

# Voluntary Product Accessibility Template® (VPAT®)

## EN 301 549 Edition

Version 2.3 (Revised) - April 2019

### Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# Proctorio Accessibility Conformance Report

## EN 301 549 Edition

VPAT® Version 2.3 (Revised) – April 2019

**Name of Product/Version: Secure Exam Proctor Extension**

### Product Description:

The scope of this VPAT is restricted to Specific browser extension applied on the page listed in the table below.

The application was accessed using login credentials provided for the environment <https://proctorio.instructure.com/login/canvas>

Id #	Web Page / Screen / Document Identifier	Location / URL
1	Instructions screen	<a href="https://proctorio.instructure.com/courses/283/quizzes/4244">https://proctorio.instructure.com/courses/283/quizzes/4244</a>
2	Exam - System Diagnostics Test screen	<a href="https://proctorio.instructure.com/courses/283/quizzes/4244">https://proctorio.instructure.com/courses/283/quizzes/4244</a>
3	Exam Agreement screen	<a href="https://proctorio.instructure.com/courses/283/quizzes/4244">https://proctorio.instructure.com/courses/283/quizzes/4244</a>
4	Quiz Tools (pop up modal)	<a href="https://proctorio.instructure.com/courses/283/quizzes/secured#lockdown">https://proctorio.instructure.com/courses/283/quizzes/secured#lockdown</a>

**Date:** March 9<sup>th</sup>,2020

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**Notes :**

Deque Systems Inc. has created this VPAT upon completion of an accessibility evaluation based on an agreed statement of work. Validation testing performed between *January 29, 2020* and *March 5, 2020* was limited only to evaluation of specific accessibility issues that were already reported.

**Evaluation Methods Used:**

A combination of automated and manual testing techniques were employed for the accessibility assessment, details are as below:

- \*Automation used aXe core rule engine 3.3
- \*Manual assessment based on Windows 10 – Chrome- NVDA.

**Applicable Standards/Guidelines**

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes ) Level AAA (No )

<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes ) Level AA (Yes ) Level AAA (No )
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V2.1.2 (2018-08)	(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 2.1 Level AAA.

## WCAG 2.1 Report

Tables 1 and 2 document conformances with all of the following:

- Chapter 9 - Web
- Chapter 10 - Non-Web documents
- Section 11.2.1- Non-Web Software (excluding closed functionality)
- Section 11.2.2 - Non-Web Software (closed functionality)

**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><b>1.1.1 Non-text Content</b> (Level A)            All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <p><b>Controls, Input</b>            If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)</p> <p><b>Time-Based Media</b>            If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)</p> <p><b>Test</b>            If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</p> <p><b>Sensory</b>            If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</p> <p><b>CAPTCHA</b>            If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-</p>	<p>Supports</p>	<p>The default images provided within Secure Exam Proctor extension have meaningful alternative (alt) text descriptions. Non-relevant or decorative images have “null” alt attributes or are inserted as a background image.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.</p> <p><b>Decoration, Formatting, Invisible</b></p> <p>If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</p>		
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <p><b>Prerecorded Audio-only</b></p> <p>An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</p> <p><b>Prerecorded Video-only</b></p> <p>Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</p>	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) An alternative for time-based media or audio description of the prerecorded <u>video</u> content is provided for synchronized media, except when the media is</p>	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.

Criteria	Conformance Level	Remarks and Explanations
a media alternative for text and is clearly labeled as such.		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Supports	Secure Exam Proctor extension contains semantic markup (headings, lists, etc.) to designate headings and emphasized text.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	Secure Exam Proctor extension is developed in meaningful and correct reading sequence order that can be programmatically determined.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. NOTE For requirements related to color, refer to Guideline 1.4.</p>	Supports	Secure Exam Proctor extension content is provided in textual format.
<p><b><u>1.4.1 Use of Color</u></b> (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. NOTE This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>	Supports	Secure Exam Proctor extension product does not use content which is conveyed only through color .Content is conveyed to all the users in other form as well other than color.
<p><b><u>1.4.2 Audio Control</u></b> (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.

Criteria	Conformance Level	Remarks and Explanations
<p><b>NOTE</b>            Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p><b>2.1.1 Keyboard</b> (Level A) Level A)            All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><b>NOTE</b>            This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p><b>NOTE</b>            This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>	Supports	Secure Exam Proctor extension supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).
<p><b>2.1.2 No Keyboard Trap</b> (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus</p>	Supports	Secure Exam Proctor extension supports standard keyboard navigation and ensures that keyboard users are neither trapped in a subset of content nor the keyboard focus is not locked or trapped.

Criteria	Conformance Level	Remarks and Explanations
<p>away.</p> <p><b>NOTE</b>            Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) f            a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <p><b>Turn off</b>            A mechanism is available to turn the shortcut off;</p> <p><b>Remap</b>            A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.);</p> <p><b>Active only on focus</b>            The keyboard shortcut for a user interface component is only active when that component has focus.</p>	Not Applicable	There are no character key shortcuts used in the current iteration of the Secure Exam Proctor extension product.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A) For each time limit that is set by the content, at least one of the following is true:</p> <p><b>Turn off</b>            The user is allowed to turn off the time limit before encountering it; or</p> <p><b>Adjust</b>            The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</p>	Not Applicable	Time alert functionality is not applicable to Secure Exam Proctor extension, since this exam platform and extension must invalidate sessions once exam is complete.

