

Product Info

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Customer Support FAQ

How do I launch a support ticket?

The best way to launch a support ticket is to email support@ops-com.com. This email is monitored Monday to Friday from 9 a.m. to 5 p.m. EST.

What after-hours support do you provide?

After hours support is limited to critical issues. Critical is defined as system outages or issues that threaten immediate work stoppage. This support is provided by email and is staffed by on-call personnel. Issues will be triaged within 15 minutes and a status notification will be sent to you within 1 hour for Critical issues. This notification will include an estimated time to resolution. The goal is to get you back up and running as quickly as possible with minimal impact on your organization.

How are upgrades delivered?

Upgrades, Hotfixes and new Releases will be assessed by our Project Management Team and rolled out to clients to ensure minimal impact. In most cases, rollouts will be transparent to clients. Release notes are always available on the Upcoming Release page. Typically OPS-COM provides a monthly release of fixes and features. The Upcoming Release page is updated as items are added. We only do rollouts on certain days to ensure that we have a maximum coverage available to support users if issues arise. In the case of a large feature release, we may decide to stage this release to our clients and work directly with them to bring them up quickly and efficiently.

What provisions do you have for training?

New customers get one-on-one system training as per their contract. Extra training hours can be negotiated with your Sales Rep.

The wiki has a full complement of articles, FAQs and videos to help you going forward. The self-guided training agenda is also helpful for learning the system and each client gets a preview environment to use for testing and training. The preview spaces are secured in the same manner as our production/live systems, though they exist in a testing environment.

How is your support team structured?

The support team is staffed with front line and escalation agents. Front line support agents help all customers with support issues by email and Premium support customers by telephone. They also have the ability to do screen sharing if the issues requires it. Escalation points help push fixes through development and manage the customer experience as well as provide guidance to our front line agents.

Do you have online resources, self-help tools?

Yes, we have a public wiki available that contains articles, FAQs, videos and webinars.

What hours is telephone support available?

Telephone Support is available to our Premium customers Mon-Fri 9-5 EST. Standard Plus support clients have email support only during the same hours.

How does your escalation process work?

Issues are escalated when the front line staff has determined through working with the customer and testing that an item is a bug. The escalation manager will assess the bug's severity and the impact it is having on the client and enter the issue into JIRA. JIRA is the system we use to track development work. The issue will be linked through JIRA to the Help Desk conversation. The client will be advised on estimated time to resolution and the Development team will address the bug. Once addressed, it will be passed to the Quality Assurance team for testing. The client will be informed that the issue is addressed and available through the original Support ticket. Please note, depending on the severity of the bug and the availability of a workaround, fix times can range from 1 day to many months.

Product Information Sheets

Welcome to our Information Gallery

Feel free to download our .pdf files to help you better understand the many features and abilities of the **OperationsCommander** platform.

