Header component present on all pages.</li> <li>• Color is used as the only method to identify errors on a form field, so the error will not be available to people who are colorblind and people who are blind and/or use a screen reader. This occurs on the Create a Ticket modal.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: A mechanism is provided to stop, pause, mute, or adjust volume for audio in the Deque Help Center that automatically plays for more than 3 seconds.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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). If shortcut keys and accesskeys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exception exists:</p> <ul style="list-style-type: none"> <li>• 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 the following page: Community - General Community Feedback &amp; Improvement.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	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><a href="#">2.1.4 Character Key Shortcuts</a> (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"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Moving, blinking, scrolling, or auto-updating information, when present, can be paused, stopped, hidden, or otherwise controlled by the user.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports (Not Applicable)</p>	<p>Web: The Deque Help Center does not contain flashing content.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p>	<p>Web: A method is provided to skip navigation and other page elements that are repeated across web pages in the Deque Help Center.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Pages in the Deque Help Center have descriptive and informative titles.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<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"> <li>• 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 following pages: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> <li>• 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: Submit a Request.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The purpose of each link in the Deque Help Center can be determined from the link text alone or from the link text and its programmatic context.
<p><b><u>2.5.1 Pointer Gestures</u></b> (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"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: All functionality in the Deque Help Center that can be operated with a pointer can be operated with single-point actions.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (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"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: For functionality in the Deque Help Center that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• The action is not triggered on the down event.</li> <li>• 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.</li> <li>• The up-event reverses any outcome of the preceding down-event.</li> <li>• Completing the function on the down-event is essential.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.3 Label in Name</b> (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"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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"> <li>The accessible name of an interactive element (such as a link, button, or form input) does not contain the visible label, so people who use speech input to navigate and operate content will not be able to access the element. This occurs on the following pages: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> </ul>
<p><b>2.5.4 Motion Actuation</b> (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"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: Functionality in the Deque Help Center 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>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	<p>Web: The language of each page in the Deque Help Center is correct and can be determined programmatically.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: When an element in the Deque Help Center 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.
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: When a user inputs information or interacts with a control, 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.
<b>3.2.6 Consistent Help</b> (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 Deque Help Center 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
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	<p>Web: For most form controls 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. The following exception exists:</p> <ul style="list-style-type: none"> <li>• An error for a form input (such as a text input field, radio button, select dropdown, or checkbox) is not identified with a text error message or a text alternative for an image, so people who are blind and/or use a screen reader will not be made aware that an error has occurred. This occurs on the following page: Submit a Request.</li> </ul>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	<p>Web: For form controls/input fields 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.</p>
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	<p>Web: If information previously entered by, or provided to, the user is required to be entered again in the same process, that information is either automatically populated or available for the user to select unless the previously entered information is no longer valid or re-entering the information is essential or required to ensure security.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.1 Parsing</u></b> (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"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>. This criterion was removed from WCAG 2.2.</p>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• An element does not have an attribute in its HTML code that will provide its programmatic role to assistive technology or the role assigned is not correct (like assigning a button the role of "checkbox"), so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Community - General Community Feedback &amp; Improvement; Submit a Request.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>For an element that allows a user either to select or not select a single option (like a checkbox or radio buttons) or to select from among 2 or more options (like a select dropdown), the state (such as checked/unchecked or selected/not selected) is not conveyed 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 purpose of the element, the options available, and whether the element or an option is currently checked. This occurs on the following pages: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> <li>An element that appears and functions like a listbox (which allows the user to select 1 or more options from a list of options) does not have the required attributes in its HTML code needed to provide the programmatic role, name, state, and other properties for the listbox and/or its options 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 name, purpose, or content of the listbox and its options or how to interact with them. This occurs on the following page: Submit a Request.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• An element is missing one or more required attributes in its HTML code that would provide its programmatic role, name, state, or another property 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 name, purpose, or content of the element or how to interact with it. This occurs on the following page: Community - General Community Feedback &amp; Improvement.</li> <li>• An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name, state, or another property 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 name, purpose, or content of the element or how to interact with it. This occurs on the following pages: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> <li>• The HTML code for a link or button is nested inside the code of another link or button, so assistive technologies may not be able to determine the function of the element. This occurs on the following page: Submit a Request.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• An element has an invalid attribute in its HTML code that is intended to provide its programmatic role, name, state, or another property 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 name, purpose, or content of the element or how to interact with it. This occurs on the Header component present on all pages.</li> <li>• A form control (such as a text input field or checkbox) is not programmatically associated with its visible label, so people who are blind and/or use a screen reader or other assistive technology may not be able to understand the purpose of the form control or what input it requires. This occurs on the following pages: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports (Not Applicable)	Web: Live multimedia files with audio are not present in the Deque Help Center, so synchronized captions are not required.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports (Not Applicable)	Web: Prerecorded multimedia files are not present in the Deque Help Center, so audio descriptions are not required.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.4 Orientation</a> (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"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Orientation of the content in the Deque Help Center is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
<p><a href="#">1.3.5 Identify Input Purpose</a> (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"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• 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 pages: Community - General Community Feedback &amp; Improvement and the Header component present on all pages.</li> <li>• 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 following pages: Knowledge Base - General and Submit a Request.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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 exception exists:</p> <ul style="list-style-type: none"> <li>• 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 Header component present on all pages.</li> </ul>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: When content can be presented visually using only text, an image of text is not used to present that text.
<p><a href="#">1.4.10 Reflow</a> (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"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<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"> <li>• 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 Community - General Community Feedback &amp; Improvement and the Header component present on all pages.</li> <li>• 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 page: Community - General Community Feedback &amp; Improvement.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>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 Header component present on all pages.</li> </ul>
<p><b>1.4.11 Non-text Contrast</b> (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"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Partially Supports	<p>Web: 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"> <li>An icon (or part of the icon 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 icon. This occurs on Submit a Request and the Header component present on all pages.</li> <li>The indicator for the state of an interactive element (like a checkbox or radio button) 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 state of the interactive element. This occurs on Submit a Request and the Header component present on all pages.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.12 Text Spacing</u></b> (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"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: The spacing between letters, words, lines of text and paragraphs in the Deque Help Center can be adjusted with no loss of content or functionality.
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (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"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: When additional content in the Deque Help Center 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.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Multiple ways are available to find other pages on the Deque Help Center.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: Most headings and labels for form and interactive controls are informative. The following exceptions exist:</p> <ul style="list-style-type: none"> <li>• 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 page: Submit a Request.</li> <li>• A label for a control or form input field does not convey the purpose of the control or input, so users may not understand what the control does or what data to enter, especially people with cognitive or learning disabilities and people who are blind and/or use a screen reader. This occurs on the following page: Submit a Request.</li> </ul>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: In most cases, it is visually apparent which page element is currently receiving keyboard focus. The following exception exists:</p> <ul style="list-style-type: none"> <li>• An interactive element (such as a link, button, or form input) does not have a visual focus indicator, so sighted people who use a keyboard to navigate content will not know when that element is receiving focus. This occurs on the following pages: Community - General Community Feedback &amp; Improvement; Submit a Request; and Knowledge Base - General.</li> </ul>
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (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: Supports</p>	<p>Web: When a user interface component in the Deque Help Center receives keyboard focus, the component is not entirely hidden due to author-created content.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All functionality in the Deque Help Center that uses a dragging movement can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The size of the target for each clickable control in the Deque Help Center 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.
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The language of each section of content in the Deque Help Center that is different from the default language of the page is correctly identified and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Navigation patterns that are repeated on web pages in the Deque Help Center are presented in the same relative order each time they appear and do not change order when navigating through the site.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: Labels, names, and text alternatives for content in the Deque Help Center that have the same functionality across multiple web pages are consistently identified.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (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: A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process 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 Deque Help Center site.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (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"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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 exception exists:</p> <ul style="list-style-type: none"> <li>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: Community - General Community Feedback &amp; Improvement and Submit a Request.</li> </ul>

