

SmartSimple Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version:

SmartSimple Platform/201805

Product Description:

SmartSimple is a cloud-based business process automation platform. The platform is highly flexible so you can authentically track, manage and report on your data. SmartSimple is widely used in Granting, Research and Case Management as well as Corporate Social Responsibility Programs such as volunteering and matching gifts.

Date: April 2018

Contact information: 1.866.239.0991 or support@smartsimple.com

Notes: None

Evaluation Methods Used:

We have a dedicated Quality Assurance team that tests the platform, plus an outside consultant (a completely blind computer user) who does both accessibility and usability testing quarterly. The consultant uses assistive technologies such as the JAWS screen reader.

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1. Applicable Standards/Guidelines

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

Standard/Guidelines	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A Level AA Level AAA
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	Yes

2. Terms

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

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

3. WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

3.1. Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All non-text content has a text alternative that serves the equivalent purpose.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) 	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video, the user can upload a closed

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		captioning file and/or a transcript. Transcripts and Closed Captioning may be uploaded in multiple languages.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video, then users can upload and view closed captions or transcripts for multimedia.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no prerecorded audio or video in SmartSimple. If the client chooses to use the media library feature for uploading, playing, and sharing their own audio and video. The user can also upload and view closed captions and/or transcripts for multimedia.

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.7 (Web)• 10.2.7 (non-web document)• 11.2.1.7 (Software)• 11.2.2.7 (Closed Software) – Does not apply• 11.6.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Web: Supports	Web: Information structure and relationships such as tables and headings can be programmatically determined and are available in text.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.8 (Web)• 10.2.8 (non-web document)• 11.2.1.8 (Software)• 11.2.2.8 (Closed Software) – Does not apply• 11.6.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Web: Supports	Web: The correct reading sequence can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.9 (Web)• 10.2.9 (non-web document)• 11.2.1.9 (Software)• 11.2.2.9 (Closed Software) – Does not apply• 11.6.2 (Authoring Tool)	Web: Supports	Web: Instructions, content and operations of system do not rely solely on shape, size, visual location, orientation or sound.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Color is not the only means of conveying information and indicating action. For example, warning messages have warning text and an icon.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Audio is not required to use the system. Users may use the media library feature to upload audio and then the audio will only play when the file is selected. The media player controls are used to pause, stop or otherwise control the audio.
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Supports	Web: All functionality of the content seen by end users is operable through a keyboard

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<ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		interface. Note the interface for administrators and power users does include “drag and drop” functionality, which depends on the user’s movement.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Keyboard focus can be moved to and from objects using the keyboard arrows or tab keys.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: System Administrators can opt into adding a time out for user sessions. The Administrator can choose to have no time out, or specify the length of time until a timeout will occur. If a time out is set, the end user will be prompted when they are getting close to the time out threshold. The user is warned and given the option to keep working.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no moving, blinking, scrolling information in the SmartSimple platform that would require pause, stop or hide.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: No content in the SmartSimple platform flashes.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply 	Web: Supports	Web: You can bypass blocks of information in the system by navigating between headings and content areas.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: All pages within the system have descriptive titles. Administrators can also modify the titles in areas of the system such as the login and signup pages.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Web: Supports	Web: Pages within the platform can be navigated sequentially receiving focus in the order that preserves meaning and operability.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The purpose of links within the platform can be determined from the link text. Administrators can also customize the link text in many areas of the system.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The default language of each page is declared and can be programmatically determined.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.29 (Web) 	Web: Supports	Web: Focus does not initiate a change of context.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: User interface components do not cause a change of context such as launching a new window when the user selects a radio button.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	Web: If an input error is detected the error is identified and described in text.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.34 (Web) 10.2.34 (non-web document) 11.2.1.34 (Software) 11.2.2.34 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Labels and instructions are provided and can be configured by system administrators.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Elements have complete start and end tags with elements nested according to markup specifications.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) – Does not apply 	Web: Supports	Web: Names and roles of interface components can be programmatically determined.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		

3.2. Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: There is no live audio content within SmartSimple. Users may choose to upload their own media via the Media Library and they may also add closed captions in multiple languages. SmartSimple can also auto translate captions into other languages.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports	Web: There is no prerecorded audio in SmartSimple but if a user wants to upload media, they can also upload closed caption files and transcripts for multimedia.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Text has a contrast ratio of at least 4.5:1. Administrators can configure the color of text in areas of SmartSimple.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Text in SmartSimple can be resized using browser zoom or other assistive technologies without loss of content or functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	Web: There are no images of text in SmartSimple, with the exception of the logo. The logo has alternate text.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.24 (Web) 10.2.24 (non-web document) – Does not apply 11.2.1.24 (Software) – Does not apply 11.2.2.24 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: There is more than one way to locate a web page within a set of pages (navigation and search).
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.25 (Web) 10.2.25 (non-web document) 11.2.1.25 (Software) 11.2.2.25 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels describe topic or purpose. Administrators can also configure headings.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 	Web: Supports	Web: Keyboard focus indicator is visible.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: If an administrator has added content from multiple languages on screen, then coding can be added so the language of each passage can be programmatically determined.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: Navigation mechanisms keep the same relative order each time they are repeated.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.32 (Web) 	Web: Supports	Web: Components with the same functionality are identified consistently.

