Infobase Admin Portal Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *Infobase Admin Portal*

Product Description: The *Infobase Administration Portal*, i.e., *Admin Portal* (https://admin.infobase.com/), provides institutional account administrators access to Infobase's online products and services.

Report Date: April 2022

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Evaluation Methods Used: The following main testing tools and methods were used but were not limited to WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, and Colour Contrast Analyser from the Paciello Group, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(Yes)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

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)	Does Not Support	Alternative text and form labels are missing throughout the *Admin Portal.* Test method: Manual visual evaluation and testing tools.
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) • 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 *Admin Portal* does not host video-only or audio-only content. The use of video-only or audio-only media assets is not relevant to the use of this product.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web)	Not Applicable	The *Admin Portal* does not host videos on its platform. The use of video media assets is not relevant to the use of this product.

Criteria	Conformance Level	Remarks and Explanations
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)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (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 *Admin Portal* does not host videos or audio-visual media on its platform. The use of videos or audio-visual media assets is not relevant to the use of this product.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Partially Supports	Not all information and structure in the *Admin Portal* will be programmatically determined. ARIA labels are used in some areas, but screen readers may not recognize most forms and menu lists for lack of corresponding labels or ARIA elements. Some heading levels get skipped throughout, such as h1 to h3 heading levels. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)		

1.3.2 Meaningful Sequence (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)
   ● 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	Content is presented in a way where visually it makes sense. However, while it appears the JAWS screen reader reads everything in order since the *Admin Portal* is not programmed with accessibility in mind, many techniques to allow the keyboard and screen reader to work together are not present. Therefore, inconsistencies may be found with the reading order when the screen reader and the keyboard are together.
		
		Test method: Manual visual evaluation and testing tools.

1.3.3 Sensory Characteristics (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)
	Partially Supports	No instructions are given that rely on sensory characteristics. However, please note the following advisory: some graphical icons are used that are not labeled and only imply a visual understanding of what they mean.
		
		For instance, a gears icon indicates "settings," and an icon of a floppy disk means "save." Likewise, an icon of a garbage can will mean "delete." While these might not fall in the original definition of Sensory Characteristics, they are related.
		
		Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
[1.4.1 Use of Color](#) (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	Colors show distinctions between information, but it is usually combined with additional information and other visual cues, so the color is not always used alone. Test method: Manual visual evaluation and testing tools.
[1.4.2 Audio Control](#) (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)	Not Applicable	The *Admin Portal* does not host audio content on its platform. The use of audio media assets is not relevant to the use of this product.
[2.1.1 Keyboard](#) (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)	Partially Supports	Keyboard support in the Admin Portal is minimal. Current elements which are not reachable by the keyboard include the *Open Resource Center popup*, *Tour the Page button, Trials On/Off* slider buttons, the envelope icons to change notification and *Contact your Sales Representative* modal elements.

Criteria	Conformance Level	Remarks and Explanations
11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
2.1.2 No Keyboard Trap (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)	Partially Supports	The keyboard focus goes behind most modals and popups screens, making them hard to navigate or close with the keyboard. These screens stay open, making it challenging to continue to use the site as intended. Test method: Manual visual evaluation and testing tools.
2.1.4 Character Key Shortcuts (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	Not Applicable	The *Admin Portal* does not use or have character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content within the *Admin Portal* does not have set time limits. Test method: Manual visual evaluation and testing tools.
2.2.2 Pause, Stop, Hide (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	The *Admin Portal* does not have any moving, blinking, scrolling, or auto-updating content. Test method: Manual visual evaluation and testing tools.
2.3.1 Three Flashes or Below Threshold (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)	Supports	The *Admin Portal* does not contain anything that flashes more than permitted. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
2.4.1 Bypass Blocks (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 • 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	Does Not Support	There is no *Skip to Main Content* bypass link available in the *Admin Portal.* Test method: Manual visual evaluation and testing tools.
2.4.2 Page Titled (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)	Partially Supports	General pages titles appear, but they are not specific. For example, if a user were in one of the product portals, such as American History, the page title in the tab window would still only display "Product Dashboard" but should display something more specific, such as "American History Product Dashboard." Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (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)	Partially Supports	Content that receives focus is usually logical and in an intuitive order that preserves meaning. However, while it appears the JAWS screen reader reads everything in order, many programmatic techniques to allow the keyboard and screen reader to work together are not present. As a result, some content ambiguity may be found when using a screen-reader and the keyboard together Test method: Manual visual evaluation and testing tools.
2.4.4 Link Purpose (In Context) (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)	Partially Supports	Many links in the *Admin Portal* correctly indicate their purpose in context to a webpage and within screen readers. But ambiguous link purposes are widespread. *View All* is the most prevalent one, which is used often and read aloud by a screen reader without much context. Test method: Manual visual evaluation and testing tools.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web)	Not Applicable	The *Admin Portal* does not use or have any multipoint or path-based gesture interaction elements.

