

Naavia Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Naavia Service Management Portal

Report Date: October 2024

Product Description: Service management solution

Contact Information: Naavia's person contact email

Notes: The scope of this accessibility evaluation is limited to the core functionality of the service management solution.

Evaluation Methods Used: The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

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 only be used in WCAG Level AAA criteria.

Table of Contents

Naavia Accessibility Conformance Report 1

Applicable Standards/Guidelines 2

Terms 2

WCAG 2.0/2.1/2.2 Report..... 4

Table 1: Success Criteria, Level A..... 5

Table 2: Success Criteria, Level AA 19

Revised Section 508 Report 29

 Chapter 3: Functional Performance Criteria (FPC)..... 29

 Chapter 4: Hardware 31

 Chapter 5: Software 31

 Chapter 6: Support Documentation and Services 31

EN 301 549 Report..... 33

 Chapter 4: Functional Performance Statements (FPS) 33

 Chapter 5: Generic Requirements 35

 Chapter 6: ICT with Two-Way Voice Communication..... 35

 Chapter 7: ICT with Video Capabilities 35

 Chapter 8: Hardware 36

 Chapter 9: Web 36

 Chapter 10: Non-Web Documents 36

 Chapter 11: Software..... 36

Chapter 12: Documentation and Support Services	36
Chapter 13: ICT Providing Relay or Emergency Service Access	37
Legal Disclaimer (Company)	37

WCAG 2.0/2.1/2.2 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.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>Currently, the product provides sufficient text alternatives for most non-text content such as images and icons. The partially supports conformance level has been given for the following reasons:</p> <ul style="list-style-type: none"> ● Some decorative icons have not been marked as such. E.g., the Icons in the working processes (homepage) ● Decorative images are exposed to screen readers ● Some functional images are hidden from screen readers especially in the reports section. ● Some of the background image icons which convey status visually are not communicated to assistive technologies. E.g , the 'green' check mark under the score based column-Survey page ● Charts/graphs do not convey data in an understandable way.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: 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) 	<p>Not Applicable</p>	<p>The web application does not contain audio-only and/ or video only content</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not applicable	The product does not contain video/multimedia material that requires captions
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Not applicable	The product does not contain video/multimedia material that requires audio description or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: 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) Revised Section 508	Partially supports	<p>While generally appropriate, the product currently presents issues where the information and relationships are not conveyed correctly in the underlying markup:</p> <ul style="list-style-type: none"> ● Text appears to be a table caption, but is not a caption element. E.g Working processes or My Question sets in the home page ● Isolated instances of controls lacking association with their visible label. Examples: Username and password on the login page, table headers and their

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>associated controls and all the contents in the reports page.</p> <ul style="list-style-type: none"> ● The structural markup does not show the relationships in the content, and the order is lost because HTML tables do not represent it correctly. The underlying code structure represents three separate tables, which causes them to be announced as such with no connection. Sample pages with this issue include the homepage, survey, verify, and report
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 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) 	Partially supports	<p>While generally the conformance partially supports, the product has a few instances where content is not conveyed in an appropriate meaningful sequence:</p> <ul style="list-style-type: none"> ● he structural markup does not show the relationships in the content. This is because the order of the content is lost, as the table is announced as three separate tables, each with no connection. Sample pages with the issue include the homepage, survey, verify, and report. ● Table is used to organize the login form. The order of content is lost because HTML tables used for layout don't arrange the content in a clear, linear way ● Charts/graph do not convey their data in an understandable way.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: 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) 	Supports	The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: 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) 	Partially supports	<p>The product currently uses color as the only visual identifier for certain information:</p> <ul style="list-style-type: none"> ● Some Bar, line and charts rely on color to differentiate data sources (Report sections) ● Form field errors rely on color alone to alert an error ● Selection indication for options in comboboxes/select dropdowns

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: 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) 	Not applicable	The product does not include any audio
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: 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) 	Partially supports	<p>The product has elements that currently cannot be operated via the keyboard. These Include:</p> <ul style="list-style-type: none"> ● The filter contents not reachable via the keyboard when some of the columns are adjusted ● Date pickers are not reachable via the keyboard ● The menu bar below the title bar across the report viewer. ● Resizing the dashboard is only possible with the mouse

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● Contextual help in some areas of the product is only available via mouse only.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The product does not contain content or controls that cause a keyboard trap
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) 	Supports	The product does not use any character key shortcuts