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Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Input error messages provide suggestions to users. Administrators may modify many error messages.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	Web: Submissions in the system may be configured to be reversible. The user has the opportunity to review, confirm and correct submissions. The process flow of submissions is configurable by Administrators.

SmartSimple Accessibility

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		

3.3. Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple. If you choose to upload media, you may include sign language interpretation.
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple. If you choose to upload media, you may include media with audio descriptions.
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: There is no prerecorded content in SmartSimple. If you choose to upload media, you could also upload an alternative for the time-based media.
<p>1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: There is no live time based media in SmartSimple.
<p>1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: The colors in the system can be set by the Administrator to enhance contrast ratios.
<p>1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: There is no background audio in SmartSimple.
<p>1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports with Exceptions	Web: The user cannot select foreground and background colors however; administrators can customize the colors in the system.

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Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: Other than a logo, SmartSimple does not contain Images of text.
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports with Exceptions	Web: All functionality of the content is operable through a keyboard interface with the exception of components that utilize drag and drop functionality found on administrative configuration pages.
<p><u>2.2.3 No Timing</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: Timing is not an essential part of activities presented to the user in SmartSimple.
<p><u>2.2.4 Interruptions</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: SmartSimple does not have interruptions.
<p><u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: When an authenticated session expires, the user can enter their credentials to continue without the loss of data.
<p><u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: SmartSimple does not contain anything that flashes more than three times.
<p><u>2.4.8 Location</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: SmartSimple has a breadcrumb on object pages in the system. The breadcrumb shows the users location within the platform.
<p><u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: The purpose of each link is identified by text alone. Link text in many locations is configurable by administrators.
<p><u>2.4.10 Section Headings</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Supports	Web: Section headings are used to organize content.
<p><u>3.1.3 Unusual Words</u> (Level AAA) Also applies to:</p>	Web: Supports	Web: It is possible to add custom instructions and

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Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		tooltips to define words or phrases that are unusual.
<u>3.1.4 Abbreviations</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: It is possible to add custom instructions and tooltips to define abbreviations in expanded form.
<u>3.1.5 Reading Level</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Text within SmartSimple is configurable in many areas to ensure an appropriate reading level.
<u>3.1.6 Pronunciation</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The pronunciation of words and or clarification may be specified in tooltips, instructions and links to audio files can be included.
<u>3.2.5 Change on Request</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Changes of context are initiated by user request.
<u>3.3.5 Help</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Context-sensitive help is available at the field level via instructions and/or tooltips.
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: Field data is validated and the validation can be customized. Administrators can configure the message that displays when an error occurs. Users may correct or reverse their submission.

4. 2017 Section 508 Report

4.1. Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	SmartSimple is primarily text based, supports keyboard

SmartSimple Accessibility

Criteria	Conformance Level	Remarks and Explanations
		navigation and does not require user vision.
302.2 With Limited Vision	Supports	Administrators may customize colors to increase the contrast in SmartSimple.
302.3 Without Perception of Color	Supports	User do not require perception of color as color is not solely used to convey meaning.
302.4 Without Hearing	Supports	User hearing is not required to use SmartSimple.
302.5 With Limited Hearing	Supports	If a user uploads audio content, they can also upload closed captioning and control the volume of the content.
302.6 Without Speech	Supports	SmartSimple does not require user speech.
302.7 With Limited Manipulation	Supports	SmartSimple does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	SmartSimple is not prohibitive to users with limited reach or strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The content within SmartSimple is customizable by Administrators. Administrators have control over what is displayed and as such they can ensure the content and options are usable by people with limited language, cognitive or learning abilities.

4.2. Chapter 4: Hardware

Notes: Not Applicable, hardware criteria does not apply to SmartSimple.