Criteria	Conformance Level	Remarks and Explanations
<p><b>Extend</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</p> <p><b>Real-time Exception</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</p> <p><b>Essential Exception</b> The time limit is essential and extending it would invalidate the activity; or</p> <p><b>20 Hour Exception</b> The time limit is longer than 20 hours.</p> <p><b>NOTE</b> This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</p>		
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <p><b>Moving, blinking, scrolling</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</p>	Not Applicable	There is no moving, blinking, scrolling, or auto-updating information available in the current iteration of the product Secure Exam Proctor extension.

Criteria	Conformance Level	Remarks and Explanations
<p><b>Auto-updating</b>  For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</p> <p><b>NOTE</b>  For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p><b>NOTE</b>  Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p> <p><b>NOTE</b>  Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><b>NOTE</b>  An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)  Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Not Applicable	Secure Exam Proctor extension does not contain a part that flashes more than three times in one second.

Criteria	Conformance Level	Remarks and Explanations
<p><b>NOTE</b>            Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	Secure Exam Proctor extension provides skip to main content link and headings to bypass content repeated across multiple pages.
<p><a href="#">2.4.2 Page Titled</a> (Level A) Web pages have titles that describe topic or purpose.</p>	Not Applicable	Title of the page is not applicable for Secure Exam Proctor extension since they do not control it.
<p><a href="#">2.4.3 Focus Order</a> (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Supports	All the controls are navigated sequentially by tabbing through various inputs & labels. The user controls receive keyboard focus in the same tab order in which they are presented visually on the Secure Exam Proctor extension.
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	All link elements within Secure Exam Proctor extension provide a purpose through the linked text itself.
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)            All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p> <p>NOTE This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are</p>	Not Applicable	No such content available in the current iteration of the Secure Exam Proctor extension product.

Criteria	Conformance Level	Remarks and Explanations
required to operate the user agent or assistive technology).		
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Not Applicable	No such content available in the current iteration of the Secure Exam Proctor extension product.
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports	Secure Exam Proctor extension provides the accessible name, which matches with the visible text in the label. Speech input users can interact with a webpage by speaking the visible text labels links and buttons that appear on the screen.
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <p><b>Supported Interface</b> The motion is used to operate functionality through an accessibility supported interface;</p> <p><b>Essential</b> The motion is essential for the function and doing so would invalidate the activity.</p>	Not Applicable	No such content available in the current iteration of the Secure Exam Proctor extension product.
<p><a href="#">3.1.1 Language of Page</a> (Level A) The default human language of each Web page can be programmatically determined.</p>	Supports	The primary language of the page is identified with a valid value on the <html> element for Secure Exam Proctor extension.
<p><a href="#">3.2.1 On Focus</a> (Level A) When any user interface component receives focus, it does not initiate a change of context.</p>	Supports	There is no context change within Secure Exam Proctor extension pages when a component or control receives focus.
<p><a href="#">3.2.2 On Input</a> (Level A) Changing the setting of any user</p>	Supports	Changing the setting of features in Secure

Criteria	Conformance Level	Remarks and Explanations
interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.		Exam Proctor extension user interface does not initiate any change of context.
<a href="#">3.3.1 Error Identification</a> (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Not Applicable	Secure Exam Proctor extension does not contain any input form field in current iteration of product, thus error identification is not required.
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Labels or instructions are provided when content requires user input.	Supports	Secure Exam Proctor extension provides labels and instructions for the form fields. It prevents user errors by providing clear labels and instructions that are available to everyone at all times.
<a href="#">4.1.1 Parsing</a> (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. <b>NOTE</b> Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	Supports	Secure Exam Proctor extension provides unique IDs, appropriate start and end tags, appropriate nested elements.
<a href="#">4.1.2 Name, Role, Value</a> (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.  <b>NOTE</b>	Supports	The name, role and value used in Secure Exam Proctor extension web pages are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs.

Criteria	Conformance Level	Remarks and Explanations
This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.		