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Users are warned about time outs due to inactivity.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: 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) 	Supports	The product does not currently include elements that move, blink, scroll or auto updates.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The product does not contain flashing content
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 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 	Partially supports	The product has features that let users skip over repeated content found on multiple sites, though there are some exceptions: <ul style="list-style-type: none"> ● While it is possible to skip over the generic header navigation, most pages represent repeated secondary sub-

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 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>navigations which currently cannot be bypassed.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 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) 	<p>Supports</p>	<p>Page titles describe topic or purpose.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>In general, the focus order is correct, and focus is appropriately handled for dynamic changes, changes of content/context. However, there are a few focus order issues:</p> <ul style="list-style-type: none"> Modal dialogs do not correctly handle and maintain focus. Examples in the following pages: Goals, Objectives, Roles When closing modals, focus is lost and reset to the start of the page. The previous and the next buttons items in the menu bar (below the title bar). This is present across the report viewer
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	<p>The purpose of the links in the product can be determined from the link text alone or from the programmatic context of the link</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508Y <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to: 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) Revised Section 508 – Does not apply	Not applicable	The product does not require multi-point or path-based pointer gestures for operations
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to: 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) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially supports	Some checkboxes only have as accessible names (via aria-label) and do not include their visible labels
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	The product does not use device motion or user motion
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	The language of each page is programmatically determinable

Criteria	Conformance Level	Remarks and Explanations
<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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The user interface components do not initiate change when they receive focus.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>Most of the pages/sections do not result to unexpected change of context on user input. However, there are a few instances of the issue present:</p> <ul style="list-style-type: none"> ● When the user selects any of the ‘Filter’ buttons, the context changes upon selection.
<p><u>3.2.6 Consistent Help</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	Help mechanisms occur consistently across the pages
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	Partially Supports	Generally, error messages are automatically detected and identified. However, some of the pages with errors are not conveyed to assistive technologies. Example login page

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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) 	Partially supports	Labels and instructions are provided when content requires user input, with some exceptions: <ul style="list-style-type: none"> ● Checkboxes lack a visible label. Example the check boxes in the 'edit columns' ● The form errors are not programmatically associated with their form fields. Example in the login form
<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	Supports	Currently, the product does not request user information in a multi-step process
<u>4.1.1 Parsing</u> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) 	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>While generally controls and interactive components convey their name, role or value, currently, there are a few instances where this is not the case:</p> <ul style="list-style-type: none"> ● Most comboboxes and tab panels components (drop-downs) do not accurately convey state information to assistive technologies.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: 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>Not applicable</p>	<p>The product does not contain live video(s) that would require captions.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: 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) 	<p>Not applicable</p>	<p>The product does not contain video or multimedia material that requires audio description.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) ● 		
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) 	Partially supports	The purpose of the input fields that collect information about the user can be programmatically determined. However, with some exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		<ul style="list-style-type: none"> ● The inputs (login) page missing the autocomplete attribute ● Some elements (in the data tables) share the same accessible name
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The product meets minimum contrast ratios
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) 	Does not support	The product does not allow for full-page zoom up to 200% and beyond. There is loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Text is used to convey information throughout the product as opposed to images of text

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does not Support	While the product does not result in scrolling in two dimensions when reduced to 320px wide, it is noted that some content (such as data presented in tables) is overlapping, which affects the overall functionality.
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 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>	Partially supports	<p>Most of the user interface components and meaningful graphics have a contrast ratio of 3:1 against its adjacent colors. However, a few exceptions:</p> <ul style="list-style-type: none"> ● The graphical icons on the menu bar below the title bar across the report viewer.
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) 	Partially supports	For the majority of content, changing the text spacing does not lead to loss of content or functionality. However, there are a few exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		<ul style="list-style-type: none"> ● With increased spacing, some of the data content in the tables is cut off or truncated
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does not support	<p>The product makes custom tooltips on most interactive elements. These tooltips that provide instructions/descriptions/additional information cannot be dismissed without moving focus/pointer from the trigger elements.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: 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 	Supports	<p>Multiple ways of locating content are provided (global navigation components) except when the location is the result of a process.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: 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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Most content and headings are descriptive.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) 	Partially supports	In general, the product has a visible focus indicator/ However, there are a few exceptions: <ul style="list-style-type: none"> ● Instances where focus is hidden behind or obscured absolutely positioned