 <p>Why OPS-COM Works</p> <p>There are many parking sources taking advantage of the OperationsCommander platform to manage revenues surpassing \$4 million per year. Our clients include Colleges and Universities, private management firms, municipalities and an airport.</p> <p>Increased Productivity</p> <p>100% are satisfied with the overall experience of OperationsCommander Parking and Security Management Solution.</p> <ul style="list-style-type: none">Improved Business Management: 76%Improved Work Performance: 70%Improved Time Management: 85% <p>Decreased Overhead</p> <p>All parking and security efforts through the use of this system without providing liability or customer satisfaction. OPS-COM improves employee productivity and time management which can result in possible savings for every organization.</p> <p>Costs</p> <p>Save with Android technology and Validation.</p> <p>Empower Growth</p> <p>High ROI</p> <p>OperationsCommander is the obvious choice for automating your operations. Empower your emerging growth with OPS-COM.</p> <p>Find out how OPS-COM can help make your operations profitable</p> <p>1-855-410-4141 • ops-com.com • info@ops-com.com</p>	 <p>OperationsCommander Parking & Security Management</p> <p>Parking & security management. One system. Fully scalable.</p> <p>When you're making a decision about a security and parking management solution, you don't want to compromise on features. You want a single solution that can give you what you need today with the ability to grow with you as your needs and demands change.</p> <p>At OPS-COM, we've developed an system and modules with that in mind. We're unique in our industry, offering an integration free experience with more options and features than the competition.</p> <p>Everything you need when you need it. No integrations.</p> <ul style="list-style-type: none">✓ Permits, violations, and tickets managed in one✓ Built to enable parking payment options✓ Option for virtual permits or print your own tickets✓ Customizable permit types, lot definitions, working hours, & printing✓ Full dispatch logging, alerts, and alert processes✓ Exceptional customer service with choice of service package✓ Manage locker assignments✓ License plate recognition technology included✓ Drive 24/7 customer access to applications and reports✓ Handheld paid units with LPR & GPS tracking and real-time data✓ Comprehensive reporting and case tracking✓ Complete customer database with email notifications✓ Technical support for training, customizations, and integrations✓ Easy payment provider integration <p>Stay in control with a simplified parking and security system.</p> <p>WWW.OPS-COM.COM 855-410-4141 SALES@OPS-COM.COM</p> <p>ABOUT OPS-COM</p> <p>The OPS-COM platform offers the industry's most advanced features for more than 20 years. It's a proven, scalable, and reliable parking solution for your organization. OPS-COM is a proven solution that can handle the growth of your organization through scalable modules for different parking and security management processes.</p>	 <p>Want more options for ticketing and citation issuance?</p> <p>Streamline Your OPS-COM System with Our New Handhelds</p> <p>Benefits of OPS-COM ViolationAdmin:</p> <ul style="list-style-type: none">✓ Search details button after searching a plate to view Permits, Violations and Chalking History✓ Details about past violations can now be displayed including Unpaid, Paid and Warning Counts show on the plate as search✓ Includes alarms in LPR (License Plate Recognition) data✓ User friendly "tab format"✓ Ability to see if vehicles are "active" or "inactive"✓ Search permits using only partial permit numbers✓ Provides the latest innovation technology for citation issuance available on any smartphone or wireless tablet✓ Presents easy access for your enforcement personnel✓ Produces quick in the field database queries for vehicle searches and violation histories✓ Synchronizes and issues tickets and warnings effortlessly <p>Why Upgrade to the ViolationAdmin Module?</p> <p>OperationsCommander efficiently streamlines all tickets for you. Our new release takes and streamlines technology to create a more user friendly for your organization.</p> <p>How the ViolationAdmin Module Works for YOU:</p> <ul style="list-style-type: none">• Connect your 4G-LTE system to your tablet• Log in and the system will synchronize with the parking control system (OPS-COM) updates to your handheld• If all-LTE coverage is lost, each unit can be connected to the mobile network and all operations will be restored• In the event that mobile network functionality is not available, the handheld will be used until the unit returns to 4G-LTE network range <p>Hold the power of parking security in your hand... Today!</p> <p>Visit us online at ops-com.com for more information.</p> <p>OPERATIONS COMMANDER</p>
<p>Why OPS-COM</p>	<p>One System</p>	<p>Handhelds</p>

OPERATIONS COMMANDER Innovative & Dependable - The Only Solution You Will Ever Need!

ParkAdmin

OPS-COM ParkAdmin is a parking permit management module that handles all forms of permitting for parking administrators. Make your parking more efficient and profitable with ParkAdmin.

Streamline Processes Realize Revenue Drive Down Costs Increase Customer Service

Operate More Effectively

Whether you use a traditional permit model or a virtual permit model, with OPS-COM you are in control of time allocations, price adjustments, virtual lots, and multiple vehicle permit association. Your customers have 24/7 online access to purchase and pay for their permits, and you save time, allowing you to make better use of your resources, and build revenue opportunities.

Key Features

- Easily manage multiple permit types
- Corporate Account Functionality
- 24/7 User access online
- PCI-DSS Compliant
- Integrated LPR
- Role Based Access Control (RBAC)
- Automated monthly rollovers
- Integrations with other PMS/CRM systems

Benefit your Operation

- Automate manual processes to reduce operational costs and labor
- Improved customer access and extensive self-service options
- Maximize revenue for your site and permits
- Simplified reporting for analysis and improvements
- Maximize your automation with our PL8/RDR and LPR add-on

The ParkAdmin software provides premium value for your money. I found the software to be easy to use and learn for my staff. Additionally, the help desk for parking issues was quick to respond and helped us to make higher profits from permit sales and parking revenue.

