

Yubico Authenticator Accessibility Conformance Report

International edition, based on VPAT[®] version 2.5Rev^{1*}

Name of product/version:	Yubico Authenticator
Report date:	13 May 2026
Product description:	Desktop app
Contact information:	[For the client to fill in – typically an email address]
Notes:	
Evaluation methods used:	This conformance report is based on the results of an accessibility audit conducted by TPG Interactive on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to accessibility guidelines. The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers. The following applications were used as part of the audit to identify potential accessibility issues: • Assistive technologies and settings: NVDA, JAWS • Accessibility testing tools: Accessibility Insights for Windows, Colour Contrast Analyzer
Applicable standards/guidelines:	This report covers the degree of conformance for the following accessibility standards/guidelines: • Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA • Web Content Accessibility Guidelines (WCAG) 2.1 Level A/AA • Web Content Accessibility Guidelines (WCAG) 2.2 Level A/AA • Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA • Web Content Accessibility Guidelines (WCAG) 2.1 Level A/AA • Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 • EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) and EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)

^{1*} “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

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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 Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 — Web, Sections 10.1–10.4 of Chapter 10 — Non-Web Documents, Sections 11.1–11.4 and 11.8.2 of Chapter 11 — Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 — Documentation and Support Services
- Revised Section 508: Chapter 5 — 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 — 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with some exceptions. These include: the timer graphic in the "Account Details Panel" component lacks an equivalent text alternative; the color option in the "Home" component does not provide an equivalent text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool)	Not applicable	The application contains no audio-only or video-only content.

Criteria	Conformance level	Remarks and explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The application does not contain synchronized media with prerecorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The application does not contain any synchronized media which would require an alternative for time-based media or audio description.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Criteria	Conformance level	Remarks and explanations
• 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) – Informative only • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	A correct reading sequence of content can be programmatically determined.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.

Criteria	Conformance level	Remarks and explanations
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially supports	In the majority of cases, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include: the controls in the "Add Account Modal", "Add Account Modal - Settings", and "Enter Password" components relies on color alone to indicate keyboard focus; the color option in the "Home" component relies on color alone to communicate the selected color to some users.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	For all audio which plays automatically for more than three seconds, the application provides a mechanism to pause or stop the audio or a mechanism to control the volume of the audio.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

Criteria	Conformance level	Remarks and explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The application uses keyboard shortcuts, but these shortcuts, do not include single key printable characters, can only be activated when their respective interface component has focus, can be disabled, or can be remapped to non-printable characters.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	The application does not feature any time limits, or the application features time limits, but these are essential, tied to real-time events, or set to a time limit longer than 20 hours.

Criteria	Conformance level	Remarks and explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For all auto-updating content, a mechanism is available to pause, stop, hide, or control the frequency of updates.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The application does not contain anything that flashes more than three times in any one second period.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply	Supports	The application provides mechanisms for bypassing repeated blocks of content.

Criteria	Conformance level	Remarks and explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All pages have titles that describe their topic or purpose.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All focusable components receive focus in an order that preserves meaning and operability.

Criteria	Conformance level	Remarks and explanations
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	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.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	All functionality can be operated using a single pointer without a path-based gesture.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location or are reversed by the up-event.
<u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria	Supports	The accessible names of controls match or contain their visible text labels.

Criteria	Conformance level	Remarks and explanations
9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) – Informative only 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The application does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The human language of all pages in the application is correctly identified.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software)	Supports	Components do not initiate a change of context when they receive focus.

Criteria	Conformance level	Remarks and explanations
• 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing the values of form controls does not cause an automatic change of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Help mechanisms which are repeated on multiple web pages are always in a consistent location.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text.

