



CBORD Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

ResCenter 20.1

Report Date:

12/22/20

Product Description:

CBORD's ResCenter® is a web-based housing management system that provides leading-edge functionality and tools for managing all aspects of residence life. With automatic room assignments, student self-service, and automated check-in, ResCenter is redefining the way you manage student housing and the way students experience your program.

Contact Information:

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Notes:

This version of our Accessibility Conformance Report (ACR) dated December 22nd, 2020 reports our conformance with EN 301 549, WCAG 2.0 and WCAG 2.1 at Levels A, and AA, and our compliance with Section 508 of the Rehabilitation Act, 1973 based on the VPAT® Version 2.4 Section 508 template published by the Information Technology Industry Council (ITIC) in March 2020.

Evaluation Methods Used:

The following applications were used to evaluate this product:

- Browsers: Chrome, Internet Explorer, Firefox, Edge, and Safari
- Manual testing tools: JAWS 2020, VoiceOver, TalkBack, ZoomText 2020, and Keyboard Testing
- Automated testing tools: aXe, WAVE, HTML CodeSniffer, WebAIM Color Contrast Checker, Chrome Dev Tools, Firefox Dev Tools, DHS Accessible Name and Description Inspector (ANDI), and DHS Color and Contrast Analyzer (CCA)

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>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>Web: Supports iOS: Partially Supports Android: Partially Supports</p>	<p>Web: ResCenter provides users with text-based alternatives for non-text components. Image buttons provide meaningful descriptions of content to the user.</p> <p>iOS/Android: ResCenter provides users with text-based alternatives for non-text components. Image buttons provide meaningful descriptions of content to the user however, there are some exceptions:</p> <ul style="list-style-type: none"> • On the login page, the password image is read by the screen readers. • On the login page, the error state image is read by the screen readers.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 	<p>Web: Not applicable iOS: Not Applicable Android: Not Applicable</p>	<p>Web/iOS/Android: ResCenter does not have prerecorded audio-only or video-only.</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) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <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) 	Web: Not applicable iOS: Not Applicable Android: Not Applicable	Web/iOS/Android: ResCenter does not have prerecorded captioned content.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> Also applies to: EN 301 549 Criteria <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) 	Web: Not applicable iOS: Not Applicable Android: Not Applicable	Web/iOS/Android: ResCenter does not have prerecorded audio descriptions or media alternative content.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.1 (Web) 	Web: Partially Supports iOS: Partially Supports Android: Partially Supports	Web/iOS/Android: In ResCenter, most information, structure, and relationships are conveyed accessibly however, there are some exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • On the add resident page, the label add residents should be visually indicated as a required input field. • On the new transaction page, in the amount comments input field, the screen reader does not announce the programmatic label. • On the room inspections page, the bed dropdown menu in the table is not programmatically labeled.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter components have meaningful reading sequences and the reading order is preserved.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter does not use color as the sole means of conveying information.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable iOS: Not Applicable Android: Not Applicable</p>	<p>Web/iOS/Android: ResCenter does not contain content that requires audio controls.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Partially Supports iOS: Partially Supports Android: Partially Supports</p>	<p>Web/iOS/Android: ResCenter is operable through the keyboard interface however, there are some exceptions:</p> <ul style="list-style-type: none"> • On the work orders page, the user cannot access the second request date field to make a selection. • On the add resident page, the help link at the bottom of the page cannot be selected by the user.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter does not have any keyboard traps.</p>
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable iOS: Not Applicable Android: Not Applicable</p>	<p>Web/iOS/Android: ResCenter does not contain character key shortcuts.</p>
<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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter users are not automatically logged out after a certain period of inactivity.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter does not contain moving, blinking, scrolling, or auto-updating information.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Support iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter does not contain flashing content.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter provides mechanisms for bypassing blocks of repeated content.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 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>2.4.2 Page Titled (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter provides titles that describe their topic or purpose.
<p>2.4.3 Focus Order (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports iOS: Partially Supports Android: Partially Supports	Web/iOS/Android: ResCenter components receive focus in an order that preserves meaning and operability however, there are some exceptions: <ul style="list-style-type: none"> In the user preferences menu modal dialog, users can navigate outside the modal dialog and activate components. On the advanced find page, in the field input lookup modal dialog, users can navigate outside the modal dialog and activate components.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.4 (Web) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: The purpose of links in ResCenter can be determined from the link text alone, or from the link text together with its programmatically determined link context.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter does not require multipoint or path-based gestures for operation.
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: Functionality within ResCenter using a single pointer does not use the down-event to execute any part of the function and many actions can be cancelled or undone.
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) 	Web: Supports iOS: Supports Android: Supports	iOS/Android: ResCenter has accessible names of controls that contain the text of their visible labels.