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	There is no time-based media available in the current iteration of the Secure Exam Proctor extension product.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.  <b>NOTE</b> Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	Not Applicable	This Secure Exam Proctor extension is not supported on mobile devices.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only) The	Not Applicable	Secure Exam Proctor extension does not contain any input form field in current iteration

Criteria	Conformance Level	Remarks and Explanations
<p>purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>		of product.
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <p><b>Large Text</b> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</p> <p><b>Incidental</b> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</p> <p><b>Logotypes</b> Text that is part of a logo or brand name has no contrast requirement.</p>	Supports	<p>Secure Exam Proctor extension pages content provides sufficient color contrast elements between foreground and background text colors.</p> <p>People who have low vision or are colorblind may have difficulty reading text if the contrast between the texts its background is insufficient. When the contrast ratio between text and its background is adequate, people who have low vision or are colorblind are more likely to be able to read the text.</p>
<p><b>1.4.4 Resize text</b> (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Supports	<p>The users with their applications and/or web sites integrate secure Exam Proctor extension. Therefore, resizing of text depends on the users who manage the application and the web sites.</p>
<p><b>1.4.5 Images of Text</b> (Level AA) If the technologies being used can achieve the visual presentation, text is used to</p>	Supports	<p>There are no such images that has text embedded on them in current iteration of</p>

Criteria	Conformance Level	Remarks and Explanations
<p>convey information rather than images of text except for the following:</p> <p><b>Customizable</b> The image of text can be visually customized to the user's requirements;</p> <p><b>Essential</b> A particular presentation of text is essential to the information being conveyed.</p> <p><b>NOTE</b> Logotypes (text that is part of a logo or brand name) are considered essential.</p>		Secure Exam Proctor extension product
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels.</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p> <p><b>NOTE</b> Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.</p> <p><b>NOTE</b> Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars</p>	Supports	<p>People with low vision often read content on a desktop computer by scaling content using the browser zoom - up to 400%. When zooming causes content to overlap other content, users with low vision may not be able to see or use that content. When content is created so that it reflows without losing information or functionality at screen widths down to 320px, users can view a web page in a 1280px width browser screen and zoom the content to 400% (320px) without having to scroll side to side to read and without losing access to content. Secure Exam Proctor extension provides such feature.</p>

Criteria	Conformance Level	Remarks and Explanations
in view while manipulating content.		
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) The visual presentation of the following has a contrast ratio of at least 3:1 against adjacent color(s):</p> <p><b>User Interface Components</b> Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</p> <p><b>Graphical Objects</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</p>	Supports	Secure Exam Proctor extension enables people with low vision/colorblind perceive informative graphical object object (i.e., the parts of the graphic required to understand the content) with sufficient contrast between parts of the graphic essential for understanding the graphic.
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) In content implemented using markup languages that support the following <a href="#">text</a> style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Supports	Secure Exam Proctor extension maintains the spacing between letters, words, lines of text and paragraphs .This enables people with vision, reading, and cognitive disabilities avoid trouble reading particular fonts or font weights, or more space needed between letters, words, or paragraphs to effectively read text content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <p><b>Dismissable</b>  A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</p> <p><b>Hoverable</b>  If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</p> <p><b>Persistent</b>  The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.  Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p> <p><b>NOTE</b>  Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.</p> <p><b>NOTE</b>  Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.</p>	<p>Supports</p>	<p>Secure Exam Proctor extension does not include any additional content or that is triggered on hover or on focus.</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	<p>Supports</p>	<p>Multiple ways to find other web pages on the site is not applicable for Secure Exam Proctor extension because the workflow appears only when end user makes specific selection.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Headings and labels describe topic or purpose.	Supports	Headings and labels are descriptive enough for users to understand in current iteration of Secure Exam Proctor extension product.
<a href="#">2.4.7 Focus Visible</a> (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	Secure Exam Proctor extension provides visible focus indicator to all focusable elements when in focus.
<a href="#">3.1.2 Language of Parts</a> (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	Secure Exam Proctor extension provides Inline language changes identified with a valid Lang attribute.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	Secure Exam Proctor extension provides consistent and repeatable top menu navigation mechanism across all pages to assist users with assistive technologies.
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	User interface controls are identified consistently for the same functionality across Secure Exam Proctor extension pages.
<a href="#">3.3.3 Error Suggestion</a> (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	Secure Exam Proctor extension does not contain any input form field in current iteration of product.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:  <b>Reversible</b> Submissions are reversible.	Supports	Secure Exam Proctor extension provides the ability to review and correct information gives (all) people an opportunity to detect a mistake before taking an action that has serious consequences.

Criteria	Conformance Level	Remarks and Explanations
<p><b>Checked</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p><b>Confirmed</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>		
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Supports	Secure Exam Proctor extension provides status messages, which are programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

### Table 3: Success Criteria, Level AAA

Notes: Level AAA success criterions are not within the scope of this conformance evaluation.

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Notes:

### Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.1 Usage without vision:</b> Where ICT provides visual modes of operation, some users</p>	Supports	Secure Exam Proctor extension uses standard HTML and WAI-ARIA