Criteria	Conformance level	Remarks and explanations
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Labels or instructions are provided for the majority of content that requires user input, with some exceptions. These include: the input control in the "Add Account Modal - Settings" component uses the selected value as the label instead of providing a persistent label or instruction; the required field in the "Set Label" component is not identified as required visually or programmatically.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All information previously entered by or provided to the user, that is required to be entered again in the same process, is auto-populated or available for the user to select.
<u>4.1.1 Parsing</u> (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No parsing issues relevant to this criterion were observed.
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool)	Partially supports	For most user interface components, 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. with some exceptions. These include: the modal views in the "Actions Panel", "Set Label", "Add Account Modal", "Delete Account", and "Manage Password" components do not programmatically convey the

Criteria	Conformance level	Remarks and explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		correct dialog role or accessible name; the control in the "Home" component does not provide an appropriate accessible name; the modal view in the "Language" component does not programmatically convey the correct dialog role or accessible name; the radio button in the "Language" component does not programmatically convey the correct role; the tab controls in the "Primary Navigation panel" component does not programmatically convey tab semantics.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The application does not contain synchronized media with live audio content.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Not applicable	The application does not contain any synchronized media which would require an audio description.

Criteria	Conformance level	Remarks and explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	All content and functionality are presented and usable at different orientations.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The purpose of each input field collecting information about the user can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	Most text has sufficient contrast, with one exception: the text item in the "Account Details Panel" component has insufficient color contrast.

Criteria	Conformance level	Remarks and explanations
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized by zooming content up to 200% without loss of content or functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The application uses text characters to convey information rather than images of text.
<u>1.4.10 Reflow</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The application can be resized to a width of 320 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions.

Criteria	Conformance level	Remarks and explanations
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	The meaningful parts of most interface components and graphics have a contrast ratio of at least 3:1, with some exceptions. These include: the graphical control in the "Home" component has insufficient non-text contrast; the focus indicator in the "Language" component has insufficient non-text contrast.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The application allows for relevant text style properties to be changed without loss of content or functionality.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Additional content that appears on hover or focus is dismissable, hoverable, and persistent.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply	Supports	More than one way is available to locate web pages. Aside from pages that are steps or results of a process, each web page can be reached through global navigation, links in article text, and/or an application search.

Criteria	Conformance level	Remarks and explanations
11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All headings and labels appropriately describe the topic or purpose of their related content.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.

Criteria	Conformance level	Remarks and explanations
602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	No focusable elements are entirely obscured at the point when they receive focus.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All author-defined functionality which uses pointer dragging movements can be operated with a single pointer without dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All author-sized pointer targets have a minimum target size of 24 by 24 CSS pixels and have sufficient spacing between them.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software	Supports	Navigational mechanisms that are repeated on multiple pages occur in the same relative order.

Criteria	Conformance level	Remarks and explanations
504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components that have the same functionality within a set of pages are identified consistently.
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document)	Supports	Pages that cause legal commitments, financial transaction pages, modify user-controllable data in data storage systems, delete user-controllable data in data storage systems, or submit user test responses provide a mechanism to revert the submission, automatically check for input errors and give users an

Criteria	Conformance level	Remarks and explanations
11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		opportunity to correct them, or provide a mechanism for reviewing, confirming, or correcting information before finalizing the submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	All authentication processes either do not require cognitive function tests, provide conformant alternatives, or are supported by mechanisms that assist users in completing such tests; any cognitive function tests used rely solely on object recognition or user-provided non-text content.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Most status messages can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include: the status messages in the "Account Details Panel" and "Pin an Account" components is not conveyed to assistive technologies; the error status message in the "Enter Password" component is not conveyed accurately to assistive technologies.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

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

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially Supports	Most product functions are usable without vision. Exceptions include two images lacking alternative text, some status messages not conveyed to screen readers and a few controls (modal view, radio controls and tab panel) that do not have the proper role, state and name.
302.2 With Limited Vision	Partially Supports	Most product functions are usable with limited vision with some exceptions. Exceptions include those from 302 and a few insufficient color contrast ratios in text, a graphic and in a custom focus indicator.
302.3 Without Perception of Color	Partially Supports	Most product functions are usable without perception of color with some exceptions: controls rely on color alone to indicate keyboard focus and to communicate the selected color to some users.
302.4 Without Hearing	Supports	Product functions are usable without hearing
302.5 With Limited Hearing	Supports	Product functions are usable with limited hearing.
302.6 Without Speech	Supports	Product functions are usable without speech.
302.7 With Limited Manipulation	Supports	Product functions are usable with limited manipulation.
302.8 With Limited Reach and Strength	Supports	Product functions are usable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Product functions are usable with limited language, cognitive, and learning abilities.