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

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Criteria	Conformance Level	Remarks and Explanations
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	N/A	N/A
402.2.2 Transactional Outputs	N/A	N/A
402.2.3 Speech Delivery Type and Coordination	N/A	N/A
402.2.4 User Control	N/A	N/A
402.2.5 Braille Instructions	N/A	N/A
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	N/A	N/A
402.3.2 Non-private Listening	N/A	N/A
402.4 Characters on Display Screens	N/A	N/A
402.5 Characters on Variable Message Signs	N/A	N/A
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	N/A	N/A
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	N/A	N/A
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	N/A	N/A
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	N/A	N/A
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	N/A	N/A
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	N/A	N/A
407.3.2 Alphabetic Keys	N/A	N/A

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Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	N/A	N/A
407.4 Key Repeat	N/A	N/A
407.5 Timed Response	N/A	N/A
407.6 Operation	N/A	N/A
407.7 Tickets, Fare Cards, and Keycards	N/A	N/A
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A	N/A
407.8.1.1 Vertical Plane for Side Reach	N/A	N/A
407.8.1.2 Vertical Plane for Forward Reach	N/A	N/A
407.8.2 Side Reach	N/A	N/A
407.8.2.1 Unobstructed Side Reach	N/A	N/A
407.8.2.2 Obstructed Side Reach	N/A	N/A
407.8.3 Forward Reach	N/A	N/A
407.8.3.1 Unobstructed Forward Reach	N/A	N/A
407.8.3.2 Obstructed Forward Reach	N/A	N/A
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A	N/A
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A	N/A
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	N/A	N/A
408.3 Flashing	N/A	N/A
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	N/A	N/A
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	N/A	N/A
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	N/A	N/A
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
412.2.1 Volume Gain for Wireline Telephones	N/A	N/A
412.2.2 Volume Gain for Non-Wireline ICT	N/A	N/A
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A	N/A
412.3.2 Wireline Handsets	N/A	N/A
412.4 Digital Encoding of Speech	N/A	N/A
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	N/A	N/A
412.7 Video Communication	N/A	N/A
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	N/A	N/A
412.8.2 Voice and Hearing Carry Over	N/A	N/A
412.8.3 Signal Compatibility	N/A	N/A
412.8.4 Voice Mail and Other Messaging Systems	N/A	N/A
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	N/A	N/A
413.1.2 Pass-Through of Closed Caption Data	N/A	N/A
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A	N/A
414.1.2 Other ICT	N/A	N/A
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	N/A	N/A
415.1.2 Audio Description Controls	N/A	N/A

4.3. Chapter 5: Software

Notes: Not Applicable, Software criteria does not apply to SmartSimple.

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Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	N/A	N/A
502.2.2 No Disruption of Accessibility Features	N/A	N/A
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	N/A	N/A
502.3.2 Modification of Object Information	N/A	N/A
502.3.3 Row, Column, and Headers	N/A	N/A
502.3.4 Values	N/A	N/A
502.3.5 Modification of Values	N/A	N/A
502.3.6 Label Relationships	N/A	N/A
502.3.7 Hierarchical Relationships	N/A	N/A
502.3.8 Text	N/A	N/A
502.3.9 Modification of Text	N/A	N/A
502.3.10 List of Actions	N/A	N/A
502.3.11 Actions on Objects	N/A	N/A
502.3.12 Focus Cursor	N/A	N/A
502.3.13 Modification of Focus Cursor	N/A	N/A
502.3.14 Event Notification	N/A	N/A
502.4 Platform Accessibility Features	N/A	N/A
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	N/A	N/A
503.3 Alternative User Interfaces	N/A	N/A
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	N/A	N/A
503.4.2 Audio Description Controls	N/A	N/A
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	N/A
504.2.2 PDF Export	N/A	N/A
504.3 Prompts	N/A	N/A
504.4 Templates	N/A	N/A

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4.4. Chapter 6: Support Documentation and Services

Notes: Support for SmartSimple administrators is available 24 hours a day 5 days a week by phone, email or online form.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	N/A	N/A
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	N/A	N/A
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	N/A	N/A
603.3 Accommodation of Communication Needs	N/A	N/A

5. EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	SmartSimple is primarily text based, supports keyboard navigation and does not require user vision.
4.2.2 Usage with limited vision	Supports	Administrators may customize colors to improve contrast in SmartSimple.
4.2.3 Usage without perception of colour	Supports	User does not require perception of color as color is not the only indicator used to convey meaning.
4.2.4 Usage without hearing	Supports	User hearing is not required to use SmartSimple.