Criteria	Conformance Level	Remarks and Explanations
<p>need ICT to provide at least one mode of operation that does not require vision.</p> <p>Notes: Audio and tactile user interfaces may contribute towards meeting this clause.</p>		<p>attributes to describe the identity, operation, and state of user interface elements to assistive technologies.</p>
<p><b>4.2.2 Usage with limited vision:</b> Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.</p> <p>Note 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.</p> <p>Note 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p> <p>Note 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).</p>	<p>Supports</p>	<p>Secure Exam Proctor extension supports standard browser magnification and contrast adjustments and enables users to magnify font size of the textual content available on the user screen.</p>
<p><b>4.2.3 Usage without perception of color:</b> Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.</p> <p>Note: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.</p>	<p>Supports</p>	<p>Color is only used as a decorative or supplemental attribute of the user interface elements. A textual representation is always used as the primary mechanism for conveying information.</p>
<p><b>4.2.4 Usage without hearing:</b> Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.</p> <p>Note: Visual and tactile user interfaces may contribute towards meeting this clause.</p>	<p>Not Applicable</p>	<p>Secure Exam Proctor extension does not include audio-only features that require hearing to be used.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.5 Usage with limited hearing:</b> Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features. Note 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause. Note 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).</p>	Not Applicable	Secure Exam Proctor extension does not include audio-only features that require hearing to be used.
<p><b>4.2.6 Usage without vocal capability:</b> Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output. Note 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc. Note 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.</p>	Not Applicable	Secure Exam Proctor extension does not require speech input
<p><b>4.2.7 Usage with limited manipulation or strength:</b> Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength. Note 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependent gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions. Note 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause. Note 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not</p>	Supports	Secure Exam Proctor extension supports standard input mechanisms such as user-provided keyboards and pointing devices.

Criteria	Conformance Level	Remarks and Explanations
require hand strength may contribute towards meeting this clause.		
<p><b>4.2.8 Usage with limited reach:</b> Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users. Note: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.</p>	Not Applicable	
<p><b>4.2.9 Minimize photosensitive seizure triggers:</b> Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures. Note: Limiting the area and number of flashes per second may contribute towards meeting this clause.</p>	Supports	Secure Exam Proctor extension does not include visual features with flashing that could trigger seizures
<p><b>4.2.10 Usage with limited cognition:</b> Some users will need the ICT to provide features that make it simpler and easier to use. Note 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities. Note 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.</p>	Supports	Secure Exam Proctor extension uses a logical focus order
<p><b>4.2.11 Privacy:</b> Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility. Note: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features</p>	Supports	Secure Exam Proctor extension does not impede usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcement.

Criteria	Conformance Level	Remarks and Explanations
that may contribute towards meeting this clause.		

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

**Notes:** Secure Exam Proctor Extension supports standard assistive technologies and thus the closed functionality criteria described in this chapter does not apply.

