

Intercede Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: [MyID version 12.x](#)

Report Date: [28th May 2024](#)

Product Description: [Credential management system – Self-Service Application](#)

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Notes:

Evaluation Methods Used: [\(a\) In-depth product knowledge](#)
[\(b\) testing with assistive technology tools \(Narrator\)](#)

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- 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](#).

Table 1: Success Criteria, Level A

1. Notes: MyID does not include an Authoring tool, so sub-section 504.2 compliance does not apply throughout this report.
2. Unless otherwise stated, all of these criteria also apply to the Revised Section 508 sub-sections:
 - 501 (Web)(Software)
 - 602.3 (Support Docs)

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	MyID provides text alternative for visual components that are accessible from assistive tools.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	MyID has no video or audio elements
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	MyID has no audio or video elements
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	MyID has no audio or video elements
1.3.1 Info and Relationships (Level A)	Supports	MyID SSA represents structures such as 'choices' as identifiable by assistive technologies
1.3.2 Meaningful Sequence (Level A)	Supports	MyID screens are designed so that the data entry sequence is meaningful, with action control (Save, Cancel) at the end of such sequences. Combinations of arrow, tab and enter keys allow navigation between logical control sets
1.3.3 Sensory Characteristics (Level A)	Supports	Text alternatives are provided to augment shape / location / color of elements
1.4.1 Use of Color (Level A)	Supports	Color is not used as the only visual means of conveying information in MyID
1.4.2 Audio Control (Level A)	Not applicable	MyID does not contain any audio elements
2.1.1 Keyboard (Level A)	Supports	Keyboard navigation and operation is supported in MyID
2.1.2 No Keyboard Trap (Level A)	Supports	MyID supports standard navigation keys (Tab, shift-Tab Arrows, Enter) to navigate all screen elements so that screen focus does not get 'trapped' in a particular element
2.2.1 Timing Adjustable (Level A)	Supports	Session expiration limits can be configured in MyID

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	MyID does not use moving content or auto updates to convey information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	MyID does not use flashing content
2.4.1 Bypass Blocks (Level A) <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 602.3 (Support Docs) – Does not apply to non-web docs 	Not applicable	The Self-service application is not Web software
2.4.2 Page Titled (Level A)	Supports	Each screen has a meaningful title
2.4.3 Focus Order (Level A)	Supports	Keyboard navigation follows a logical sequence through screen elements in MyID
2.4.4 Link Purpose (In Context) (Level A)	Not applicable	The MyID Self-service application does not include links
3.1.1 Language of Page (Level A)	Not applicable	The Self-service application is not Web software
3.2.1 On Focus (Level A)	Supports	Focus events in MyID are not used to instigate a change of state
3.2.2 On Input (Level A)	Supports	MyID does not change context or auto-commit records when changing screen element values. There is a discrete Submit button (mapped to the Enter key) for all such updates
3.3.1 Error Identification (Level A)	Supports	MyID highlights data on forms that are the cause of validation errors
3.3.2 Labels or Instructions (Level A)	Supports	MyID provides labels and instructions to assist with data entry
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	The MyID SSA represents the name, value and role of screen elements in an accessible form through core Windows UI components.

Table 2: Success Criteria, Level AA

Notes:

1. MyID does not include an Authoring tool, so section 504.2 compliance does not apply throughout this report.
2. Unless otherwise stated, all of these criteria also apply to the Revised Section 508 sub-sections:
 - 501 (Web)(Software)
 - 602.3 (Support Docs)

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	MyID contains no audio or video media elements
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	MyID contains no audio or video media elements
1.4.3 Contrast (Minimum) (Level AA)	Supports	Can be further enhanced through Windows High Contrast mode
1.4.4 Resize text (Level AA)	Supports	The MyID self-service app scales text content according to the Windows accessibility settings
1.4.5 Images of Text (Level AA)	Supports	MyID avoids using images of text
2.4.5 Multiple Ways (Level AA) <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	MyID self-service app is a native application
2.4.6 Headings and Labels (Level AA)	Supports	Labels and headings are used appropriately to identify individual and grouped screen elements
2.4.7 Focus Visible (Level AA)	Supports	The screen element having focus is highlighted appropriately and announced by the screen reader
3.1.2 Language of Parts (Level AA)	Not Applicable	MyID self-service app is a native application without multi-lingual parts
3.2.3 Consistent Navigation (Level AA) <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	MyID self-service app is a native application
3.2.4 Consistent Identification (Level AA) <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	MyID self-service app is a native application
3.3.3 Error Suggestion (Level AA)	Supports	Meaningful errors are presented to the user, with hints where appropriate
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	Destructive actions require confirmation

Table 3: Success Criteria, Level AAA

Notes: MyID has not been assessed for compliance at the AAA level, so this section does not apply.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	MyID supports screen reader assistive technologies
302.2 With Limited Vision	Supports	MyID can be used with Windows screen magnifier and contrast adjustments.
302.3 Without Perception of Color	Supports	There are no color-only notifications within the product.
302.4 Without Hearing	Supports	There are no sound based operations within the product.
302.5 With Limited Hearing	Supports	There are no sound based operations within the product.
302.6 Without Speech	Not Applicable	There are no voice operations within the product.
302.7 With Limited Manipulation	Supports	Keyboard navigation is supported
302.8 With Limited Reach and Strength	Supports	Underlying platform assistive technologies should help MyID users with physical disabilities
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	

Chapter 4: [Hardware](#)

Notes: Intercede MyID is a software product and therefore is not subject to the requirements of this section.

Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.2.1 User Control of Accessibility Features	Not Applicable	MyID is not considered to be 'platform software'
502.2.2 No Disruption of Accessibility Features	Supports	MyID is compatible with platform accessibility features
502.3 Accessibility Services	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Not Applicable	Tables are not used within the product
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	Windows controls are self-contained.
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	IAccessible interface is provided from the MyID SSA
502.4 Platform Accessibility Features	Not Applicable	MyID is not considered to be 'platform software'
503 Applications	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>
503.2 User Preferences	Supports	Windows high contrast mode is directly applied
503.3 Alternative User Interfaces	Not Applicable	MyID does not provide an alternative UI
503.4 User Controls for Captions and Audio Description	<i>Heading cell – no response required</i>	<i>Heading cell – no response required</i>

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Not Applicable	MyID does not include any video content
503.4.2 Audio Description Controls	Not Applicable	MyID does not include any video content
<u>504 Authoring Tools</u>	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.x section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	MyID is not an authoring tool
504.2.2 PDF Export	Not Applicable	MyID is not an authoring tool
504.3 Prompts	Not Applicable	MyID is not an authoring tool
504.4 Templates	Not Applicable	MyID is not an authoring tool

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	MyID product documentation is available as PDF and Web formats, which support assistive technologies
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	Support services are outside the scope of the MyID software
603.3 Accommodation of Communication Needs	Not applicable	Support services are outside the scope of the MyID software

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