### Table 3: Success Criteria, Level AAA

Notes: Not Applicable. The Deque Help Center was not assessed for WCAG 2.2 Level AAA conformance.



# Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most functionality in the Deque Help Center is usable without vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-Text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.6 Headings and Labels</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li></ul>
302.2 With Limited Vision	Partially Supports	Most functionality in the Deque Help Center is usable with limited vision. Exceptions are noted in: <ul style="list-style-type: none"><li>• 1.1.1 Non-Text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 1.4.3 Contrast (minimum)</li><li>• 1.4.4 Resize Text</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.6 Headings and Labels</li><li>• 2.4.7 Focus Visible</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li></ul>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	Most functionality in the Deque Help Center is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 1.4.1 Use of Color</li> <li>• 1.4.3 Contrast (minimum)</li> <li>• 3.3.1 Error Identification</li> </ul>
302.4 Without Hearing	Supports	All functionality in the Deque Help Center is usable without hearing.
302.5 With Limited Hearing	Supports	All functionality in the Deque Help Center is usable with limited hearing.
302.6 Without Speech	Supports (Not Applicable)	The Deque Help Center does not require the use of speech.
302.7 With Limited Manipulation	Partially Supports	Most functionality is usable with limited manipulation and does not require fine motor control or simultaneous manual operations. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 4.1.2 Name, Role, Value</li> </ul>
302.8 With Limited Reach and Strength	Supports	All functionality in the Deque Help Center is usable with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Most functionality 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.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 1.1.1 Non-Text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.4.1 Use of Color</li> <li>• 2.1.1 Keyboard</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 3.3.1 Error Identification</li> <li>• 4.1.2 Name, Role, Value</li> </ul>