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>5.1.2 General</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>5.1.2.1 Closed functionality:</b> <i>Note 1: ICT may close some, but not all, of its functionalities. Only the closed functionalities have to conform to the requirements of clause 5.1.</i> <i>Note 2: The provisions within this clause are requirements for the closed functionality of ICT that replace those requirements in clauses 5.2 to 13 that specifically state that they do not apply to closed functionality. This may be because they relate to compatibility with assistive technology or to the ability for the user to adjust system accessibility settings in products with closed functionality (e.g. products that prevent access to the system settings control panel).</i>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology:</b> <i>Where ICT has closed functionality, that closed functionality shall be operable without requiring the user to attach, connect or install assistive technology and shall conform to the generic requirements of clauses 5.1.3 to 5.1.6 as applicable. Personal headsets and induction loops shall not be classed as assistive technology for the purpose of this clause.</i>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>5.1.3.1 General:</b> Where visual information is needed to enable the use of those	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions.</p> <p>Note 1: Non-visual access may be in an audio form, including speech, or a tactile form.</p> <p>Note 2: The visual information needed to enable use of some functions may include operating instructions and orientation, transaction prompts, user input verification, error messages and non-text content.</p>		
<p><b>5.1.3.2 Auditory output delivery including speech:</b> Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered:</p> <p>a) either directly by a mechanism included in or provided with the ICT; or</p> <p>b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision.</p> <p>Note 1: Mechanisms included in or provided with ICT may be, but are not limited to, a loudspeaker, a built-in handset/headset, or other industry standard coupled peripheral.</p> <p>Note 2: An industry standard connection could be a wireless connection.</p> <p>Note 3: Some users may benefit from the provision of an inductive loop.</p>	Not Applicable	
<p><b>5.1.3.3 Auditory output correlation:</b> Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.</p> <p>Note 1: Many people who are legally blind still have visual</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>ability and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.</p> <p>Note 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.</p>		
<p><b>5.1.3.4 Speech output user control:</b> Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements.</p> <p>Note 1: It is best practice to allow the user to pause speech output rather than just allowing them to interrupt it.</p> <p>Note 2: It is best practice to allow the user to repeat only the most recent portion rather than requiring play to start from the beginning.</p>	Not Applicable	
<p><b>5.1.3.5 Speech output automatic interruption:</b> Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins.</p> <p>Note: Where it is essential that the user hears the entire message, e.g. a safety instruction or warning, the ICT may need to block all user action so that speech is not interrupted.</p>	Not Applicable	
<p><b>5.1.3.6 Speech output for non-text content:</b> Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.</p>		
<p><b>5.1.3.7 Speech output for video information:</b> Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content. Note: This speech output can take the form of an audio description or an auditory transcript of the video content.</p>	Not Applicable	
<p><b>5.1.3.8 Masked entry:</b> Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output. Note 1: Masking characters are usually displayed for security purposes and include but are not limited to asterisks representing personal identification numbers. Note 2: Unmasked character output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>	Not Applicable	
<p><b>5.1.3.9 Private access to personal data:</b> Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>any other mechanism explicitly chosen by the user.</p> <p>Note 1: This requirement does not apply in cases where data is not defined as being private according to the applicable privacy policy or where there is no applicable privacy policy.</p> <p>Note 2: Non-private output might be preferred when closed functionality is used, for example, in the privacy of the user's home. A warning highlighting privacy concerns might be appropriate to ensure that the user has made an informed choice.</p>		
<p><b>5.1.3.10 Non-interfering audio output:</b></p> <p>Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.</p>	Not Applicable	
<p><b>5.1.3.11 Private listening volume:</b></p> <p>Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.</p>	Not Applicable	
<p><b>5.1.3.12 Speaker volume:</b></p> <p>Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA).</p> <p>NOTE: For noisy environments, 65 dBA may not be sufficient.</p>	Not Applicable	
<p><b>5.1.3.13 Volume reset:</b></p> <p>Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user.</p> <p>NOTE: A feature to disable the volume reset function may be</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
provided in order to enable the single-user exception to be met.		
<p><b>5.1.3.14 Spoken languages:</b> Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except:</p> <ul style="list-style-type: none"> <li>a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text;</li> <li>b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT's speech synthesizer;</li> <li>c) for displayed languages that cannot be selected using non-visual access;</li> <li>d) where the user explicitly selects a speech language that is different from the language of the displayed content.</li> </ul>	Not Applicable	
<p><b>5.1.3.15 Non-visual error identification:</b> Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.</p>	Not Applicable	
<p><b>5.1.3.16 Receipts, tickets, and transactional outputs:</b> Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible. NOTE: The speech output may be provided by any element of the total ICT system.</p>	Not Applicable	
<p><b>5.1.4 Functionality closed to text enlargement (refer to the Standards for complete text of this criteria and formula):</b></p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier.</p> <p>The subtended angle, in degrees, may be calculated from: [formula]Where:</p> <ul style="list-style-type: none"> <li>• is the subtended angle in degrees</li> <li>• H is the height of the text</li> <li>• D is the viewing distance</li> <li>• D and H are expressed in the same units</li> </ul> <p>Note 1: The intent is to provide a mode of operation where text is large enough to be used by most users with low vision.</p>		
<p><b>5.1.5 Visual output for auditory information:</b> Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output. Note: This visual information can take the form of captions or text transcripts.</p>	Not Applicable	
<b>5.1.6 Operation without keyboard interface</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<p><b>5.1.6.1 Closed functionality:</b> <i>Where ICT functionality is closed to keyboards or keyboard interfaces, all functionality shall be operable without vision as required by clause 5.1.3.</i></p>	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
<p><b>5.1.6.2 Input focus:</b> Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
to avoid trapping the input focus.		
<p><b>5.2 Activation of accessibility features:</b> Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.</p>	Not Applicable	
<p><b>5.3 Biometrics:</b> Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT. Note 1: Alternative means of user identification or for control of ICT could be non-biometric or biometric. Note 2: Biometric methods based on dissimilar biological characteristics increase the likelihood that individuals with disabilities possess at least one of the specified biological characteristics. Examples of dissimilar biological characteristics are fingerprints, eye retinal patterns, voice, and face.</p>	Not Applicable	
<p><b>5.4 Preservation of accessibility information during conversion:</b> Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.</p>	Not Applicable	
<b>5.5 Operable parts</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<p><b>5.5.1 Means of operation:</b> Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.</p>	Not Applicable	
<p><b>5.5.2 Operable parts discernibility:</b> Where ICT has operable parts, it shall provide a means to</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>discern each operable part, without requiring vision and without performing the action associated with the operable part.</p> <p>Note: One way of meeting this requirement is by making the operable parts tactilely discernible.</p>		
<b>5.6 Locking or toggle controls</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<p>5.6.1 Tactile or auditory status:</p> <p>Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control.</p> <p>Note 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>Note 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. Another example is the volume button on a pay telephone, which can be set at normal, loud, or extra loud volume.</p>	Not Applicable	
<p><b>5.6.2 Visual status:</b></p> <p>Where ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented.</p> <p>Note 1: Locking or toggle controls are those controls that can only have two or three states and that keep their state while being used.</p> <p>Note 2: An example of a locking or toggle control is the "Caps Lock" key found on most keyboards. An example of making the status of a control determinable is a visual status indicator on a keyboard.</p>	Not Applicable	
<b>5.7 Key repeat:</b>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Where ICT has a key repeat function that cannot be turned off:  a) the delay before the key repeat shall be adjustable to at least 2 seconds; and  b) the key repeat rate shall be adjustable down to one character per 2 seconds.</p>		
<p><b>5.8 Double-strike key acceptance:</b>  Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.</p>	Not Applicable	
<p><b>5.9 Simultaneous user actions:</b>  Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT.  NOTE: Having to use both hands to open the lid of a laptop, having to press two or more keys at the same time or having to touch a surface with more than one finger are examples of simultaneous user actions.</p>	Not Applicable	

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

**Notes:** Secure Exam Proctor Extension does not offer two-way voice communication; therefore, this chapter does not apply.