Criteria	Conformance Level	Remarks and Explanations
● 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		
2.5.2 Pointer Cancellation (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	The *Admin Portal* does not override the default behavior of controls. Therefore, for instance, all functionality used by a mouse can be canceled using the browser or operating system.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls, links, and buttons. Test method: Manual visual evaluation and testing tools.
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)	Not Applicable	The *Admin Portal* does not have any functionality that can be operated by device motion or user motion. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 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		
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)	Does Not Support	The default language English is currently not set programmatically. The HTML "lang" attribute will be added in future updates. Test method: Manual visual evaluation and testing tools.
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) ● 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)	Supports	Components of the *Admin Portal* do not initiate a change of context when receiving focus. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations

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	Adjusting the settings of user interface components does not generally cause a change of context.
		
		Test method: Manual visual evaluation and testing tools.

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)
	Partially Supports	Errors are read out loud by screen readers. Still, it is challenging to determine which form box is being described as most forms throughout the *Admin Portal* are missing corresponding label elements.
		
		Test method: Manual visual evaluation and testing tools.

3.3.2 Labels or Instructions (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)
	Partially Supports	Default instructions in HTML forms are always provided, but since many form inputs are missing their corresponding labels, it is not always clear which form inputs are providing which instructions.
		
		Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
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)		
4.1.1 Parsing (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)	Partially Supports	The *Admin Portal* webpage will conform to modern HTML/XHTML web standards, but significant validation errors in the code were found using the validator: https://validator.w3.org/. These errors include but are not limited to: missing alt-text, link IDs, and lang tags. Test method: Manual visual evaluation and testing tools.
4.1.2 Name, Role, Value (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) – Not required 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Partially Supports	Form and interactive elements are missing corresponding labels and other programmatic information. It is not impossible to use assistive technologies with the *Admin Portal*, but since name, role, and value attributes are limited, detailed information can be lost when using assistive technology to access the *Admin Portal*. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (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)	Does Not Support	The *Admin Portal* does not host video or audio content. The use of video or audio media assets with captions is not relevant for the use of this product.
1.2.5 Audio Description (Prerecorded) (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) ● 504.2 (Authoring Tool)	Does Not Support	The *Admin Portal* does not host video or audio content. The use of video or audio media assets with audio descriptions is not relevant for the use of this product.

Criteria	Conformance Level	Remarks and Explanations
• 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	The *Admin Portal* orientation on mobile devices is not restricted to only portrait or landscape. Test method: Manual visual evaluation and testing tools.
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	Does Not Support	Some form fields may not have appropriate autocomplete values at this time. If HTML 5.2 autocomplete attributes are present, they are disabled as autocomplete="off"; see H98: Using HTML 5.2 autocomplete attributes for more information. Test method: Manual visual evaluation and testing tools.
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	Partially Supports	The majority of the non-link text has a sufficient contrast ratio greater than 4.5.:1. While the visual presentation of link text throughout the *Admin Portal* has an insufficient contrast ratio of less than 4.5:1. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.4 Resize text (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 up to 200 percent without loss of content or functionality. Test method: Manual visual evaluation and testing tools.
1.4.5 Images of Text (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) – 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 images of text alone are used in the *Admin Portal*. Test method: Manual visual evaluation and testing tools.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Partially Supports	While the *Admin Portal* is responsive, there is a significant clipping of text when content is zoomed in at

Criteria	Conformance Level	Remarks and Explanations
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		400 percent. Some navigational functionality is possible, however. Test method: Manual visual evaluation and testing tools.
1.4.11 Non-text Contrast (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 *Admin Portal* primarily uses a contrast ratio of at least 3:1 for graphical objects and interface components. When a graphical element such as an icon button (e.g., gears, house, book) receives focus, the contrast ratio with the current foreground color against the white background color scheme is less than the 3:1 ratio. Other graphical objects (e.g., charts, graphs) may also have inadequate contrast. Test method: Manual visual evaluation and testing tools.
1.4.12 Text Spacing (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 *Admin Portal* can accommodate many user preferences concerning text spacing without clipping and overlapping. Test method: Manual visual evaluation and testing tools.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web)	Supports	The *Admin Portal* database does not have additional content presented on hover or keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
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		Test method: Manual visual evaluation and testing tools.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (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	There are multiple ways to find and locate the same web pages within the *Admin Portal*. Test method: Manual visual evaluation and testing tools.
2.4.6 Headings and Labels (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)	Supports	Headings and labels are accurate, descriptive, and meaningful. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.4.7 Focus Visible (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) ● 602.3 (Support Docs)	Partially Supports	The focus indicator ring is visible while using the keyboard to navigate throughout most of the *Admin Portal,* but there are gaps where the focus is not visible. Test method: Manual visual evaluation and testing tools.
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	There is no non-English content on the *Admin Portal.* Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.) Testing method: Manual visual evaluation.
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	Supports	The *Admin Portal's* navigational mechanisms are repeated, consistent, and in the same relative order throughout the site.

