

# CBORD®'s Response to Voluntary Product Evaluation Template For GET™

**Date:** 3/27/2015  
**Name of Product:** GET/The CBORD Group, Inc.  
**Contact for more Information:** <http://www.CBORD.com>

**Description:** GET includes a website that supports current browsers and mobile applications for iOS and Android.

## Summary Table

### Voluntary Product Accessibility Template

| <i>Criteria</i>   | <b>Supporting Features</b> | <b>Remarks and explanations</b>                                     |
|---|----------------------------|---|
| Section 1194.21 Software Applications and Operating Systems     | Supports                   | GET meets or exceeds all requirements.                              |
| Section 1194.22 Web-based Internet Information and Applications | Supports with exceptions   | GET meets or exceeds all applicable requirements.                   |
| Section 1194.23 Telecommunications Products                     | Not applicable             | GET does not utilize TTY functionality.                             |
| Section 1194.31 Functional Performance Criteria                 | Supports with exceptions   | Through browsers, GET meets or exceeds all applicable requirements. |
| Section 1194.41 Information, Documentation and Support          | Supports                   | Please see section for detailed response on support offerings.      |

## Section 1194.21 Software Applications and Operating Systems – Detail Voluntary Product Accessibility Template

| <i>Criteria</i>  | <b>Supporting Features</b>   | <b>Remarks and explanations</b>                     |
|--|--|---|
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.   | Supported. GET is browser based and was developed using standard tools, so it includes a “state of the art” user experience.   | Mobile apps for iOS and Android are also available. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supported. GET is web-based so nothing is installed by the user. GET supports accessibility features available for standard browsers.  |   |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.   | Supported. Navigation in GET can be done via keyboard support provided by browsers. In some cases this takes the form of shortcuts, in other cases other navigation idioms are used, e.g. the Tab key. |   |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.   | Supported. All relevant images have appropriate alt tags populated.  |   |

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| <p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>                                     | <p>Supported. All GET images have consistent alt text.</p>   |  |
| <p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>                        | <p>Supported. GET complies with the minimum requirement.</p>   |  |
| <p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>   | <p>Not applicable.</p>   |  |
| <p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>  | <p>Supported. The animated carousel in GET Food can be bypassed, or stopped.</p>   |  |
| <p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>   | <p>Supported. All color indicators have additional identifying parameters (i.e. - underline on hover, asterisk for error prompt)</p> |  |
| <p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>  | <p>Not applicable.</p>   |  |
| <p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>   | <p>Not applicable.</p>   |  |
| <p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> | <p>Supported. Form fields are properly labeled and users can navigate without a mouse</p>  |  |

## Section 1194.22 Web-based Internet information and applications – Detail

### Voluntary Product Accessibility

**Template** <..\AppData\Local\Microsoft\hsmith\Local Settings\Temporary Internet Files\OLK15B\VPAT.html>

| <i>Criteria</i>  | <b>Supporting Features</b>   | <b>Remarks and explanations</b> |
|--|--|---------------------------------|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                                     | Supported. Descriptions and alt text for images are fully supported. |                                 |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | Not applicable   |                                 |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.             | Supported. All information is available regardless of color.         |                                 |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | Supported. All documents are readable without stylesheets.           |                                 |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | Not applicable   |                                 |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not applicable   |                                 |
| (g) Row and column headers shall be identified for data tables.  | Supported: All headers are clearly labeled.                          |                                 |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.             | Supported. All associated data is grouped accordingly.               |                                 |
| (i) Frames shall be titled with text that  | Not applicable.  |                                 |

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| facilitates frame identification and navigation  |   |  |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.  | Not applicable.   |  |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not applicable.   |  |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.  | Supported. GET supports functional text that can be read by Assistive Technology. |  |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).   | Not applicable.   |  |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.                       | Supported. All form fields are clearly labeled.                                   |  |
| (o) A method shall be provided that permits users to skip repetitive navigation links.   | Supported. GET permits users to skip repetitive navigation links.                 |  |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | Not applicable.   |  |

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## Section 1194.23 Telecommunications Products – Detail Voluntary Product Accessibility Template

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| <i>Criteria</i>  | <b>Supporting Features</b> | <b>Remarks and explanations</b> |
|--|----------------------------|---------------------------------|
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not applicable.            |                                 |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.  | Not applicable.            |                                 |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | Not applicable.            |                                 |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to   | Not applicable.            |                                 |

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| indicate more time is required.  |                 |  |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.   | Not applicable. |  |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.  | Not applicable. |  |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.   | Not applicable. |  |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.  | Not applicable. |  |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.  | Not applicable. |  |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | Not applicable. |  |

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| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.  | Not applicable. |  |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | Not applicable. |  |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.   | Not applicable. |  |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.   | Not applicable. |  |

**Section 1194.31 Functional Performance Criteria – Detail**

**Voluntary Product Accessibility Template**

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| <b>Criteria</b>   | <b>Supporting Features</b>  | <b>Remarks and explanations</b> |
|---|---|---------------------------------|
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, | Through browsers GET supports the use of assistive technology such as screen readers. |                                 |

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| <p>or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>  |  |  |
| <p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p> | <p>Through browsers GET supports the use of assistive technology such as magnifiers.</p> |  |
| <p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>   | <p>Not applicable.</p>   |  |
| <p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>  | <p>Not applicable.</p>   |  |
| <p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>   | <p>Not applicable.</p>   |  |
| <p>(f) At least one mode of</p>  | <p>Through browsers GET</p>  |  |

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| <p>operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p> | <p>supports the use of assistive technology such as voice recognition and alternative input devices for people who have reduced motor skills/coordination and keyboard accessibility so use of a mouse is not required.</p> |  |
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## Section 1194.41 Information, Documentation and Support – Detail

### Voluntary Product Accessibility Template

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| <b>Criteria</b>  | <b>Supporting Features</b> | <b>Remarks and explanations</b>  |
|--|----------------------------|--|
| <p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</p>  | <p>Supported.</p>          | <p>GET provides a Help page for website users. Site administrators have online access to the GET Administrator Guide.</p>  |
| <p>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</p> | <p>Supported.</p>          | <p>Product features are accessible by screen readers through browser support.</p>  |
| <p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>   | <p>Supported.</p>          | <p>Support services include in person, telephone, email, and web portal. Special requests and arrangements can be made for other methods necessary upon request.</p> |