Criteria	Conformance Level	Remarks and Explanations
<p><b>6.1 Audio bandwidth for speech:</b>  Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT shall be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Note 1: For the purposes of interoperability, support of Recommendation ITU-T G.722 [i.21] is widely used.</p> <p>Note 2: Where codec negotiation is implemented, other standardized codecs such as Recommendation ITU-T G.722.2 [i.22] are sometimes used so as to avoid transcoding.</p>		
<p><b>6.2 Real-time text (RTT) functionality</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>6.2.1.1 RTT communication:</b></p> <p>Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT.</p> <p>Note 1: The RTT capability can be provided as a factory default or added later.</p> <p>Note 2: Provision of RTT may require additional service provision, additional hardware and/or software which may be provided separately or together.</p>	Not Applicable	
<p><b>6.2.1.2 Concurrent voice and text:</b></p> <p>Where ICT supports two-way voice communication in a specified context of use, and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation which allows concurrent voice and text.</p> <p>Note: The availability of voice and RTT running concurrently can allow the RTT to replace or support voice and transfer additional information such as numbers, currency amounts and spelling of names.</p>	Not Applicable	
<p><b>6.2.2.1 Visually distinguishable display:</b></p> <p>Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text.</p>	Not Applicable	
<p><b>6.2.2.2 Programmatically determinable send and receive direction:</b></p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality.</p> <p>NOTE: The intent of this clause is to enable screen readers to be able to distinguish between incoming text and outgoing text when used with RTT functionality.</p>		
<p><b>6.2.3 Interoperability:</b></p> <p>Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by clause 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below:</p> <p>a) ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface;</p> <p>b) ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to IETF RFC 4103 [i.13];</p> <p>c) ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in ETSI TS 126 114 [i.10], ETSI TS 122 173 [i.11] and ETSI TS 134 229 [i.12];</p> <p>d) ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters.</p>	Not Applicable	
<p><b>6.2.4 Real-time text responsiveness:</b></p> <p>Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Note 1: Input entry is considered to have occurred when sufficient user input has occurred for the ICT to establish which character(s) to send.</p> <p>Note 2: Input entry will differ between systems where text is entered on a word-by-word basis (e.g. speech-to-text and predictive-text based systems) and systems where each character is separately generated.</p>		
<p><b>6.3 Caller ID:</b> Where ICT provides caller identification or similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality.</p>	Not Applicable	
<p><b>6.4 Alternatives to voice-based services:</b> Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech. Note: Solutions capable of handling audio, real-time text and video media could satisfy the above requirement.</p>	Not Applicable	
<p><b>6.5 Video communication</b></p>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<p><b>6.5.1 General (informative):</b> <i>Clause 6.5 (Video communications) provides performance requirements that support users who communicate using sign language and lip-reading. For these users, good usability is achieved with Common Intermediate Format (CIF) resolution, a frame rate of 20 frames per second and over, with a time difference between speech audio and video that does not exceed 100 ms.</i> <i>When the resolution is reduced to Quarter Common Intermediate Format (QCIF) and the frame rate drops to 12 frames per second the communication is still usable with</i></p>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>

Criteria	Conformance Level	Remarks and Explanations
<p><i>some restrictions.</i></p> <p><i>A lower resolution causes less disturbance to the perception of sign language and lip-reading than that caused by a lower frame rate.</i></p> <p><i>Delay can be a problem in video communication. Overall delay values below 0,4 s are preferred, with an increase in preference down to 0,1 s. Values over 0,8 s are felt to hinder a good sign conversation. Overall delay depends on multiple factors, including e.g. network delay and video processing. For this reason, a testable requirement on minimum values for overall delay cannot be produced.</i></p>		
<p><b>6.5.2 Resolution:</b></p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:</p> <p>a) shall support at least QCIF resolution;</p> <p>b) should preferably support at least CIF resolution.</p>	Not Applicable	
<p><b>6.5.3 Frame rate:</b></p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:</p> <p>a) shall support a frame rate of at least 12 frames per second (FPS);</p> <p>b) should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream.</p>	Not Applicable	
<p><b>6.5.4 Synchronization between audio and video:</b></p> <p>Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user.</p>	Not Applicable	
<p><b>6.6 Alternatives to video-based services:</b></p> <p><i>This success criteria meets completely by the TDS Application.</i></p>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>

