iSpring Solutions, Inc. Accessibility Conformance Report

Revised Section 508 Edition
(Based on VPAT® Version 2.4)

Product Information

Name of Product/Version: Accessibility mode of the iSpring Visuals interaction player, version 10.1.1.3005
Report Date: 6 May 2021
Product Description: The mode that makes interactions fully accessible for people with disabilities
Contact Information: support@ispring.com
Notes: This report has been compiled for the accessibility mode of the iSpring Visuals interaction player produced by iSpring.
Evaluation Methods Used:
The evaluation was completed with functional and usability testing of the product based on existing product knowledge.
The evaluation was completed in the up-to-date versions of Chrome, Firefox, and Safari, together with numerous screen readers including JAWS, NVDA, and VoiceOver.
The evaluation was completed, in part, together with people with disabilities invited for this purpose.
The evaluation was completed, in part, using automated accessibility check tools including Google Lighthouse and Siteimprove Accessibility Checker.

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)

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 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

Criteria	Conformance Level	Remarks and Explanations
[1.1.1 Non-text Content](#) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The accessibility mode of the iSpring Visuals interaction player includes alt text for non-text objects. The author should add [the alt text](#) to the non-text objects or text boxes with the description of the non-text objects next to these non-text objects.
[1.2.1 Audio-only and Video-only (Prerecorded)](#) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The transcript of the audio and video tracks should be provided as a text object before or after the track explicitly stating the reference.
[1.2.2 Captions (Prerecorded)](#) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product does not contain synchronized media. For the unsynchronized media, the author has to include the information in the question text.
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A)	**Supports**	The product does not include synchronized media files. For the unsynchronized media, the author needs to include the information as text, keeping all the visual information, inaudible sounds,

Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)		and other visual effects in mind. The author can include an audio track with the description of the media content.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product is semantically divided into three areas: the content portion, and the top and bottom bars. Each area has its own semantic markup, ARIA landmarks, roles, and labels that can be programmatically determined.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product displays the content items, one after another, in the appointed order.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product does not use any sensory characteristics such as size, visual location, orientation, or sound. The author should keep in mind that the content added on the slide does not depend on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product does not rely on the use of color. The author should not include content that relies on the use of color on the interaction slides.

1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product includes controls for the audio and video content.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product supports keyboard navigation and does not prevent using a mouse or other input devices when using a keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product supports the keyboard and rules out the possibility of a keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	The product does not support shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Not Applicable**	The product does not allow timing.

2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Not Applicable**	The product does not include automatically updated, flashing, blinking or scrollable content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product does not include flashing or blinking objects. The author should make sure no video track has flashing or blinking occurring more than three times per second. The author can use Photosensitive Epilepsy Analysis Tool (PEAT) for this purpose.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product supports bypassing repeated elements in the bottom bar.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product presents a page title. The author should include the interaction title for it to be available.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product presents only a single focus order.

2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The author should make sure the included hyperlinks are titled accordingly.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	The product does not support touch screen gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	The down-event of the pointer is not used to execute any part of the function;
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	The interaction player provides accessible names for its components and controls.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	The product does not support motion actuation.
3.1.1 Language of Page (Level	**Supports**	The author should select the player language prior to publishing.

A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product does not change context when learners change focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	Changing the setting of any user interface component does not automatically cause a change of context.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product warns of any errors or constraints in text form. To read the error message again, Insert + B have to be pressed in JAWS and NVDA.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	All inputs have labels and are accessible to assistive technologies.

4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The markup of the product has complete start and end tags and attributes; IDs are unique.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product provides role, state, and value information on all user interface components enabling compatibility with assistive technology.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Not Applicable**	There is no live audio or video content
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508	**Supports**	The product does not include synchronized media. The author should include audio tracks that provide the information about actions, characters, scene changes, and on-screen texts that are important and are not described or spoken in the main soundtrack.