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 – Does not apply		
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter does not have functionality that requires device motion or user motion.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: The language in ResCenter is programmatically identified.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>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) 	Web: Partially Supports iOS: Partially Supports Android: Partially Supports	Web/iOS/Android: When ResCenter components receive focus, an unexpected change of context is not initiated, however, there are some exceptions: <ul style="list-style-type: none"> On the new assignment page, if the occupancy start date is left empty, a user will encounter an unexpected change of context when shifting focus to the next input field.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>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) 	<p>Web: Partially Supports iOS: Partially Supports Android: Partially Supports</p>	<p>Web/iOS/Android: When ResCenter component settings are changed, an unexpected change of context is not initiated, however, there are some exceptions:</p> <ul style="list-style-type: none"> On the propagate attributes page, in the facility tree section, a user will encounter an unexpected change of context after “checking” a checkbox. On the new payments page, on the post dropdown menu, a user will encounter an unexpected change of context when selecting an option.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: If an input error is detected in ResCenter, the item that is in error is identified and the error is described to the user in text.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter labels or instructions are provided when content requires user input.</p>

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>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter elements are nested according to their specifications, have complete start and end tags, and do not contain duplicate attributes.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria <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) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports iOS: Partially Supports Android: Partially Supports	Web/iOS/Android: ResCenter elements have names, roles, states, properties, and values that can be programmatically determined, however, there are some exceptions: <ul style="list-style-type: none"> • On the new payments page, in the amount input field, the screen reader will not announce that this is a required field. • On the new transaction page, in the amount comments input field, the screen reader does not announce the programmatic label. • On the room inspections page, the bed dropdown menu in the table is not programmatically labeled. • On the manage resident page, in the birthdate input field, the programmatic label is incorrect.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable iOS: Not Applicable Android: Not Applicable</p>	<p>Web/iOS/Android: ResCenter does not have content that requires live captions.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable iOS: Not Applicable Android: Not Applicable</p>	<p>Web/iOS/Android: ResCenter does not have content that requires pre-recorded audio descriptions.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter content and operation is functional in both the landscape and portrait display orientation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter does not provide auto complete for input components in forms involving personal information.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports iOS: Partially Supports Android: Partially Supports</p>	<p>Web/iOS/Android: ResCenter has sufficient color contrast between the foreground and background colors of text and images, however, there are some exceptions:</p> <ul style="list-style-type: none"> • On the dashboard page, under staff room inspections, the word “completed” does not have sufficient color contrast. • On the dashboard page, under resident room inspections, the word “move out” does not have sufficient color contrast.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter text can be resized without assistive technology and without the loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA) 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: In ResCenter, text is used to convey information rather than images of text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only) 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>	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: ResCenter content can be presented without loss of information or functionality and without requiring scrolling in two dimensions for vertical scrolling content at a width of 320 pixels and horizontal scrolling content at a height of 256 pixels.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) 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>	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: In ResCenter, meaningful non-text content elements have sufficient color contrast ratios.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) 	<p>Web: Supports iOS: Supports Android: Supports</p>	<p>Web/iOS/Android: In ResCenter, when text spacing is adjusted, content does not get cut off or overlap.</p>

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		
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <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	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: In ResCenter, when receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, mechanisms are available to dismiss content.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter provides more than one way to locate content.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <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) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter provides headings and labels that are descriptive.