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		elements (example dialogs)
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	In general, the product does not contain components that obscure the interface. Components receiving keyboard focus throughout the product remain at least partially visible except in a few exceptions: <ul style="list-style-type: none"> ● Dialogs across the product that are absolutely positioned. Example, the 'edit' column that results to a dialog obscure some of the content
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not support	The product does not provide alternatives for dragging movements besides the use of a mouse. Examples include adjusting the width of the table to adjusting the position of dialogs.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially supports	The size of target for interactive elements meets the requirement of 24 by 24 pixels

Criteria	Conformance Level	Remarks and Explanations
		throughout the product except in a few exceptions: <ul style="list-style-type: none"> The checkboxes in the tables do not meet the pointer requirement. They are currently set at 12 pixels by 12 pixels.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: 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) 	Supports	Content in the product is only presented in one language at a time.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: 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 	Supports	Repeated navigational mechanisms occur in a consistent relative order and appearance.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: 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) Revised Section 508 <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 	Supports	Components with the same functionality throughout the product are identified correctly

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: 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) 	Partially supports	<p>The product supports suggestions to users when input errors are automatically detected with a few exceptions:</p> <ul style="list-style-type: none"> ● Error suggestions is not communicated to assistive technologies in the login page, change password and forgot password pages.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: 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) 	Supports	<p>The product does not process legal commitments or financial transactions.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The product does not currently require an authentication process containing cognitive function tests.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Status messages can be programmatically determined through properties such that they can be presented to users by assistive technologies without receiving focus, with some exceptions: <ul style="list-style-type: none"> ● Applying filters for the table results in a dynamic update. This notification is not announced by screen readers ● In some forms (login page) error messages appear, they are not explicitly announced by assistive technologies ● Status updates are not announced by assistive technologies.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria: <ul style="list-style-type: none">● 1.1.1 Non-text content● 1.3.1 Info and relationships● 1.3.2 Meaningful sequence● 2.1.1 Keyboard● 2.4.1 Bypass blocks● 2.4.3 Focus order● 2.5.3 Label in name● 3.3.3 Labels or instructions● 4.1.2 Name, role, value● 4.1.3 Status messages
302.2 With Limited Vision	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria: <ul style="list-style-type: none">● 1.1.1 Non-text content● 1.3.1 Info and relationships● 1.3.2 Meaningful sequence● 1.4.1 Use of color● 2.1.1 Keyboard● 2.4.1 Bypass blocks

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 2.4.3 Focus order ● 2.4.7 Focus visible ● 3.3.2 Labels or instructions ● 4.1.2 Name, role, value
302.3 Without Perception of Color	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria: <ul style="list-style-type: none"> ● 1.4.1 Use of Color
302.4 Without Hearing	Supports	The product does not require the use of hearing
302.5 With Limited Hearing	Supports	The product does not require the use of hearing
302.6 Without Speech	Supports	The product does not require the use of speech
302.7 With Limited Manipulation	Partially supports	Refer to issues identified in the WCAG section specifically the following criteria: <ul style="list-style-type: none"> ● 2.1.1 Keyboard ● 2.4.1 Bypass blocks ● 2.4.3 Focus order ● 2.4.4 Link purpose (in context) ● 2.4.7 Focus visible ● 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to

Criteria	Conformance Level	Remarks and Explanations
		interact with the user interface
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria: <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.4.1 Use of color • 2.1.1 Keyboard • 2.4.1 Bypass blocks • 2.4.3 Focus order • 2.4.7 Focus visible • 3.3.2 Labels or instructions • 4.1.2 Name, role, value

Chapter 4: [Hardware](#)

Notes: Naavia.net is not a hardware product. This section is removed from the report.

Chapter 5: [Software](#)

Notes: Naavia.net is not a software product. This section is removed from the report

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

Notes: The content included in this section is based on an internal evaluation of ArcGIS Online support documentation and services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-	Supports	This product report is not impacted by chapters 4 and 5.