Criteria	Conformance Level	Remarks and Explanations
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 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		Test method: Manual visual evaluation and testing tools.
3.2.4 Consistent Identification (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 with the same functionality are identified in the same way. Test method: Manual visual evaluation and testing tools.
3.3.3 Error Suggestion (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	Partially Supports	When input errors are detected, errors are identified with warning text, usually next to the input field but suggested corrections are not provided. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The *Admin Portal* does not offer a way to conduct legal commitments or financial transactions. Therefore, since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.) Testing method: Manual visual evaluation.
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	Supports	Components with the same functionality are always identified the same way within the *Admin Portal*. Test method: Manual visual evaluation.

Table 3: Success Criteria, Level AAA

Notes: *Infobase Admin Portal* is not being evaluated for Level AAA conformance.

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The *Admin Portal* can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels, interactive navigation components may cause identification challenges with AT.
302.2 With Limited Vision	Partially Supports	The *Admin Portal* supports browser magnification up to 200% and can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels, interactive navigation components may cause identification challenges with AT.
302.3 Without Perception of Color	Partially Supports	Colors show distinctions between information, but it is usually combined with additional information and other visual cues, so the color is not always used alone.
302.4 Without Hearing	Supports	There is no audio on the *Admin Portal*. This site is accessible to users with total hearing impairment.
302.5 With Limited Hearing	Supports	There is no audio on the *Admin Portal*. This site is accessible to users with total hearing impairment.
302.6 Without Speech	Not Applicable	The *Admin Portal* has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Partially Supports	The *Admin Portal* supports most standard input mechanisms like a keyboard, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	The *Admin Portal* supports most standard input mechanisms like a keyboard, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The *Admin Portal* has no timed response limits. Content follows a clear and logical order. An error indication is provided but suggested corrective steps are limited.

Chapter 4: [Hardware](#)

Notes: The *Admin Portal* is a website and is not subject to the requirement of this section.

Chapter 5: [Software](#)

Notes: The *Admin Portal* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) in WCAG 2.1 and Revised Section 508 conformance tables.

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

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	Partially Supports	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports should be or will be available in the help center.
602.3 Electronic Support Documentation	See [WCAG 2.1](#) section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate documentation formats are required, they can be available upon request.
[603 Support Services](#)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features are available in the *Admin Portal* help center. Support can also be provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	The *Admin Portal* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.

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Chapter 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The *Admin Portal* can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels, interactive navigation components may cause identification challenges with AT.
4.2.2 Usage with limited vision	Partially Supports	The *Admin Portal* supports browser magnification up to 200% and can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels, interactive navigation components may cause identification challenges with AT.
4.2.3 Usage without perception of colour	Partially Supports	Colors show distinctions between information, but it is usually combined with additional information and other visual cues, so the color is not always used alone.
4.2.4 Usage without hearing	Supports	There is no audio on the *Admin Portal*. This site is accessible to users with total hearing impairment.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	There is no audio on the *Admin Portal*. This site is accessible to users with total hearing impairment.
4.2.6 Usage with no or limited vocal capability	Not Applicable	The *Admin Portal* has no spoken mode of operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The *Admin Portal* supports most standard input mechanisms like a keyboard, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
4.2.8 Usage with limited reach	Partially Supports	The *Admin Portal* supports most standard input mechanisms like a keyboard, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The *Admin Portal* has no timed response limits. Content follows a clear and logical order. An error indication is provided but suggested corrective steps are limited.
4.2.11 Privacy	Supports	The *Admin Portal* does not stop users from using their own privacy tools when interacting with the content.

Chapter 5: Generic Requirements

Notes: The *Admin Portal* supports standard input mechanisms and assistive technology devices and software. Therefore, the *Admin Portal* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 6: ICT with Two-Way Voice Communication

Notes: The *Admin Portal* does not offer two-way voice communication in any way. Therefore, the *Admin Portal* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 7: ICT with Video Capabilities

Notes: The *Admin Portal* does not offer videos or audio content on demand. Therefore, the *Admin Portal* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 8: Hardware

Notes: The *Admin Portal* is a website and is not subject to the requirement of this section.

Chapter 9: Web *(see WCAG 2.1 section)*

Chapter 10: Non-Web Software

Notes: The *Admin Portal* does not include non-web documents. Therefore, the *Admin Portal* is not subject to the requirements of this section.

Chapter 11: Software

Notes: The *Admin Portal* is accessed through the web and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter 12: Documentation and Support Services

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	Partially Supports	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports should be or will be available in the help center.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Documentation of accessibility and compatibility features are available in the *Admin Portal* help center. Support can also be provided over e-mail, telephone, and live chat.

Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Supports	The *Admin Portal* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: The *Admin Portal* does not provide any relay services. There is also no access to Emergency Services from within the *Admin Portal*.

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