Kim Lee - General Manager, Ancillary Business Operations - Canadian College

OperationsCommander is the obvious choice for automating your operations
Empower your emerging growth with OPS-COM

Find out how OPS-COM can help make your operations profitable.

1-855-410-4141 • ops-com.com/parkadmin • info@ops-com.com

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ViolationAdmin

ViolationAdmin uses innovative mobile technology to efficiently track, manage and record violations to support your parking environment.

Improve Accuracy Real-time Access Identify scofflaws LPR Integration

Manage More Efficiently

Your enforcement team will be better equipped to identify parking violations, scofflaws, and manage the resulting process with our easy access app for Android mobile devices and/or virtual phones. Add our PL8/RDR technology and license plate recognition solution and your patrol officers would be able to patrol 1000 plus vehicles per hour. Do the job better and faster!

Key Features

- Real time access to database
- Easy attach images
- Android app for mobile violations
- Online payments
- Auto-charging shared to all devices
- Built in appeals process
- GPS mapping for hotspots
- Comprehensive reporting

Benefit your Operation

- Significantly lower in-field errors with real-time access to database
- Schedule patrols to target violation hotspots and times based on statistical reporting
- Improve scofflaw identification with automatic notifications in the field of patrol officers
- Reduce appeals with linked photo evidence, attach up to 10 images per citation
- Maximize customer interaction with built-in online appeal process

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IncidentAdmin

IncidentAdmin is a comprehensive case management and investigation solution that is both easy to use and secure. With our OPS-COM system your organization can manage your incident reporting, security logs, incident information and even maintenance requirements.

Case Management Role Based Security (RBAC) Blacklist Notifiable Integrated Database

Streamline your Security Operations

The IncidentAdmin module will provide your organization with a comprehensive reporting and investigation solution. You will have the ability to create, track and report on investigations, incidents, a real-time incident log for your officers, submit notifications to designated people or vehicles and even allow a 24/7 request to line for incident notifications and/or maintenance concerns. With its RBAC access web screens and 24/7 real-time updating from mobile devices and any computer, IncidentAdmin will provide you with a strong security reporting solution.

Key Features

- Incident Tracking & Escalation
- Auto notifications for backlogged people & places
- Unlinked users with Real-time access
- Role Based Security Permissions - RBAC
- Incident Management & Assignment
- Incident Reporting & Analysis
- Full Integration Log functionality
- 24/7 Request to Patrol

Benefit from efficiencies

- Manage your security office from a single system and a real-time dispatch center
- Easily identify and assign resources to real-time incidents
- Use custom flags to support your reporting requirements
- Easily share content with appropriate third parties
- 24/7 Access to a help desk for investigating, reporting and resolution

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ParkAdmin

ViolationAdmin

IncidentAdmin

OPERATIONS COMMANDER Innovative & Dependable - The Only Solution You Will Ever Need!

TEXT2PARKME

Pay by phone is the fastest growing payment option in the World.

Text2ParkMe is a built in pay by phone solution from OPS-COM

- Offers an easy way to location temporary or meter permits
- Being rolled out one by one and being in 100% of all parking areas and lots in the world
- No app required, text with any SMS enabled phone

TEXT2PARKME HAS BEEN AN ABSOLUTE SUCCESS!

Pay by phone solutions are the fastest growing form of payment options in the world today. A Statista forecast shows a 210% growth for pay by phone usage. Already 18% of North Americans use a single phone option regularly with 52% of them being "extremely aware" of its features.

Text2ParkMe requires very little setup separate or effort, just call Customer Support. Customer University says that Text2ParkMe solution in 2015 with very little effort or expense. They converted on-site lots and moved to full-time parking options including evenings and weekends. They rolled out pay by phone nationwide, did an internal audit and added a full midpage to their parking website. In year one they were able to generate \$1,888,000 in Text2ParkMe revenue.

In 2016 that value shot up by more than 150% in Text2ParkMe revenue without any additional advertising cost. All in all, they took other temp-permitting options which also grew by 18%.