SmartSimple Accessibility

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	If a user uploads audio content, they can also upload closed captioning and control the volume of the content.
4.2.6 Usage without vocal capability	Supports	SmartSimple does not require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	SmartSimple is not prohibitive to users with limited manipulation or strength.
4.2.8 Usage with limited reach	Supports	SmartSimple is not prohibitive to users with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	Nothing in SmartSimple flashes or could induce photosensitive seizures. Users and administrators may upload multimedia.
4.2.10 Usage with limited cognition	Supports	The content within SmartSimple is customizable by Administrators. Administrators have control over what is displayed and they can ensure the content and options are usable by people with limited cognitive abilities.
4.2.11 Privacy	Supports	SmartSimple supports user-supplied hardware such as the use of headsets for private listening to screen reader content.

5.2. 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 information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6

SmartSimple Accessibility

Criteria	Conformance Level	Remarks and Explanations
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Supports	Visual access is not required to use SmartSimple.
5.1.3.2 Auditory output delivery including speech	Supports	Auditory output may be provided via user-supplied hardware such as headphones or speakers.
5.1.3.3 Auditory output correlation	Supports	Auditory output of Screen readers is correlated with the onscreen behavior.
5.1.3.4 Speech output user control	Supports	Control of auditory output for content is controlled by the assistive technology of the user's choice (example: JAWS screen reader).
5.1.3.5 Speech output automatic interruption	Supports	Speech output is controlled by the assistive technology of the user's choice.
5.1.3.6 Speech output for non-text content	Supports	SmartSimple does not include non-text content, with the exception of logos that have alt text and user uploaded multimedia which support closed captioning and transcripts.
5.1.3.7 Speech output for video information	Supports	If users upload video, they may also upload transcripts and closed captioning.
5.1.3.8 Masked entry	Supports	Speech output is controlled by the assistive technology of the user's choice.
5.1.3.9 Private access to personal data	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.10 Non-interfering audio output	Supports	There is no media set to automatically play in SmartSimple.
5.1.3.11 Private listening	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.12 Speaker volume	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.

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Criteria	Conformance Level	Remarks and Explanations
5.1.3.13 Volume reset	Supports	Speech output is controlled by the assistive technology and hardware of the user's choice.
5.1.3.14 Spoken languages	Supports	Speech output is controlled by the assistive technology of the user's choice. Language is declared at the page level and may be specified at levels that are more granular.
5.1.3.15 Non-visual error identification	Supports	Speech output of errors is controlled by the assistive technology of the user's choice. When a User encounters an error such as submitting a form the message will be displayed on screen explaining the error. The message is also a link to the input associated with the error.
5.1.3.16 Receipts, tickets, and transactional outputs	Supports	Speech output is controlled by the assistive technology of the user's choice.
5.1.4 Functionality closed to text enlargement	Supports	Text enlargement is controlled by the assistive technology of the user's choice (such as web browser zoom).
5.1.5 Visual output for auditory information	Supports	If a user uploads auditory media, they can also upload transcripts.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	SmartSimple is operable with a keyboard or other user supplied devices (switch, mouse, touch screen) and avoids trapping.
5.2 Activation of accessibility features	Supports	Accessibility features are controlled by the assistive technology of the user's choice.
5.3 Biometrics	Supports	SmartSimple does not rely on Biometrics.
5.4 Preservation of accessibility information during conversion	Supports	SmartSimple does not convert information provided for accessibility.

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Criteria	Conformance Level	Remarks and Explanations
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	SmartSimple does not require grasping, pinching, twisting, etc.
5.5.2 Operable parts discernibility	Supports	SmartSimple does not have 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	Supports	Audio status of locking toggles such as Caps Lock is handled by the assistive technology of the user's choice.
5.6.2 Visual status	Supports	Visual status of locking toggles such as Caps Lock are handled by the hardware of the user's choice.
5.7 Key repeat	Supports	Key repeat is controlled by the hardware of the user's choice and possibly the users operating system.
5.8 Double-strike key acceptance	Supports	Double-strike key acceptance is controlled by the hardware of the user's choice and possibly the users operating system.
5.9 Simultaneous user actions	Supports	Simultaneous user actions are not required in SmartSimple.

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

Notes: SmartSimple does not have two-way voice communication.

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)	Heading cell – no response required	Heading cell – no response required
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	N/A	N/A
6.2.1.2 Concurrent voice and text	N/A	N/A
6.2.2.1 Visually distinguishable display	N/A	N/A

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Criteria	Conformance Level	Remarks and Explanations
6.2.2.2 Programmatically determinable send and receive direction	N/A	N/A
6.2.3 Interoperability	N/A	N/A
6.2.4 Real-time text responsiveness	N/A	N/A
6.3 Caller ID	N/A	N/A
6.4 Alternatives to voice-based services	N/A	N/A
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	N/A	N/A
6.5.3 Frame rate	N/A	N/A
6.5.4 Synchronization between audio and video	N/A	N/A
6.6 Alternatives to video-based services	N/A	N/A

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

Notes: SmartSimple does not include video; however, users can upload multimedia, transcripts and closed captioning files.