Criteria	Conformance Level	Remarks and Explanations
in and accessibility features that provide compatibility with assistive technology.		
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1	See WCAG section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request	Does not support	Web-based electronic support documentation is not available for this product
603 Support Services		
603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the accessibility and compatibility features required by 602.2	Supports	This product report is not impacted by Chapters 4 and 5 (as described in 602.2)
603.3 Accommodation of Communication Needs Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities	Supports	Naavia contact information is provided in this report

EN 301 549 Report

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Refer to issues identified in the WCAG section, specifically the following criteria: <ul style="list-style-type: none">● 1.1.1 Non-text content● 1.3.1 Info and relationships● 1.3.2 Meaningful sequence● 2.1.1 Keyboard● 2.4.1 Bypass blocks● 2.4.3 Focus order● 2.5.3 Label in name● 3.3.3 Labels or instructions● 4.1.2 Name, role, value● 4.1.3 Status messages
4.2.2 Usage with limited vision	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria <ul style="list-style-type: none">● 1.1.1 Non-text content● 1.3.1 Info and relationships● 1.3.2 Meaningful sequence● 1.4.1 Use of color● 1.4.10 Reflow

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 1.4.11 Non-text contrast ● 1.4.12 Text spacing ● 1.4.13 Content on hover or focus ● 2.1.1 Keyboard ● 2.4.1 Bypass blocks ● 2.4.3 Focus order ● 2.4.7 Focus visible ● 2.5.3 Label in name ● 4.1.2 Name, role, value ● 4.1.3 Status messages
4.2.3 Usage without perception of colour	Partially Supports	Refer to issues identified in the WCAG section, specifically the following criteria <ul style="list-style-type: none"> ● 1.4.1 Use of color ● 1.4.11 Non-text contrast
4.2.4 Usage without hearing	Supports	The product does not require the use of hearing
4.2.5 Usage with limited hearing	Supports	The product does not require the use of hearing
4.2.6 Usage with no or limited vocal capability	Supports	The product is usable to those with no or limited vocal capability
4.2.7 Usage with limited manipulation or strength	Partially supports	Refer to issues identified in the WCAG section, specifically the following criteria

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 1.4.13 Content on hover or focus ● 2.1.1 Keyboard ● 2.4.1 Bypass blocks ● 2.4.3 Focus order ● 2.4.7 Focus visible ● 2.5.3 Label in name ● 4.1.2 Name, role, value
4.2.8 Usage with limited reach	Supports	The product's features allow people with limited strength to interact with the user interface.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does contain photosensitive triggers.
4.2.10 Usage with limited cognition, language or learning	Partially supports	<p>Refer to issues identified in the WCAG section, specifically the following criteria</p> <ul style="list-style-type: none"> ● 1.1.1 Non-text content ● 1.3.1 Info and relationships ● 1.3.2 Meaningful sequence ● 1.3.5 Input purpose ● 1.4.1 Use of color ● 1.4.10 Reflow ● 1.4.11 Non-text contrast ● 1.4.12 Text spacing ● 2.1.1 Keyboard

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ● 2.4.1 Bypass blocks ● 2.4.3 Focus order ● 2.4.7 Focus visible ● 2.5.3 Label in name ● 4.1.2 Name, role, value ● 4.1.3 Status messages
4.2.11 Privacy	Supports	

Chapter [5: Generic Requirements](#)

Notes: Naavia.net is not impacted by Chapter 5: Generic Requirements (closed hardware/software system). This section has been removed from the report

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

Notes: Naavia.net is not impacted by Chapter 6: ICT with Two-way communication. This section has been removed from the report

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

Notes: Naavia.net is not impacted by Chapter 7: ICT with Video Capabilities. This section has been removed from the report

Chapter [8: Hardware](#)

Notes: Naavia.net is not impacted by Chapter 8: Hardware. This section has been removed from the report.

Chapter [9: Web](#)

Notes : See the WCAG Report section.

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

Notes: None

Criteria	Conformance Level	Remarks and Explanations
<i>10.0 General (informative)</i>		

Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	See WCAG section	See information in WCAG 2.0/2.1/2.2 section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter [11: Software](#)

Notes: Naavia.net is not a software product. This section has been removed from the report

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		Heading cell – no response required
12.1.1 Accessibility and compatibility features	Not applicable	Web based electronic support documentation is currently not available
12.1.2 Accessible documentation	See WCAG section	See information in WCAG section
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Supports	Naavia contact information is provided in this report
12.2.3 Effective communication	Supports	Naavia contact information is provided in this report
12.2.4 Accessible documentation	See WCAG section	See information in WCAG section

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

Notes: Naavia.net is not an ICT providing relay or emergency services access. This section is removed from the report.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.