WHY USE A 3RD PARTY SUPPLIER?

- Evaluate the cost of installing and maintaining parking meters or pay by phone permits.
- No hardware and make it easier for customers to pay for parking permits.
- With very little cost and effort you can start maximize your revenues immediately.

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Find out how OPS-COM can help make your operations profitable.

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OPERATIONS COMMANDER Innovative & Dependable - The Only Solution You Will Ever Need!

Temp Permits Management Feature

ParkAdmin is a simple to use permit management feature of OperationsCommander (OPS-COM). Customizable with interchangeable features ensures that this is the best fit for your business operations.

Temp Permits Management Feature

Temp permits simplify the process of creating and distributing temporary parking permits. Customers can register their respective vehicle, select the lot and number of days the permit is required. The temporary permit is then assigned effortlessly allowing the customer to print their own temporary permit.

- Fully available with any OPS-COM system
- Manage all lots and areas where temp permits are available
- Generate reports on temp permit customers, duration and costs
- History Archiving and full audit trails
- Print your own temp permits with integration with the barcode feature that allows temp permits to be printed with a pre-assigned access code

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OPERATIONS COMMANDER Innovative & Dependable - The Only Solution You Will Ever Need!

LPR with PL8 & RDR Technology

OPS-COM license plate recognition (LPR) system is an all-in-one solution for mobile or fixed-mount locations. The OPS-COM LPR system can help you greatly decrease cost per hour for permitting and enforcement while improving your efficiency and management savings.

Improve your Operations

The OPS-COM LPR system is a realistic, viable option for parking operations of all sizes. The flexibility of the system gives you the opportunity to introduce the technology on your patrol team handhelds and then give the program to include vehicle or stationary cameras. Our platform is designed to help you increase revenues and improve your operational efficiency through automation. Your patrol officers will benefit from more accurate real-time enforcement details, management will benefit from improved compliance and decreased labor and your users will benefit from a free flowing and equitable parking environment.

Key Features

- Automatic permit validation
- Captures reflective & non-reflective plates
- Photo-charging
- Captures images to support violations
- LPR Mapping
- Real-time enforcement of all permit types
- Predictable labor costs
- Auto notification of illegal parkers
- Identify repeat offenders

Benefit from Efficiencies

- Reduce your permitting and enforcement costs, while automating your parking management
- Use our PL8/RDR technology for mobile enforcement of 1000+ vehicles per hour
- Real-time license plate 24/7 in any condition with built-in illumination
- Increase revenues through improved compliance and lower scofflaws
- Enhance customer experience with zero-wait entry and free flowing traffic

The Acting Director of University Safety needed a solution to reduce officers in the office, at home or out of town. OperationsCommander delivered. The evidence reports have helped us save the price to purchase the software solution for our entire environment which has helped our organization increase revenue and create efficient time efficiency.

Regis Salgado, Acting Director of University Security - Canadian University

TAKE COMMAND OF YOUR OPERATIONS!

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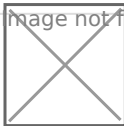
Text2ParkMe

Temp Permits

OPS-COM LPR

OPS-COM Glossary of Terms

Detailed Definitions

<i>Primary Driver</i>	<p>The designation of Primary Driver is put in place to identify the owner of a vehicle in most cases. A vehicle can be in the system under two user profiles however there should only be one primary driver.</p> <p>The Primary Driver will receive communication from the system such as violation notices. There is a nightly script that runs which will designate primary driver to any vehicle that has been added to the system.</p> <p>If there is no Primary Driver on a vehicle when an appeal is launched, the person launching the appeal will be automatically designated as the Primary Driver.</p>
<i>DNTT</i>	<p>A DNTT Note (Do Not Ticket or Tow) information is used to notify enforcement officers that a particular vehicle should not receive any violations in a particular lot, during a particular date and time.</p>
<i>Multiple Offences</i>	<p>An administrator can add multiple Offences to a single Violation (ticket).</p>
<i>Spoiled</i>	<p>This is used to cancel a manual ticket if an officer has started to write a manual violation and then VOIDS it. This could occur when an officer makes a mistake on the ticket or the person at fault comes back to their vehicle and moves it. The violation is marked "Spoiled" as paper violations are incrementally numbered and must be accounted for.</p>
<i>User Profile icon</i>	<p>Image not found or type unknown</p>  <p>This is the icon that is used to link back to the User Profile information</p>