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

**Notes:** No video content is available; therefore, this chapter does not apply

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
<p><b>7.1.1 Captioning playback:</b>            Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions.            Note: Captions may contain information about timing, colour and positioning. This caption data is important for caption users. Timing is used for caption synchronization. Colour can be used for speaker identification. Position can be used to avoid obscuring important information.</p>	Not Applicable	
<p><b>7.1.2 Captioning synchronization:</b>            Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions.</p>	Not Applicable	
<p><b>7.1.3 Preservation of captioning:</b>            Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2.            Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible.</p>	Not Applicable	
<b>7.2.1 Audio description playback</b>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b>7.2.2 Audio description synchronization:</b>  Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel.  Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks.  Note 1: In such cases, the video content can include the audio description as one of the available audio tracks.  Note 2: Audio descriptions in digital media sometimes include information to allow descriptions that are longer than the gaps between dialogue. Support in digital media players for this "extended audio description" feature is useful, especially for digital media that is viewed personally.</p>	Not Applicable	
<p><b>7.2.3 Preservation of audio description:</b>  Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2.</p>	Not Applicable	
<p><b>7.3 User controls for captions and audio description:</b>  Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls.  Note 1: Primary media controls are the set of controls that the user most commonly uses to control media.  Note 2: Products that have a general hardware volume control, such as a telephone, or a laptop which can be configured to display video through software but which is not its primary purpose, would not need dedicated hardware controls for captions and descriptions; however software</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
controls, or hardware controls mapped through software, would need to be at the same level of interaction. Note 3: It is best practice for ICT to include additional controls enabling the user to select whether captions and audio description are turned on or off by default.		

## Chapter [8: Hardware](#)

**Notes:** The ICT covered by this VPAT is not hardware. As such, the requirements of this chapter does not apply.

## Chapter [9: Web](#) (see WCAG 2.1 section)

**Notes:**

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

**Notes:**

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG section
<b>10.5 Caption positioning:</b> Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.	Not Applicable	
<b>10.6 Audio description timing:</b> Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media.	Not Applicable	

## Chapter [11: Software](#)

### Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG section
<b>11.5 Interoperability with assistive technology</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>11.5.1 Closed functionality (informative):</b> <i>Where the closed functionality of software conforms to clause 5.1 (Closed functionality) it shall not be required to conform with clause 11.5.2 to clause 11.5.2.17.</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>11.5.2 Accessibility services</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface:</b> <i>Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology. Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste.</i>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17

Criteria	Conformance Level	Remarks and Explanations
<p><b>11.5.2.3 Use of accessibility services:</b>  Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology.  Note: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2.  It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.4 Assistive technology:</b>  Where the ICT is assistive technology it shall use the documented platform accessibility services.  Note 1: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2.  Note 2: Assistive technology can also use other documented accessibility services.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.5 Object information:</b>  Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.6 Row, column, and headers:</b>  Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable</p>	Not Applicable	This is not a platform software

Criteria	Conformance Level	Remarks and Explanations
by assistive technologies.		
<p><b>11.5.2.7 Values:</b> Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.8 Label relationships:</b> Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.9 Parent-child relationships:</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.10 Text:</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.11 List of available actions:</b> Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive</p>	Not Applicable	This is not a platform software

Criteria	Conformance Level	Remarks and Explanations
technologies.		
<p><b>11.5.2.12 Execution of available actions:</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies.</p> <p>Note 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>Note 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	Not Evaluated	This is not a platform software
<p><b>11.5.2.13 Tracking of focus and selection attributes:</b> Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.14 Modification of focus and selection attributes:</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items.</p> <p>Note 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security</p>	Not Applicable	This is not a platform software

Criteria	Conformance Level	Remarks and Explanations
<p>requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>Note 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>		
<p><b>11.5.2.15 Change notification:</b> Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.16 Modifications of states and properties:</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items.</p> <p>Note 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>Note 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>	Not Applicable	This is not a platform software
<p><b>11.5.2.17 Modifications of values and text:</b> Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to</p>	Not Applicable	This is not a platform software

Criteria	Conformance Level	Remarks and Explanations
<p>modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology.</p> <p>Note 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces.</p> <p>Note 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.</p>		
<p><b>11.6 Documented accessibility usage:</b></p>	<p><i>Heading cell – no response required</i></p>	<p><i>Heading cell – no response required</i></p>
<p><b>11.6.1 User control of accessibility features:</b> Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.</p>	<p>Not Applicable</p>	
<p><b>11.6.2 No disruption of accessibility features:</b> Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.</p>	<p>Supports</p>	<p>Change in the contrast setting under “Ease of Access” is honored by Secure Exam Proctor browser extension</p>
<p><b>11.7 User preferences:</b> Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms.</p>	<p>Supports</p>	<p>Change in the contrast setting under “Ease of Access” is honored by this Secure Exam Proctor browser extension</p> <p>Change in “Magnifier” setting under “Ease of Access” is honored by this Secure Exam Proctor browser extension, thus it changes</p>