## 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 <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The Deque Help Center website is not platform software, so this requirement does not apply
502.2.2 No Disruption of Accessibility Features	Supports	The Deque Help Center website does not disrupt platform (browser and OS) features that are defined in the platform documentation as accessibility features.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Partially Supports	<p>The role, state(s), properties, boundary, name, and description of most objects in the Deque Help Center can be programmatically determined, so those attributes can be perceived and conveyed by assistive technology. Exceptions are noted in:</p> <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>
502.3.2 Modification of Object Information	Partially Supports	<p>For most objects in the Deque Help Center 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:</p> <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>
502.3.3 Row, Column, and Headers	Supports	<p>When a data table is present, 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.</p>
502.3.4 Values	Partially Supports	<p>For most objects in the Deque Help Center 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 include:</p> <ul style="list-style-type: none"> <li>• 4.1.2 Name, Role, Value</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Partially Supports	For most objects 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 include: <ul style="list-style-type: none"> <li>4.1.2 Name, Role, Value</li> </ul>
502.3.6 Label Relationships	Partially Supports	For most elements 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: <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> <li>4.1.2 Name, Role, Value</li> </ul>
502.3.7 Hierarchical Relationships	Partially Supports	For most elements that have a parent-child relationship, those relationships are programmatically determinable, so they can be perceived by assistive technology. Exceptions are noted in: <ul style="list-style-type: none"> <li>1.3.1 Info and Relationships</li> </ul>
502.3.8 Text	Supports	All text, text attributes (such as whether text is static or editable), and text boundaries (such as when text receives visual focus) are programmatically determinable, so they can be perceived and conveyed by assistive technology.
502.3.9 Modification of Text	Supports	When text in the Deque Help Center 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.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Support	When one or more actions may be performed on an element in the Deque Help Center, all of those actions are programmatically determinable, so that each action can be perceived and conveyed by assistive technology.
502.3.11 Actions on Objects	Partially Supports	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 are noted in: <ul style="list-style-type: none"> <li>2.1.1 Keyboard</li> </ul>
502.3.12 Focus Cursor	Supports	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	Not Applicable	The website or application does not allow modification of the focus indicator, text insertion point, or text selector indicator. Settings relating to those features are set by operating system and/or the browser.
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"> <li>4.1.3 Status Messages</li> </ul>
502.4 Platform Accessibility Features	Not Applicable	The website is not platform software, so this requirement does not apply.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The Deque Help Center allows users to set or modify color, contrast, font type and size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	The Deque Help Center does not offer an alternative user interface.

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The Deque Help Center does not contain media with an audio component that has closed captions.
503.4.2 Audio Description Controls	Not Applicable	The Deque Help Center does not contain media with a video component that offers audio description.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The Deque Help Center is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The Deque Help Center is not an authoring tool.
504.3 Prompts	Not Applicable	The Deque Help Center is not an authoring tool.
504.4 Templates	Not Applicable	The Deque Help Center is not an authoring tool.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	Documentation is provided for the Deque Help Center; 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	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is not provided for the website or application in only non-electronic formats.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services provide information on the Deque Help Center'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 Deque Help Center provide accommodations to support people with communication-related disabilities, so people with communication-related disabilities can access needed product support.



# EN 301 549 Report

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 Deque Help Center is usable without vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.1.1 Non-Text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.6 Headings and Labels</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li><li>• 4.1.3 Status Messages</li></ul>
4.2.2 Usage with limited vision	Partially Supports	<p>Most functionality in the Deque Help Center is usable with limited vision.</p> <p>Exceptions are noted in:</p> <ul style="list-style-type: none"><li>• 1.1.1 Non-Text Content</li><li>• 1.3.1 Info and Relationships</li><li>• 1.4.1 Use of Color</li><li>• 1.4.3 Contrast (minimum)</li><li>• 1.4.4 Resize Text</li><li>• 1.4.10 Reflow</li><li>• 1.4.11 Non-Text Contrast</li><li>• 2.1.1 Keyboard</li><li>• 2.4.3 Focus Order</li><li>• 2.4.6 Headings and Labels</li><li>• 2.4.7 Focus Visible</li><li>• 3.3.1 Error Identification</li><li>• 4.1.2 Name, Role, Value</li></ul>