Rollover	<p>A rollover is an action taken at the end of a term/year, in which all assigned permits for a select group (i.e staff/faculty) are carried over to the next term/year. This means that a faculty member with Permit A1 for the fall term, will continue to have Permit A1 in the winter term, as the permit was part of a rollover.</p> <p>Rollovers may be applied to all permits (in this case: parking) or to a selected group of permits. Admins may choose to rollover permits (carry the permit to the next term) while automatically deducting the cost of the permit (or charging individuals – payroll deduction usually in the case of faculty) OR they can choose to not do any rollovers.</p> <p>Rollover is an optional function and does not HAVE to happen, but makes the assignment of permits much easier if a selected group of users (ex. Full time staff/faculty) continue to carry the same permit, rather than being reassigned a new permit every term.</p>
Merge Users	<p>Merge Users is a process in OPS-COM that allows administrators to take two user profiles (usually one has been created in error) and merge (combine, blend) the two user profiles into one user. All user information including history will be merged to the new user.</p>
Merge Vehicles	<p>Merge Vehicles is a process in OPS-COM that allows administrators to take two vehicles and merge them into one. This will correct vehicle duplicates that can be problematic for enforcement.</p>
Common Lot	<p>A Common Lot is not defined by user type, for example, a Bicycle lot. It doesn't matter if you're staff/faculty or student - you can park there if you have a bike, therefore it is a common lot.</p>
Midnight List	<p>The Midnight list shows all permits and lockers that are reserved but have not been paid for. These items will be released back to available stock each day at midnight.</p>

Lot Groups	<p>A lot group is a method to group similar lots. A lot may ONLY belong to 1 group. Lot groups exist to allow similar lots to be seen as 1 single entity for enforcement. For example: Lot 1, Lot 3, and Lot 5 are all student parking lots.</p> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Lots 1, 3, & 5 may belong to one lot group, called "Student Lots". This allows officers to see that they are all student parking lots, essentially as a single entity. Individually, these lots may have their own zones applied to them, but they may only belong to one lot group.
RBAC- Role-Based Access Control	<p>Through RBAC, you can control what end-users can do at both broad and granular levels. You can designate whether the user is an administrator, a specialist user, or an end-user, and align roles and access permissions with your employees' positions in the organization. We utilize RBAC in OPS-COM to control access to functionality in the system.</p>
Mobility (New Parking Lexicon)	<p>A term that is quickly growing more popular as a replacement to the Parking & Transportation Dept. Many are rebranding as Mobility departments or referring to their Mobility Plan.</p>
Curbside Management (New Parking Lexicon)	<p>Curbside management is a new term cropping up in Parking and violations. Seems to be pushed by the Smart City, Internet of Things groups. It refers to street parking and management of the street real-estate.</p>

VPAT - Tomahawk Technologies & OperationsCommander Accessibility Conformance Report

Revised Section 508 Edition - (Based on VPAT® Version 2.5)

Legal Disclaimer - This Voluntary Product Accessibility Template (VPAT) is provided for informational purposes only and does not constitute a legal binding claim of compliance. The information reflects the product as of the date of this report and does not cover subsequent changes or updates. While we strive for accuracy and compliance with applicable accessibility standards, we acknowledge that there may be instances of non-conformity. We encourage users to report any such instances to OperationsCommander so we can address them promptly. No liability is assumed for the accuracy of this document or the decisions made based on its content. This VPAT does not imply endorsement by any federal agency.

Purpose

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

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Revision History

Date of Change	Notes
August 13, 2024	Final Draft - Shannon Jones
May 13, 2025	Review for Accuracy - Shannon Jones

Name of Product/Version:	OperationsCommander - User Portal
Platform:	Web
Report Date:	May 2025
Product Description:	OperationsCommander provides a cloud-based parking and enforcement management system. The online portal allows users access to manage their account, personal information, and vehicles. They can also appeal and pay violations and purchase permits.
Contact Information:	support@ops-com.com
Evaluation Methods Used:	Testing is based on knowledge of general product functionality

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 (Yes)
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 only be used in WCAG Level AAA criteria.

