



# CBORD Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** CBORD Odyssey, v7.12.6199

**Product Description:** Odyssey Direct is a hosted cashless solution that improves campus-based employee and guest service without adding IT overhead. It provides a web-based interface for admins to perform various configuration functions and run reports, as well as allowing end users to manage their accounts. By using your existing ID badges as forms of payment, the Odyssey product allows hospitals to improve service, security, and the bottom line.

**Date:** February 21, 2018

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**Evaluation Methods Used:** Level Access comprehensively tested a selection of pages and user flows representative of CBORD Odyssey. Testing involved extensive use of leading assistive technologies, such as JAWS, ZoomText, and Dragon® NaturallySpeaking, as well as exclusive use of the keyboard and manual inspection of code and Accessibility API output through the use of tools such as Microsoft Inspect.

## **Applicable Standards/Guidelines**

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





<i>Standard/Guideline</i>	<i>Included In Report</i>
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(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.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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 2.0 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            2017 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 with Exceptions</p>	<p>Web: Text equivalents are provided for a majority of non-text elements within Odyssey. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <p>Controls, such as list boxes, combo boxes, and page tabs, do not correctly communicate state to screen readers.</p> <p>Some image links and buttons, such as the “Help” and “Admin” links, use icon fonts without providing a textually equivalent description.</p> <p>Dialogs consistently use the ARIA roles of <code>dialog</code> and <code>document</code> together, which provides incorrect structure.</p> <p>The user profile image on the “Sales Details” page does not provide meaningful alternative text.</p> <p>Rarely, content meant to be hidden from all users is rendered to screen readers.</p> <p>Page tabs often do not indicate their <code>role</code> or communicate <code>state</code> as “selected” to screen readers when they are made current.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Neither audio-only nor video-only content is present on Odyssey.</p>





Criteria	Conformance Level	Remarks and Explanations
2017 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>		
<u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A) Also applies to: 2017 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: Neither audio-only nor video-only content is present on Odyssey.
<u><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a></u> (Level A) Also applies to: 2017 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: Neither audio-only nor video-only content is present on Odyssey.
<u><a href="#">1.3.1 Info and Relationships</a></u> (Level A) Also applies to: 2017 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 with Exceptions	<p>Web: Relationships among content in Odyssey are represented semantically in a majority of cases. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <p>Icon fonts for controls throughout the site are injected using pseudo elements.</p> <p>Occasionally, data tables use headers incorrectly, do not properly identify headers when appropriate, and contain blank table cells.</p> <p>Form elements and controls frequently do not have a valid <code>label</code>. Rarely, form fields do not provide input constraints when appropriate.</p>





Criteria	Conformance Level	Remarks and Explanations
		<p>Rarely, lists are used for presentation instead of for grouping purposes.</p> <p>Section and page headings occasionally skip levels of visual importance, and frequently use space to imply headings without proper HTML markup.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Also applies to: 2017 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 with Exception</p>	<p>Web: Sequence is meaningful throughout Odyssey in the majority of cases. However, a rating of Supports with Exceptions has been given for the following reason:</p> <p>Rarely, the page reading order does not coincide with the focus order of the page.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Also applies to: 2017 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: Instructions that rely solely on sensory characteristics are not present on Odyssey.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A) Also applies to: 2017 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 with Exception</p>	<p>Web: Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the majority of Odyssey screens. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <p>Calendar controls use color to indicate both the selected and current date without a textual equivalent.</p> <p>Rarely, color alone is used to communicate information about the user's current location on some screens.</p>





Criteria	Conformance Level	Remarks and Explanations
		<p>Messages frequently use color alone to indicate the errors without a textual equivalent.</p> <p>Occasionally, page tabs use color alone to indicate selection without providing information about role and state.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)            Also applies to:            2017 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: No audio content that plays automatically is present on Odyssey.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)            Also applies to:            2017 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 with Exceptions	<p>Web: A majority of interactive elements within Odyssey can be accessed and invoked with the keyboard. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <p>Calendar controls have components that are not keyboard accessible.</p> <p>Occasionally, controls are only actionable with the use of a mouse.</p> <p>Rarely, active elements cannot receive keyboard focus.</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)            Also applies to:            2017 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: No keyboard traps are present in Odyssey.





