

# Intercede Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

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

**Report Date:** [11<sup>th</sup> November 2022](#)

**Product Description:** [Credential management system – Self-Service Request Portal \(SSRP\)](#)

**Contact Information:** [Allen Storey \(allen.storey@intercede.com\)](mailto:allen.storey@intercede.com)

**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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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 SSRP 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	SSRP provides text alternative for visual components that are accessible from assistive tools. Purely decorative images are ignored.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	SSRP has no video or audio elements
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	SSRP has no audio or video elements
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	SSRP has no audio or video elements
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	SSRP represents structures such as 'choices' as identifiable by assistive technologies
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	SSRP 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. The sequence and grouping of customizable screens can be adapted via product data configuration.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Text alternatives are provided to augment shape / location / color of active elements
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used as the only visual means of conveying information in SSRP
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	SSRP does not contain any audio elements
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	Keyboard navigation and operation is supported in SSRP using standard tab/arrow keys
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	SSRP 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

Criteria	Conformance Level	Remarks and Explanations
		element
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	There are no limits in SSRP
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	SSRP contains one 'prompt' animation to insert a card. The animation can be stopped by clicking it.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	SSRP does not use flashing content
<a href="#">2.4.1 Bypass Blocks</a> (Level A) <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not applicable	The SSRP does not contain repeated content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Each screen has a meaningful title
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Keyboard navigation follows a logical sequence through screen elements in SSRP.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	Any links within the SSRP have meaningful text and/or context information.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The 'lang' attribute is set in the html header to match the locale of the client.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Focus events in SSRP are not used to instigate a change of state
<a href="#">3.2.2 On Input</a> (Level A)	Supports	SSRP 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
<a href="#">3.3.1 Error Identification</a> (Level A)	Not applicable	SSRP contains no data input fields
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	SSRP provides instructions to assist with navigation through each user process
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	The SSRP uses well-formed html elements throughout
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	SSRP uses standard HTML and ASP.NET, augmented by ARIA labels to meet this criterion

## Table 2: Success Criteria, Level AA

Notes:

1. SSRP 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
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	SSRP contains no live audio media elements
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	SSRP contains no pre-recorded video media elements
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Can be further enhanced through Windows High Contrast mode
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The SSRP scales text content according to the Windows accessibility settings and browser zoom controls
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	SSRP avoids using images of text
<a href="#">2.4.5 Multiple Ways</a> (Level AA) <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not applicable	The OC uses web pages as steps in processes
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Labels and headings are used appropriately to identify individual and grouped screen elements
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	The screen element having focus is highlighted appropriately and announced by the screen reader
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	The SSRP is mono-lingual throughout
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent navigation paradigms are maintained throughout the SSRP user interface
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	The SSRP uses shared, largely data-driven terminology

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		for each occurrence of the same element and component
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Meaningful errors are presented to the user, with hints where appropriate
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	Destructive actions require confirmation

### Table 3: Success Criteria, Level AAA

Notes: SSRP 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	SSRP supports screen reader assistive technologies
302.2 With Limited Vision	Supports	SSRP 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 SSRP users with physical disabilities
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	

## Chapter 4: [Hardware](#)

Notes: Intercede SSRP 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 <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	SSRP is not considered to be 'platform software'
502.2.2 No Disruption of Accessibility Features	Supports	SSRP is compatible with platform accessibility features
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	Result list check boxes have meaningful ARIA labels. Table summary is included.
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	Windows controls are self-contained. Web controls are associated.
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	
502.4 Platform Accessibility Features	Not Applicable	SSRP is not considered to be 'platform software'
<b><a href="#">503 Applications</a></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Windows high contrast mode is directly applied
503.3 Alternative User Interfaces	Not Applicable	SSRP does not provide an alternative UI
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	SSRP does not include any video content
503.4.2 Audio Description Controls	Not Applicable	SSRP does not include any video content
<b><a href="#">504 Authoring Tools</a></b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	SSRP is not an authoring tool
504.2.2 PDF Export	Not Applicable	SSRP is not an authoring tool
504.3 Prompts	Not Applicable	SSRP is not an authoring tool
504.4 Templates	Not Applicable	SSRP is not an authoring tool

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	SSRP product documentation is available as PDF and Web formats, which support assistive technologies
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b><a href="#">603 Support Services</a></b>	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 SSRP software
603.3 Accommodation of Communication Needs	Not applicable	Support services are outside the scope of the SSRP software

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