

ScreenSteps Accessibility Conformance Report WCAG Edition (Based on VPAT® Version 2.4)

Name of Product/Version:	ScreenSteps
Report Date:	Last updated 3/2/2022
Product Description:	Knowledge base software that reduces mistakes, questions, and onboarding time
Contact Information:	(866) 275-7856 or support@screensteps.com
Notes:	Only the customer facing Knowledge Based View was VPAT assessed (not admin area).
Evaluation Methods Used:	Manual Testing and WAVE Tool
Applicable Standards/Guidelines	This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms	The terms used in the Conformance Level information are defined as follows: Supports: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation. Partially Supports: Some functionality of the product does not meet the criterion. Does Not Support: The majority of product functionality does not meet the criterion. Not Applicable: The criterion is not relevant to the product. Not Evaluated: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.
WCAG 2.x Report	Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements .

Table 1: Success Criteria, Level A

Notes: Only the customer-facing Knowledge Based View was VPAT assessed (not admin area).

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Using the WAVE tool and Google Chrome's accessibility inspector, we validated that all non-text content such as icons, buttons, images, etc. are tagged with appropriate labels so that they may be read programmatically by assistive technologies.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	ScreenSteps does not include audio or video content by default. However, application designers may choose to include video content in user interfaces that they design with ScreenSteps. In such cases, designers may include alternative representations (such as text transcripts) that present equivalent information to the videos.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Captioning is in the scope of prerecorded audio content in synchronized media. The current media library only support images.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	ScreenSteps does not use synchronized media.
1.3.1 Info and Relationships (Level A)	Supports	The WAVE Tool was used to identify different content sections and ensure they contain appropriate information.
1.3.2 Meaningful Sequence (Level A)	Supports	Uses semantically-correct markup to allow assistive technologies to interpret the meaning of content and controls.
1.3.3 Sensory Characteristics (Level A)	Supports	Any concepts suggested through shape, size, visual location, orientation, or sound is also communicated through language. Textual equivalents may be visible or hidden (Alt text, titles, ARIA alerts, etc.). Content editor/creator doesn't have to perform any specific steps. The platform ensures that all users can access instructions for using the content, even when they cannot perceive shape or size or use information about spatial location or orientation.
1.4.1 Use of Color (Level A)	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
1.4.2 Audio Control (Level A)	Supports	ScreenSteps does not include audio or video content by default. However, application designers may choose to include video content in user interfaces that they create.
2.1.1 Keyboard (Level A)	Supports	ScreenSteps supports standard keyboard navigation and input functions (such as pressing [TAB] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).
2.1.2 No Keyboard Trap (Level A)	Supports	ScreenSteps is a web-based application that supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
2.1.4 Character Key Shortcuts (Level A, 2.1 only)	Supports	ScreenSteps supports all functionality available from a keyboard.
2.2.1 Timing Adjustable (Level A)	Supports	Login Session expires after 24hrs. A pop-up modal is launched requesting the user re-enter their password once the Session expires.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	ScreenSteps does not include moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	ScreenSteps does not use flashing or blinking to convey information to users.
2.4.1 Bypass Blocks (Level A)	Partially Supports	Users control their own content.
2.4.2 Page Titled (Level A)	Supports	Web pages have titles that describe topic or purpose. The HTML <title> element is auto generated based from the article name/title.
2.4.3 Focus Order (Level A)	Supports	Use logical tab order through interactive elements such as links and form controls.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links are unique and contextual, usually in the format [action] [applicable item].