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour	Partially Supports	Most functionality in the Deque Help Center is usable without perception of color. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 1.4.1 Use of Color</li> <li>• 1.4.3 Contrast (minimum)</li> <li>• 1.4.11 Non-Text Contrast</li> <li>• 3.3.1 Error Identification</li> </ul>
4.2.4 Usage without hearing	Supports	All functionality in the Deque Help Center is usable without hearing.
4.2.5 Usage with limited hearing	Supports	All functionality in the Deque Help Center is usable with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports (Not Applicable)	The Deque Help Center does not require the use of speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Most functionality in the Deque Help Center 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"> <li>• 2.1.1 Keyboard</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.5.3 Label in Name</li> <li>• 4.1.2 Name, Role, Value</li> </ul>
4.2.8 Usage with limited reach	Partially Supports	Most functionality in the Deque Help Center is usable by people with limited reach. Exceptions are noted in: <ul style="list-style-type: none"> <li>• 2.5.3 Label in Name</li> </ul>
4.2.9 Minimize photosensitive seizure triggers	Supports (Not Applicable)	The Deque Help Center does not contain flashing content or media.

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Partially Supports	<p>Most functionality in the Deque Help Center 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"> <li>• 1.1.1 Non-Text Content</li> <li>• 1.3.1 Info and Relationships</li> <li>• 1.4.1 Use of Color</li> <li>• 1.4.10 Reflow</li> <li>• 2.1.1 Keyboard</li> <li>• 2.4.3 Focus Order</li> <li>• 2.4.6 Headings and Labels</li> <li>• 2.4.7 Focus Visible</li> <li>• 2.5.3 Label in Name</li> <li>• 3.3.1 Error Identification</li> <li>• 4.1.2 Name, Role, Value</li> <li>• 4.1.3 Status Messages</li> </ul>
4.2.11 Privacy	Supports (Not Applicable)	The Deque Help Center does not provide any specific accessibility features that impact the user's privacy.

## Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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 Deque Help Center 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 Deque Help Center 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 Deque Help Center 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).

Criteria	Conformance Level	Remarks and Explanations
5.1.3.6 Speech output for non-text content	Supports (Not Applicable)	The Deque Help Center 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).
5.1.3.7 Speech output for video information	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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 Deque Help Center 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).

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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).
5.1.3.12 Speaker volume	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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 Deque Help Center 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).

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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 Deque Help Center does not have closed functionality, and all text and images of text can be enlarged by the operating system or browser.
5.1.5 Visual output for auditory information	Supports (Not Applicable)	The Deque Help Center does not have closed functionality, and auditory information is not needed to enable the use of closed functions.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	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 Deque Help Center is not closed to keyboards or keyboard interfaces.
5.1.7 Access without speech	Supports (Not Applicable)	The Deque Help Center does not require speech to enable the use of any functionality.
5.2 Activation of accessibility features	Supports	Any documented accessibility feature 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 Deque Help Center does not use biological characteristics for identification or to control any functionality.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Supports (Not Applicable)	The Deque Help Center does not have functionality that converts information or communication from one format to another.
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports (Not Applicable)	The Deque Help Center is a web application and has no physical parts.
5.5.2 Operable parts discernibility	Supports (Not Applicable)	The Deque Help Center is a web application and has no physical parts.
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports (Not Applicable)	The Deque Help Center has no physical locking or toggle controls.
5.6.2 Visual status	Supports (Not Applicable)	The Deque Help Center has no physical locking or toggle controls.
5.7 Key repeat	Supports (Not Applicable)	The Deque Help Center has no physical keyboard or keypad, so it has no key repeat function.
5.8 Double-strike key acceptance	Supports (Not Applicable)	The Deque Help Center 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 Deque Help Center 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
<b>10.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
10.5 Caption positioning	Not Applicable	Any standalone documents that may be downloaded from the Deque Help Center do not contain video that has synchronized audio.
10.6 Audio description timing	Not Applicable	Any standalone documents that may be downloaded from the Deque Help Center 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
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not Applicable	Documentation is provided for the Deque Help Center; 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.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.2</a> section	See information in WCAG 2.2 section
<b>12.2 Support Services</b>	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 Deque Help Center'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 Deque Help Center 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 is available in digital formats that conform to WCAG 2.1, so the documentation and the information it contains are accessible to people with disabilities.

## 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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