501 (Web)(Software) 504.2 (Authoring Tool)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	The product is only available in desktop browsers and is displayed correctly in both portrait and landscape screen mode.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	The product does not contain input fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product uses a sufficient contrast ratio of the controls. The author should keep in mind the contrast ratio of the content used, by using services such as WebAIM Contrast Checker.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The product supports zooming in on text and controls using the zoom settings in desktop browsers.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	**Supports**	The author should use text boxes instead of images with text.

504.2 (Authoring Tool)		
[1.4.10 Reflow](#) (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	When the browser window with the content is resized, the content of the product is adapted to the new size without losing any information and functionality and can be scrolled vertically.
[1.4.11 Non-text Contrast](#) (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	The author should keep in mind the contrast ratio of the content used, by using services such as [WebAIM Contrast Checker](#).
[1.4.12 Text Spacing](#) (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	The product does not provide the ability to change line height, spacing following paragraphs, letter spacing, or word spacing. If these are changed using a third-party tool, the product does not lose any information or functionality.
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Supports**	Additional content is dismissible, hoverable, and persistent.
[2.4.5 Multiple Ways](#) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) – Does	**Supports**	The product is a single-page application (SPA) that provides multiple content navigation types - using navigation controls and using the interaction element list.

not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	"The product is semantically divided into three areas: the content portion, and the top and bottom bars. Each area has its own label. For the content part, the author has to provide the title of the current element.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	The focus of the product is visible.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Partially Supports**	The product can determine the human language used for the entire player. The author should select the content language before publishing.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) – Does not apply to non-web docs	**Supports**	The product displays the content items one after another, in the appointed order.
3.2.4 Consistent Identification	**Supports**	Functional components are consistently identified.

(Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Supports**	In case of an incorrect password, an error message appears with an understandable pre-programmed text. The product warns of any errors or constraints in text form. To read the error message again, Insert + B have to be pressed in JAWS and NVDA.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	**Not Applicable**	
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	**Not Applicable**	

Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated for WCAG 2.1 Level AAA conformance.

Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports**	The product does not require user vision. The content can be computer defined using secondary technologies.
302.2 With Limited Vision	**Supports**	The product enables users to make use of limited vision. It uses a contrast ratio of 4.5:1 and supports standard browser scale.
302.3 Without Perception of Color	**Supports**	The author should not include content that relies on the use of color on the interaction slides.
302.4 Without Hearing	**Supports**	Authors can create content that is functional for users without hearing.
302.5 With Limited Hearing	**Supports**	Authors can create content that is functional for users with limited hearing.
302.6 Without Speech	**Supports**	The product does not require speech input or voice control.
302.7 With Limited Manipulation	**Supports**	The product has default controls and provides accessible keyboard navigation.
302.8 With Limited Reach and Strength	**Supports**	The product is not restricted by limited reach or strength.
302.9 With Limited Language, Cognitive,	**Supports**	The product has a simple and accessible interface. The author should provide simple and accessible content and select the content and

| and Learning Abilities | | the player language prior to publishing. |

Chapter 4: Hardware

Notes: Not Applicable to the product

Chapter 5: Software

Notes:
The accessibility mode of the iSpring Visuals interaction player is a web app, does not have access to platform accessibility services, and does not include components that have access to platform accessibility services.

Not all criteria of Section 502 and 503 have been evaluated as it is not mandatory according to Section 501.1's Scope - Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	The product conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.1. See information in WCAG 2.1 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of	**Not Applicable**	The product is not platform software.

Accessibility Features		
502.2.2 No Disruption of Accessibility Features	**Not Applicable**	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	**Not Applicable**	The product is not platform software.
503 Applications	**Not Applicable**	The product is not platform software.
504 Authoring Tools	**Not Applicable**	The product is not an authoring tool.

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

Notes: Documentation in electronic format, including Web-based self-service support, does not conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	**Supports**	[Help docs](#) have references to the application of accessibility and compatibility features.
602.3 Electronic Support Documentation	**Does Not Support**	

602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	**Supports**	Support is provided via the following channels: - email support at support@ispring.com - phone support at +1 800 640 0868 - Contact support web page - online chat on ispring.com - Help docs - Web community - Webinars - Video tutorials
603.3 Accommodation of Communication Needs	**Supports**	Technical support is provided 24/7 and is multilingual.

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