Chapter 4: [Hardware](#)

Notes: Not applicable

Chapter 5: [Software](#)

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See the WCAG 2.2 Report section	See the WCAG 2.2 Report section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt the accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

502.3.1 Object Information	Partially Supports	Most object information properties are programmatically determinable. Exceptions include: two images lacking alternative text, some status messages not conveyed to screen readers and a few controls (modal view, radio controls and tab panel) that do not have the proper role, state and name.
502.3.2 Modification of Object Information	Supports	Object state properties are programmatically determinable.
502.3.3 Row, Column, and Headers	Not applicable	The product does not have tables
502.3.4 Values	Supports	Values associated with an object are programmatically determinable.
502.3.5 Modification of Values	Supports	Modification of values associated with an object are programmatically determinable.
502.3.6 Label Relationships	Supports	Product labels are programmatically associated with their components.
502.3.7 Hierarchical Relationships	Partially Supports	Most of the product hierarchical relationship are programmatically determinable, with some exceptions. These include: a few labels that are incorrect.
502.3.8 Text	Supports	Text content is programmatically determinable.
502.3.9 Modification of Text	Supports	Editable text can be modified when using assistive technology, and assistive technology users can select text where appropriate.
502.3.10 List of Actions	Supports	Actions for operating a control are programmatically determinable.
502.3.11 Actions on Objects	Supports	Objects can be operated with assistive technology.
502.3.12 Focus Cursor	Supports	A visible focus cursor is available for users navigating with keyboard.
502.3.13 Modification of Focus Cursor	Supports	Users can modify the location of focus.
502.3.14 Event Notification	Partially Supports	Most notifications are communicated to assistive technology with two exceptions where the status messages are not communicated to screen readers.
502.4 Platform Accessibility Features	Not applicable	The product is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required

503.2 User Preferences	Supports	The application supports the user preferences.
503.3 Alternative User Interfaces	Not applicable	The product does not provide alternative user interfaces.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	The application does not contain time-based media requiring captions.
503.4.2 Audio Description Controls	Not applicable	The application does not contain time-based media requiring audio descriptions.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not applicable	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not applicable	The product is not an authoring tool.
504.3 Prompts	Not applicable	The product is not an authoring tool.
504.4 Templates	Not applicable	The product is not an authoring tool.

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

Notes: Not applicable. The product has no documentation and no support services.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Most product functions are usable without vision. Exceptions include two images lacking alternative text, some status messages not conveyed to screen readers and a few controls (modal view, radio controls and tab panel) that do not have the proper role, state and name.
4.2.2 Usage with limited vision	Partially Supports	Most product functions are usable with limited vision with some exceptions. Exceptions include those from 4.2.1 and a few

Criteria	Conformance Level	Remarks and Explanations
		insufficient color contrast ratio in a graphic and in a custom focus indicator.
4.2.3 Usage without perception of colour	Partially Supports	Most product functions are usable without perception of color with some exceptions: controls rely on color alone to indicate keyboard focus and to communicate the selected color to some users.
4.2.4 Usage without hearing	Supports	Product functions are usable without hearing.
4.2.5 Usage with limited hearing	Supports	Product functions are usable with limited hearing
4.2.6 Usage with no or limited vocal capability	Supports	Product functions are usable without speech.
4.2.7 Usage with limited manipulation or strength	Supports	Product functions are usable with limited manipulation.
4.2.8 Usage with limited reach	Supports	Product functions are usable with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain photosensitive triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	Product functions are usable with limited language, cognitive, and learning abilities.
4.2.11 Privacy	Supports	The product does not compromise standard privacy settings.