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	N/A	N/A
7.1.2 Captioning synchronization	N/A	N/A
7.1.3 Preservation of captioning	N/A	N/A
7.2.1 Audio description playback	N/A	N/A
7.2.2 Audio description synchronization	N/A	N/A
7.2.3 Preservation of audio description	N/A	N/A
7.3 User controls for captions and audio description	N/A	N/A

5.5. Chapter [8: Hardware](#)

Notes: SmartSimple does not provide hardware.

SmartSimple Accessibility

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	N/A	N/A
8.1.3 Colour	N/A	N/A
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	N/A	N/A
8.2.1.2 Incremental volume control	N/A	N/A
8.2.2.1 Fixed-line devices	N/A	N/A
8.2.2.2 Wireless communication devices	N/A	N/A
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	N/A	N/A
8.3.2.2 Clear floor or ground space	N/A	N/A
8.3.2.3.1 General	N/A	N/A
8.3.2.3.2 Forward approach	N/A	N/A
8.3.2.3.3 Parallel approach	N/A	N/A
8.3.2.4 Knee and toe clearance width	N/A	N/A
8.3.2.5 Toe clearance	N/A	N/A
8.3.2.6 Knee clearance	N/A	N/A
8.3.3.1.1 Unobstructed high forward reach	N/A	N/A
8.3.3.1.2 Unobstructed low forward reach	N/A	N/A
8.3.3.1.3.1 Clear floor space	N/A	N/A
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	N/A	N/A
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	N/A	N/A
8.3.3.2.1 Unobstructed high side reach	N/A	N/A
8.3.3.2.2 Unobstructed low side reach	N/A	N/A
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	N/A	N/A
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	N/A	N/A
8.3.4 Visibility	N/A	N/A
8.3.5 Installation instructions	N/A	N/A

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Criteria	Conformance Level	Remarks and Explanations
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	N/A	N/A
8.4.2.1 Means of Operation of mechanical parts	N/A	N/A
8.4.2.2 Force of operation of mechanical parts	N/A	N/A
8.4.3 Keys, tickets and fare cards	N/A	N/A
8.5 Tactile indication of speech mode	N/A	N/A

5.6. Chapter [9: Web](#) (see *WCAG 2.0* section)

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning	Supports	Closed Captions for user-uploaded media appear over a translucent grey box on the bottom of the media player.
10.2.40 Audio description timing	Supports	User uploaded audio with descriptions need not interfere with relevant media.

5.8. Chapter [11: Software](#)

Notes: Not applicable.

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section

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Criteria	Conformance Level	Remarks and Explanations
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	N/A	N/A
11.3.2.4 Assistive technology	N/A	N/A
11.3.2.5 Object information	N/A	N/A
11.3.2.6 Row, column, and headers	N/A	N/A
11.3.2.7 Values	N/A	N/A
11.3.2.8 Label relationships	N/A	N/A
11.3.2.9 Parent-child relationships	N/A	N/A
11.3.2.10 Text	N/A	N/A
11.3.2.11 List of available actions	N/A	N/A
11.3.2.12 Execution of available actions	N/A	N/A
11.3.2.13 Tracking of focus and selection attributes	N/A	N/A
11.3.2.14 Modification of focus and selection attributes	N/A	N/A
11.3.2.15 Change notification	N/A	N/A
11.3.2.16 Modifications of states and properties	N/A	N/A
11.3.2.17 Modifications of values and text	N/A	N/A
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	N/A	N/A
11.4.2 No disruption of accessibility features	N/A	N/A
11.5 User preferences	N/A	N/A
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	N/A	N/A
11.6.4 Repair assistance	N/A	N/A
11.6.5 Templates	N/A	N/A

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

Notes: Support for SmartSimple administrators is available 24 hours a day, 5 days a week, by phone, email or online form.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	N/A	N/A
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	N/A	N/A
12.2.3 Effective communication	N/A	N/A
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

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

Notes: It is possible to message SmartSimple users in case of emergency.

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	N/A	N/A
13.1.3 Sign relay services	N/A	N/A

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Criteria	Conformance Level	Remarks and Explanations
13.1.4 Lip-reading relay services	N/A	N/A
13.1.5 Captioned telephony services	N/A	N/A
13.1.6 Speech to speech relay services	N/A	N/A
13.2 Access to relay services	N/A	N/A
13.3 Access to emergency services	N/A	N/A

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