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>2.4.7 Focus Visible (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports iOS: Partially Supports Android: Partially Supports	Web/iOS/Android: ResCenter has visible keyboard focus indicators, however, there are some exceptions: <ul style="list-style-type: none"> • On the assets page, there is not visible keyboard focus on the usage summary icon. • On the assets page, there is not visible keyboard focus on the edit icon. • On the assets page, there is not visible keyboard focus on the show locations icon. • On the assets page, there is not visible keyboard focus on the delete icon.
<p>3.1.2 Language of Parts (Level AA)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: In ResCenter, the human language of each passage or phrase in the content can be identified.
<p>3.2.3 Consistent Navigation (Level AA)</p> Also applies to: EN 301 549 Criteria <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 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter has navigational mechanisms that enable repeated components to occur in the same relative order in each section.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.3.2.3 (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 		
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <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 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter components that have the same functionality within a set of pages are identified consistently.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: In ResCenter, if an input error is automatically detected, suggestions for correction are shown for corresponding fields.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.4 (Web) 	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter gives users the opportunity to change inputted information prior to submitting or activating a button.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
4.1.3 Status Messages (Level AA 2.1 only) 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	Web: Supports iOS: Supports Android: Supports	Web/iOS/Android: ResCenter status messages can mostly be programmatically determined through role or properties such that they can be presented to the user by assistive technology without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.2.6 Timeouts</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	iOS: Not Evaluated Android: Not Evaluated	iOS: Not Evaluated Android: Not Evaluated

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>ResCenter can be used by users without vision with some exceptions. These exceptions are summarized below from this WCAG 2.0 and WCAG 2.1 report:</p> <ul style="list-style-type: none">• 1.1.1 Non-Text Content: Some images should not be read by screen readers.• 1.3.1 Info and Relationships: Some required text is not visually indicated. Some text is not programmatically labeled.• 2.1.1 Keyboard: Some interactive controls are not keyboard accessible.• 2.4.3 Focus Order: Keyboard focus in some modal dialogs do not remain within the modal dialog.• 3.2.1 On Focus: Sometimes there are unexpected changes of context when shifting focus.• 3.2.2 On Input: Sometimes there are unexpected changes of context on input.• 4.1.2 Name, Role, Value: On some pages, the screen reader will not announce that there is a

Criteria	Conformance Level	Remarks and Explanations
		required field, or programmatic labels.
302.2 With Limited Vision	Partially Supports	<p>ResCenter can be used by users with limited vision with some exceptions. These exceptions are summarized below from this WCAG 2.0 and WCAG 2.1 report:</p> <ul style="list-style-type: none"> • 1.4.3 Contrast (Minimum): Some text does not have sufficient color contrast. • 2.4.7 Focus Visible: Sometimes components do not receive a visible keyboard focus.
302.3 Without Perception of Color	Supports	ResCenter can be used by users without perception of color.
302.4 Without Hearing	Supports	Audio-only functionality is not required in ResCenter.
302.5 With Limited Hearing	Supports	Audio-only functionality is not required in ResCenter.
302.6 Without Speech	Supports	Speech access is not required in ResCenter.
302.7 With Limited Manipulation	Partially Supports	<p>ResCenter can be used by users with limited manipulation with some exceptions. These exceptions are summarized below from this WCAG 2.0 and WCAG 2.1 report:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard: Some interactive controls are not keyboard accessible. • 2.4.3 Focus Order: Keyboard focus in some modal dialogs do not remain within the modal dialog. • 3.2.1 On Focus: Sometimes there are unexpected changes of context when shifting focus.