Chapter 5: [Generic Requirements](#)

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed to screen readers.
5.1.3.11 Private listening volume	Not applicable	The product is not closed to screen readers.
5.1.3.12 Speaker volume	Not applicable	The product is not closed to screen readers.
5.1.3.13 Volume reset	Not applicable	The product is not closed to screen readers.
5.1.3.14 Spoken languages	Not applicable	The product is not closed to screen readers.
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed to screen readers.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed to screen readers.
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed to text enlargement.
5.1.5 Visual output for auditory information	Not applicable	The product does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed to keyboards.
5.1.7 Access without speech	Not applicable	The product does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	The product does not have user-activated accessibility features.
5.3 Biometrics	Not applicable	The product does not have biometric features.
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not include documentation provided for accessibility.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product does not include manually operable parts.
5.5.2 Operable parts discernibility	Not applicable	The product does not include manually operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product does not have locking or toggle controls.
5.6.2 Visual status	Not applicable	The product does not have locking or toggle controls.
5.7 Key repeat	Not applicable	Key repeat is a function of the underlying platform.
5.8 Double-strike key acceptance	Not applicable	The product does not provide a keyboard.
5.9 Simultaneous user actions	Not applicable	The product does not require simultaneous user actions.

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

Notes: Not applicable

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

Notes: Not applicable. The product does not display, transmit, convert, or record video.

Chapter 8: [Hardware](#)

Notes: Not applicable

Chapter 9: [Web](#)

See the [WCAG 2.2 Report](#) section.

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

Notes: Not applicable. The product does not include non-web documents.

Chapter 11: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Informative – no response required	Informative – no response required
11.1.1.1 through 11.4.1.3	See the WCAG 2.2 Report section	See the WCAG 2.2 Report section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Not applicable	The product does not have closed functionality.
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	Not applicable	The product is not platform software.
11.5.2.2 Platform accessibility service support for assistive technologies	Not applicable	The product is not platform software.
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The product is not assistive technology.
11.5.2.5 Object information	Partially Supports	Most object information properties are programmatically determinable. Exceptions include: two images lacking alternative text, some status messages not conveyed to screen readers and a few controls (modal view, radio controls and tab panel) that do not have the proper role, state and name.

11.5.2.6 Row, column, and headers	Not applicable	The product does not have tables.
11.5.2.7 Values	Supports	Values associated with an object are programmatically determinable.
11.5.2.8 Label relationships	Supports	Product labels are programmatically associated with their components.
11.5.2.9 Parent-child relationships	Partially Supports	Most of the product hierarchical relationship are programmatically determinable, with some exceptions. These include: a few labels that are incorrect.
11.5.2.10 Text	Supports	Text content is programmatically determinable.
11.5.2.11 List of available actions	Supports	Actions for operating a control are programmatically determinable.
11.5.2.12 Execution of available actions	Supports	Objects can be operated with assistive technology.
11.5.2.13 Tracking of focus and selection attributes	Supports	A visible focus cursor is available for users navigating with keyboard.
11.5.2.14 Modification of focus and selection attributes	Supports	Users can modify the location of focus.
11.5.2.15 Change notification	Partially Supports	Most notifications are communicated to assistive technology with two exceptions where the status messages are not communicated to screen readers.
11.5.2.16 Modifications of states and properties	Supports	Object state properties are programmatically determinable.
11.5.2.17 Modifications of values and text	Supports	Editable text can be modified when using assistive technology, and assistive technology users can select text where appropriate.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	The product is not platform software.
11.6.2 No disruption of accessibility features	Supports	The product does not disrupt the accessibility features.
11.7 User preferences	Supports	The application supports the user preferences.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Not applicable	The product is not an authoring tool.
11.8.2 Accessible content creation	Not applicable	The product is not an authoring tool.

11.8.3 Preservation of accessibility information in transformations	Not applicable	The product is not an authoring tool.
11.8.4 Repair assistance	Not applicable	The product is not an authoring tool.
11.8.5 Templates	Not applicable	The product is not an authoring tool.

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

Notes: Not applicable. The product has no documentation and no support services.

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

Notes: Not applicable

Legal disclaimer

[For the client to fill in – Include your company legal disclaimer here, if needed.]