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A) Also applies to: 2017 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: Odyssey alerts users that they will be signed out of the application due to inactivity and allows the user to extend the session before the user is signed out of the application.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) Also applies to: 2017 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: There is no moving, blinking, scrolling, or auto-updating information on Odyssey.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) Also applies to: 2017 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: There is no flashing content on Odyssey.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A) Also applies to: 2017 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: Does Not Support	Web: Odyssey does not provide users the ability to skip past repetitive content.
<p><b><u>2.4.2 Page Titled</u></b> (Level A) Also applies to: 2017 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 with Exceptions	<p>Web: Odyssey provides meaningful page titles in most cases. A rating of Supports with Exceptions has been given for the following reason:</p> <p>Several pages do not provide context-sensitive titles for related groups.</p>





Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)            Also applies to:            2017 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: Page design and content is set up in such a way that focus order is intuitive for the page content and actionable elements.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)            Also applies to:            2017 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 with Exceptions	<p>Web: In many cases, link text is descriptive, and the purpose of links is clear. However, a rating of Supports with Exceptions has been given for the following reasons:</p> <p>Some links activate controls and modals and do not communicate this information to screen readers.</p> <p>Occasionally, links have text that is not meaningful in context.</p> <p>Rarely, image links do not provide an alternative text description.</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)            Also applies to:            2017 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: Does Not Support	Web: A natural language is not set for Odyssey web pages.
<p><b><u>3.2.1 On Focus</u></b> (Level A)            Also applies to:            2017 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: No component in the Odyssey web application activates or changes content when a user places focus on that component.







Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.2 On Input</u></b> (Level A) Also applies to: 2017 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 with Exceptions</p>	<p>Web: In the majority of cases, Odyssey does not change page content on input. However, the rating of Supports with Exceptions has been given for the following reason:</p> <p>Rarely, selecting a form control option triggers page navigation without communicating this information to screen readers.</p>
<p><b><u>3.3.1 Error Identification</u></b> (Level A) Also applies to: 2017 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 with Exceptions</p>	<p>Web: In most instances, Odyssey provides a clear indication of fields in error. However, the rating of Supports with Exceptions has been given for the following reasons:</p> <p>The “Login” page contains errors that do not specify which field is in error.</p>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A) Also applies to: 2017 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 with Exceptions</p>	<p>Web: Odyssey does provide labels for controls and form elements on several pages. However, the rating of Supports with Exceptions has been given for the following reasons:</p> <p>Odyssey does not provide an indication of current location in search results.</p> <p>Instructive text is often not placed at the beginning of forms.</p> <p>Form field constraints are not always provided for input when appropriate.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A) Also applies to: 2017 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 with Exceptions</p>	<p>Web: The majority of the Odyssey web application contains well-formed markup. However, a rating of Supports with Exceptions has been given for the following reason:</p> <p>Some elements have IDs that are not unique.</p>





Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: 2017 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 with Exceptions</p>	<p>Web: Many of the user interface components can be identified and some <code>state</code> information is communicated to screen users. However, the rating of Supports with Exceptions has been given for the following reasons:</p> <p>Several controls do not correctly communicate all information to screen readers when their state changes.</p> <p>Occasionally, page tabs do not provide proper textual descriptions indicating when they are currently selected.</p> <p>While in most cases, form field constraints are provided for user input, these instructions are not available through the use of a keyboard.</p> <p>Several controls have invalid ARIA attributes, resulting in incorrect <code>name</code>, <code>state</code>, and <code>role</code> information.</p> <p>In rare cases, user interfaces use ARIA incorrectly resulting in unexpected behavior and <code>name</code>, <code>state</code>, and <code>role</code> information.</p>

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)            Also applies to:            2017 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: No live content is present on the Odyssey web application.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            2017 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: No audio content is present on the Odyssey web application.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            2017 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 with Exceptions	<p>Web: In most cases, the Odyssey web application provides sufficient contrast when background images are not available and define background and foreground colors consistently. However, a rating of Supports with Exceptions has been given for the follow reasons:</p> <p>Frequently, content and image buttons do not provide sufficient color contrast.</p> <p>In several instances, link text does not provide sufficient color contrast.</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)            Also applies to:            2017 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: Text resizing is not restricted or disabled on the Odyssey web application.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)            Also applies to:            2017 Section 508</p>	Web: Supports	Web: The Odyssey web application does not make use of static images of text.





Criteria	Conformance Level	Remarks and Explanations
<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><b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: 2017 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: Some pages in the Odyssey web application are steps in a process. Pages that are not steps can be accessed in multiple ways.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA) Also applies to: 2017 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: Headings and labels accurately describe content on the Odyssey web application.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA) Also applies to: 2017 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 with Exceptions	<p>Web: Many actionable elements provide a visible outline or darken in color to indicate keyboard focus. However, a rating of Supports with Exceptions has been given for the following reason:</p> <p>Frequently, links and image buttons subtly change in color or provide a dotted outline that insufficiently indicate visual keyboard focus.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA) Also applies to: 2017 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: No inline changes in language or other language options, other than English, are present for the Odyssey web application.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to:</p>	Web: Supports	Web: Navigation is consistent throughout the Odyssey web application.





Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <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>		
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: 2017 Section 508 <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: Controls and interfaces throughout the Odyssey web application are consistent.
<b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: 2017 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: Error messages throughout the Odyssey web application provide suggestions for fixing the errors where appropriate.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: 2017 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: Financial transactions can be reversed and are checked for errors on submit.

*Table 3: Success Criteria, Level AAA*

Notes: Not Applicable



2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	<p>The issues that most impact the functional performance of the site for users without vision are discussed in the above WCAG 2.0 Report. As described in <b>1.1.1 Non-text Content</b>, many non-text elements do not provide informative descriptions. As described in <b>1.3.1 Info and Relationships</b>, information relationships and structures frequently cannot be determined programmatically. As described in <b>1.3.2 Meaningful Sequence</b>, the navigation header does not have a sequential tab order. As described in <b>1.4.1 Use of Color</b>, color is sometimes the sole means of communicating information. As described in <b>2.1.1 Keyboard</b>, some controls are not keyboard accessible. As described in <b>2.4.1 Bypass Blocks</b>, the Odyssey web application lacks a way to skip repetitive content. As described in <b>2.4.2 Page Titled</b>, most pages lack context-sensitive titles. As</p>



Criteria	Conformance Level	Remarks and Explanations
		<p>described in <b>2.4.4 Link Purpose (In Context)</b> , the purpose of links is often unclear. As described in <b>3.3.1 Error Identification</b>, some errors are not clearly identified. As described in <b>3.3.2 Labels or Instructions</b>, user inputs mostly lack sufficient labels and instructions. As described in <b>4.1.2 Name, Role, Value</b>, many controls do not have appropriate names, states, and roles.</p> <p>Additionally, users without vision will be unable to complete some tasks, like deleting records.</p>
302.2 With Limited Vision	Supports with Exceptions	<p>The issues that most impact the functional performance of the site for users with limited vision are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>1.4.1 Use of Color</b>, <b>2.1.1 Keyboard</b>, <b>2.4.1 Bypass Blocks</b>, <b>3.2.2 On Input</b>, and <b>3.3.1 Error Identification</b>. Additionally, as described in <b>1.4.3 Contrast (Minimum)</b>, some text and links do not provide sufficient color contrast. As described in <b>2.4.7 Focus Visible</b>, visual indication of keyboard focus is not well defined.</p>





Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports with Exceptions	The issues that most impact the functional performance of the site for users without perception of color are discussed in the above WCAG 2.0 Report. For details, please refer primarily to <b>1.4.1 Use of Color</b> and <b>1.4.3 Contrast (Minimum)</b> .
302.4 Without Hearing	Supports	The Odyssey web application does not require the use of audio-only functionality.
302.5 With Limited Hearing	Supports	The Odyssey web application does not require the use of audio-only functionality.
302.6 Without Speech	Supports	The Odyssey web application does not require speech for access.
302.7 With Limited Manipulation	Supports with Exceptions	The issues that most impact the functional performance of the site for users with limited manipulation are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>1.3.1 Info and Relationships</b> , <b>2.1.1 Keyboard</b> , <b>2.4.1 Bypass Blocks</b> , <b>2.4.4 Link Purpose (In Context)</b> , <b>2.4.7 Focus Visible</b> , <b>3.2.2 On Input</b> , <b>3.3.2 Labels or Instructions</b> , and <b>4.1.2 Name, Role, Value</b> .







Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports with Exceptions	The issues that most impact the functional performance of the site for users with limited reach and strength are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>1.3.1 Info and Relationships, 2.1.1 Keyboard, 2.4.1 Bypass Blocks, 2.4.4 Link Purpose (In Context) 2.4.7 Focus Visible, 3.2.2 On Input, 3.3.2 Labels or Instructions, and 4.1.2 Name, Role, Value.</b>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	The issues that most impact the functional performance of the site for users with limited language, cognitive, and learning abilities are discussed in the above WCAG 2.0 Report. For details, please refer primarily to: <b>1.3.1 Info and Relationships, 2.4.2 Page Titled, 2.4.4 Link Purpose (In Context) 3.3.1 Error Identification, 3.3.2 Labels or Instructions, and 4.1.2 Name, Role, Value.</b>

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>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