Criteria	Conformance Level	Remarks and Explanations
		3.2.2 On Input: Sometimes there are unexpected changes of context on input.
302.8 With Limited Reach and Strength	Partially Supports	<p>ResCenter can be used by users with limited reach and strength with some exceptions. These exceptions are summarized below from this WCAG 2.0 and WCAG 2.1 report:</p> <ul style="list-style-type: none"> 2.1.1 Keyboard: Some interactive controls are not keyboard accessible. 2.4.3 Focus Order: Keyboard focus in some modal dialogs do not remain within the modal dialog. 3.2.1 On Focus: Sometimes there are unexpected changes of context when shifting focus. 3.2.2 On Input: Sometimes there are unexpected changes of context on input.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>ResCenter can be used by users with limited language, cognitive, and learning abilities, however, there are some exceptions:</p> <ul style="list-style-type: none"> 1.3.1 Info and Relationships: Sometimes there is no visual indication that a field is required.

Chapter 4: [Hardware](#)

Notes: ResCenter is a software-based application and is not subject to the requirements of this section.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not Applicable
402.2.2 Transactional Outputs	Not Applicable	Not Applicable
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not Applicable
402.2.4 User Control	Not Applicable	Not Applicable
402.2.5 Braille Instructions	Not Applicable	Not Applicable
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not Applicable
402.3.2 Non-private Listening	Not Applicable	Not Applicable
402.4 Characters on Display Screens	Not Applicable	Not Applicable
402.5 Characters on Variable Message Signs	Not Applicable	Not Applicable
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not Applicable
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not Applicable
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not Applicable
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Not Applicable
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Not Applicable
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Not Applicable
407.3.2 Alphabetic Keys	Not Applicable	Not Applicable
407.3.3 Numeric Keys	Not Applicable	Not Applicable
407.4 Key Repeat	Not Applicable	Not Applicable
407.5 Timed Response	Not Applicable	Not Applicable
407.6 Operation	Not Applicable	Not Applicable
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not Applicable
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Not Applicable
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not Applicable
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not Applicable
407.8.2 Side Reach	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not Applicable
407.8.2.2 Obstructed Side Reach	Not Applicable	Not Applicable
407.8.3 Forward Reach	Not Applicable	Not Applicable
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not Applicable
408.3 Flashing	Not Applicable	Not Applicable
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not Applicable
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Not Applicable
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Not Applicable
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Not Applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech	Not Applicable	Not Applicable
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Not Applicable
412.7 Video Communication	Not Applicable	Not Applicable
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not Applicable
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not Applicable
412.8.3 Signal Compatibility	Not Applicable	Not Applicable
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not Applicable
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not Applicable
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not Applicable
414.1.2 Other ICT	Not Applicable	Not Applicable
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not Applicable
415.1.2 Audio Description Controls	Not Applicable	Not Applicable