2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	Supports all functionality that uses multipoint or path-based gestures for operation
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Operationn using a single pointer for Up Reversal is supported.
2.5.3 Label in Name (Level A 2.1 only)	Supports	Label for a control that a user sees on a page matches the accessible name.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	ScreenSteps can't be operated by device motion or user motion
3.1.1 Language of Page (Level A)	Supports	Uses the html language attribute to specify the language of each page. Refers to the HTML language(lang) attribute (<html lang="en">). You can set the Sites language under Settings in Admin page. Currently supported languages are English, Catalan, Czech, Danish, Dutch, French, German, Italian, Latvian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish and Swedish. This means that KB view translates most of it's verbiage accordingly to the preferred language.
3.2.1 On Focus (Level A)	Supports	When a component in the user interface receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	Changing the setting of a component in the user interface does NOT initiate a change of context.
3.3.1 Error Identification (Level A)	Supports	Error messages are communicated usign a combination of ARIA alerts, ARIA landmarks, headings and links. Where possible, error messages describe each error and link to the appropriate field for resolving the error. Examples: During login and pdf download.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Forms have clear headings, labels, field sets, and buttons. The Expanded/Collapsed state of secondary form content is clearly indicated, and the fields are accessible.
4.1.1 Parsing (Level A)	Partially Supports	ScreenSteps uses semantically-correct markup for all interface elements. The markup is programmatically generated to prevent parsing errors.
4.1.2 Name, Role, Value (Level A)	Partially Supports	ScreenSteps primarily uses standard HTML elements. Any custom elements implemented do utilize appropriate name, role, value, and WAI-ARIA tags that would assist assistive technologies.

Table 2: Success Criteria, Level AA

Notes: Only the customer facing Knowledge Based View was VPAT assessed (not admin area).

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	ScreenSteps does not use synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	ScreenSteps does not include audio or video content by default. However, application designers may choose to include audio/video content in user interfaces that they design with ScreenSteps. In such cases, designers may include alternative representation (such as text transcripts) that present equivalent information.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Auto-complete is enabled.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Contrast is periodically checked using the WAVE tool to ensure compliance with level AA. Since each page may be customized by the customer, it is possible to setup an invalid color contrast. But all elements within system control should be guaranteed to have a high enough contrast. Content editor/creator has the ability to customize some of the site colors and contents via Site Template Editor feature.
1.4.4 Resize text (Level AA)	Supports	User interfaces support standard zoom capabilities built into modern web browsers and operating systems.
1.4.5 Images of Text (Level AA)	Supports	ScreenSteps does not use images of text by default. Authors may choose to include images of text in contents that they design.
1.4.10 Reflow (Level AA 2.1 only)	Supports	ScreenSteps has responsive web design, the page layout is changed automatically when it is zoomed, so that horizontal scrolling is not required.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Uses sufficient contrast for all elements on the screen.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	Content and function retain meaning when users change elements of text spacing.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	When hover or focus triggers content to appear, it is dismissible, hoverable and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	ScreenSteps provides capabilities for incorporating navigation links and search functions in user interfaces built.
2.4.6 Headings and Labels (Level AA)	Partially Supports	Pages have descriptive headings and labels. Labels are unique contextual.
2.4.7 Focus Visible (Level AA)	Supports	Each page has a logical tab order and viible tab stops. Links and fields have extra highlighting, beyond browser defaults.
3.1.2 Language of Parts (Level AA)	Partially Supports	Article contents are NOT limited to English and can also have combination of multiple languages all together. Refers to the HTML language(lang) attribute (<html lang="en">). You can set the Sites language under Settings in Admin page. Currently supported languages are English, Catalan, Czech, Danish, Dutch, French, German, Italian, Latvian, Norwegian, Polish, Portuguese, Romanian, Russian, Spanish and Swedish. This means that KB view translates most of it's verbiage accordingly to the preferred language. Languages outside of this list can be supported by custom request.
3.2.3 Consistent Navigation (Level AA)	Partially Supports	Navigation models are consistent across pages and use headings and ARIA navigation landmarks to help orient users.
3.2.4 Consistent Identification (Level AA)	Supports	ScreenSteps utilizes a UI framework that ensures consistent identification of elements, and functionality.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error messages are communicated usign a combination of ARIA alerts, ARIA landmarks, headings and links. Where possible, error messages describe each error and link to the appropriate field for resolving the error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	ScreenSteps does not process financial and PII transactions.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Status Messages have ARIA attributes.