Criteria	Conformance Level	Remarks and Explanations
		the text size.
<b>11.8 Authoring tools</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>11.8.1 Content technology:</b> <i>Authoring tools shall conform to clauses 11.8.2 to 11.8.5 to the extent that information required for accessibility is supported by the format used for the output of the authoring tool.</i>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”):</b> Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable. Note: Authoring tools may rely on additional tools where conformance with specific requirements is not achievable by a single tool. For example, a video editing tool may enable the creation of video files for distribution via broadcast television and the web but authoring of caption files for multiple formats may be provided by a different tool.	Secure Exam Proctor Extension is not an authoring tool, so this section is not applicable.	See information in WCAG section
<b>11.8.3 Preservation of accessibility information in transformations:</b> If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. Note 1: Restructuring transformations are transformations in which the content technology stays the same, but the structural features of the content are changed (e.g. linearizing tables, splitting a document into pages). Note 2: Re-coding transformations are transformations in which the technology used to encode the content is changed.	Not Applicable	
<b>11.8.4 Repair assistance:</b>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).		
<b>11.8.5 Templates:</b> When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such.	Not Applicable	

## Chapter 12: Documentation and Support Services

**Notes:** Client provides supporting documents to customer only on request basis and that was not part of scope, thus not tested by Deque. **Client needs to fill this Chapter**

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<b>12.1.1 Accessibility and compatibility features:</b> Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. Note: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Evaluated	
<b>12.1.2 Accessible documentation:</b> Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a) a Web format that conforms to the requirements of clause 9, or b) a non-web format that conforms to the requirements of	See <a href="#">WCAG 2.x</a> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
<p>clause 10.</p> <p>Note 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible.</p> <p>Note 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>Note 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible.</p> <p>Note 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>		
<p><b>12.2 Support Services:</b>  <b>12.2.1 General (informative)</b>  <i>ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.</i></p>	<p><i>Heading cell – no response required</i></p>	<p><i>Heading cell – no response required</i></p>
<p><b>12.2.2 Information on accessibility and compatibility features:</b>  ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation.  NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	<p>Not Evaluated</p>	
<p><b>12.2.3 Effective communication:</b>  ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.</p>	<p>Not Evaluated</p>	
<p><b>12.2.4 Accessible documentation:</b>  Documentation provided by support services shall be made available in at least one of the following electronic formats:  a) a Web format that conforms to clause 9; or</p>	<p>See <a href="#">WCAG 2.x</a> section</p>	<p>See information in WCAG section</p>

Criteria	Conformance Level	Remarks and Explanations
<p>b) a non-web format that conforms to clause 10.</p> <p>Note 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.</p> <p>NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments).</p> <p>Note 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.</p>		

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

### Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>13.1 Relay services requirements:</b></p> <p><b>13.1.1 General (informative)</b></p> <p><i>Relay services enable users of different modes of communication e.g. text, sign, speech, to interact remotely through ICT with two-way communication by providing conversion between the modes of communication, normally by a human operator.</i></p> <p><i>It is best practice to meet the applicable relay service requirements of ETSI ES 202 975 [i.5].</i></p>	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
<p><b>13.1.2 Text relay services:</b></p> <p>Where ICT is intended to provide a text relay service, the text relay service shall enable text users and speech users to interact by providing conversion between the two modes of communication.</p>	Not Applicable	
<p><b>13.1.3 Sign relay services:</b></p> <p>Where ICT is intended to provide a sign relay service, the</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>sign relay service shall enable sign language users and speech users to interact by providing conversion between the two modes of communication.</p> <p>Note: Sign relay services are also sometimes referred to as sign language relay services or video relay services.</p>		
<p><b>13.1.4 Lip-reading relay services:</b> Where ICT is intended to provide a lip-reading relay service, the lip-reading service shall enable lip-readers and voice telephone users to interact by providing conversion between the two modes of communication.</p>	Not Applicable	
<p><b>13.1.5 Captioned telephony services:</b> Where ICT is intended to provide a captioned telephony service, the captioned telephony service shall assist a deaf or hard of hearing user in a spoken dialogue by providing text captions translating the incoming part of the conversation.</p>	Not Applicable	
<p><b>13.1.6 Speech to speech relay services:</b> Where ICT is intended to provide a speech to speech relay service, the speech to speech relay service shall enable speech or cognitively impaired telephone users and any other user to communicate by providing assistance between them.</p>	Not Applicable	
<p><b>13.2 Access to relay services:</b> Where ICT systems support two-way communication and a set of relay services for such communication is specified, access to those relay services shall not be prevented for outgoing and incoming calls.</p> <p>Note 1: Two-way communication may include voice, real-time text, or video, singly or in combinations supported by both the relay service and the ICT system.</p> <p>Note 2: The purpose of this requirement is to achieve functionally equivalent communication access by persons with disabilities.</p>	Not Applicable	
<p><b>13.3 Access to emergency services:</b></p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>Where ICT systems support two-way communication and a set of emergency services for such communication is specified, access to those emergency services shall not be prevented for outgoing and incoming calls.</p> <p>Note 1: Two-way communication may include voice, real-time text, or video, singly or in combinations supported by both the emergency service and the ICT system.</p> <p>Note 2: The purpose of this requirement is to achieve functionally equivalent communication access to the emergency service by persons with disabilities.</p>		