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Partially Supports	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	ResCenter is not considered a platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	ResCenter is compatible with operating systems and browser accessibility features configured by the user.
<u>502.3 Accessibility Services</u>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	ResCenter uses WAI-ARIA attributes to make content more accessible. Attributes described are descriptions, states, and roles.
502.3.2 Modification of Object Information	Supports	ResCenter uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.3 Row, Column, and Headers	Supports	ResCenter uses HTML to identify row, columns, and headers. In some cases, the table headers are missing.
502.3.4 Values	Supports	ResCenter uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.5 Modification of Values	Supports	ResCenter uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.6 Label Relationships	Supports	ResCenter uses standard HTML to describe label relationships.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	ResCenter uses HTML for hierarchical relationships.
502.3.8 Text	Supports	ResCenter plain text values are accessible through HTML for assistive technologies.
502.3.9 Modification of Text	Supports	ResCenter plain text values are accessible through HTML for assistive technologies.
502.3.10 List of Actions	Supports	ResCenter uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.11 Actions on Objects	Supports	ResCenter uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.12 Focus Cursor	Supports	ResCenter displays an indicator on focused components.
502.3.13 Modification of Focus Cursor	Supports	ResCenter utilizes HTML with cursor controls for user input.
502.3.14 Event Notification	Supports	ResCenter provide alerts.
502.4 Platform Accessibility Features	Not Applicable	ResCenter is not considered a platform software as defined by Section 508.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	ResCenter is compatible with user preferences for assistive technologies.
503.3 Alternative User Interfaces	Not Applicable	There are no alternative user interfaces within ResCenter.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	ResCenter does not have media content for caption controls.
503.4.2 Audio Description Controls	Not Applicable	ResCenter does not have media content for audio description controls.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Not applicable
504.2.2 PDF Export	Not applicable	Not applicable
504.3 Prompts	Not applicable	Not applicable
504.4 Templates	Not applicable	Not applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The CBORD Accessibility team can answer questions about accessibility.
602.3 Electronic Support Documentation	Supports	ResCenter support documentation is provided electronically.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Documentation for ResCenter is provided electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The CBORD Accessibility team can answer questions about accessibility.
603.3 Accommodation of Communication Needs	Supports	The CBORD Accessibility team can answer questions about accommodations.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	ResCenter uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2x section for details.
4.2.2 Usage with limited vision	Partially Supports	ResCenter supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2x section for details.
4.2.3 Usage without perception of colour	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.
4.2.4 Usage without hearing	Not Applicable	ResCenter does not include audio-only features that require a hearing aid to be used.
4.2.5 Usage with limited hearing	Not applicable	ResCenter does not include audio-only features that require a hearing aid to be used.
4.2.6 Usage with no or limited vocal capability	Not Applicable	ResCenter does not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	ResCenter supports standard input mechanisms such as user-provided keyboards and pointing devices.
4.2.8 Usage with limited reach	Supports	The CBORD Accessibility team can answer questions about this criterion.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	ResCenter does not include visual features with flashing content that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	ResCenter uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details.
4.2.11 Privacy	Supports	ResCenter does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcement.

Chapter 5: [Generic Requirements](#)

Notes: ResCenter supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	
5.1.3.2 Auditory output delivery including speech	Not Applicable	
5.1.3.3 Auditory output correlation	Not Applicable	
5.1.3.4 Speech output user control	Not Applicable	
5.1.3.5 Speech output automatic interruption	Not Applicable	
5.1.3.6 Speech output for non-text content	Not Applicable	
5.1.3.7 Speech output for video information	Not Applicable	
5.1.3.8 Masked entry	Not Applicable	
5.1.3.9 Private access to personal data	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	Not Applicable	
5.1.3.11 Private listening volume	Not Applicable	
5.1.3.12 Speaker volume	Not Applicable	
5.1.3.13 Volume reset	Not Applicable	
5.1.3.14 Spoken languages	Not Applicable	
5.1.3.15 Non-visual error identification	Not Applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	
5.1.4 Functionality closed to text enlargement	Not Applicable	
5.1.5 Visual output for auditory information	Not Applicable	
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	
5.1.7 Access without speech	Not Applicable	
5.2 Activation of accessibility features	Not Applicable	
5.3 Biometrics	Not Applicable	
5.4 Preservation of accessibility information during conversion	Not Applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	
5.5.2 Operable parts discernibility	Not Applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	
5.6.2 Visual status	Not Applicable	
5.7 Key repeat	Not Applicable	
5.8 Double-strike key acceptance	Not Applicable	
5.9 Simultaneous user actions	Not Applicable	

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

Notes: Not Applicable

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

Notes: ResCenter does not offer two-way voice communication and is therefore not subject to the requirements of this section

Chapter [8: Hardware](#)

Notes: Not Applicable

Chapter [9: Web](#) (see [WCAG 2.x section](#))

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

Notes: Not Applicable

Chapter [11: Software](#)

Notes: Not Applicable

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The CBORD Accessibility team can answer questions about accessibility.
12.1.2 Accessible documentation	Supports	ResCenter support documentation is provided electronically.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	The CBORD Accessibility team can answer questions about accessibility.
12.2.3 Effective communication	Supports	The CBORD Accessibility team can answer questions about accessibility.
12.2.4 Accessible documentation	Supports	The CBORD Accessibility team can answer questions about accessibility.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not Applicable

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