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

Criteria	Conformance Level	Remarks and Explanations
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<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	<p>Web: Supports</p>	<p>Web: Most of the content is text. Images that are used are decorative (e.g., brand/client logos). Images presenting the vehicle type are decorative and are placed next to the text description (including the vehicle type) of the vehicle. The real-time map parking doesn't require the map as the interface to get a permit is text-based (appears next to the map; the map is only to see where the lots are). Content mostly complies except for:</p> <ul style="list-style-type: none">• The chart on the real-time map page showing the percentage of available permits has no text alternative• QR Code scanning does not have a text alternative <p>Note: The primary users for QR code scanning and real-time permit availability are drivers who are expected to be visually interactive, an accessible alternative method is provided as users can access the same page to obtain the permit directly through the app.</p>
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1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: no audio or video media is used on the website
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: no audio or video media is used on the website
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: no audio or video media is used on the website
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: semantic structure and labeling complies. However, ARIA roles need to be explicitly defined to enhance accessibility. This is on the development roadmap for winter 2024. Improvement number AC1-T3
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: logical order is followed on all pages

1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: there are no instructions that rely solely on sensory characteristics
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: links, buttons, and other interactive elements are not identified solely by color. information conveyed through color is also available through text
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: website does not play any audio or video media
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: not all pages and functionality can be accessed using a keyboard Improvement number AC1-T4
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: pages that can be accessed using a keyboard can also be exited using the keyboard

<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does not support</p>	<p>Web: in app notifications (success or failure messages) have a timer with no button to dismiss before the timer ends. Also ,no prior warning is given when the user's session times out.</p> <p>This is on the development roadmap for winter 2024 Improvement number AC1-T5</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The application does not include moving or blinking content that needs to be paused,stopped or hidden</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: website does not contain any flashing content</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Web: Supports</p>	<p>Web: the only page with content, the onboarding page, can be skipped.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: All pages are titled appropriately</p>

2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: interactive elements in anis in an order that follows sequences and relationships within the content
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: links are only used in news items that are sent by the admins to the users. The admins choose the link description that will be displayed to describe the purpose of this link
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: Default browser language is used
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: focus on input fields does not change context
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: submit buttons or dialogues are provided in areas where change of context may be initiated
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: mostly complies, some form input fields do not present a message when the are empty, they just get a red outline Improvement number AC1-T6

3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: placeholders and/or labels are used to describe input fields
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: 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) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: form controls elements have label elements associated to them

Table 2: Success Criteria, Level AA

Notes: WebAIM Contrast Checker was used to test contrast ratios

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: no audio or video content is used on website

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: no audio or video content is used on website
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	web : The website uses more than one color combination across different pages. The measured contrast ratios are as follows: page text: 17.74:1 buttons: 7.71:1 displaying active pages on navigation bar: 6.88:1
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: text and components are responsive to different screen sizes and zoom levels
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: on the manage credit card page, text is used to display credit card info instead of an image, which allows accessibility tools to be used. Only images that might contain text are just decorative (brand/client logos)

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Web: Supports	Web: search functionality on pages and linking to all of the pages on the site from the home page
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: content is described in headings and labels
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: most elements do visibility show that they have received focus but some don't Improvement number - AC1-T7
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: each passage or phrase in the content can be programmatically determined
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Web: Supports	Web: side navigation bar is consistent on all pages

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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 	Web: Supports	Web: using consistent identification for components with similar functionality.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supports	Web: form validation is provided but in some forms when a required field is left empty it is only highlighted in red with no DOM text Improvement number: AC1-T6
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: financial transactions have a mechanism for reviewing, confirming, and correcting information before finalizing the submission.

Table 3: Success Criteria, Level AAA

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: no media content is used
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: no media content is used
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: no media content is used
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: no media content is used

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p>	<p>Web: The website employs various color combinations across different pages. The measured contrast ratios for different elements are as follows:</p> <ul style="list-style-type: none"> • Page text: 17.74:1 • Buttons: 7.71:1 • Displaying active pages on the navigation bar: 6.88:1 <p>While most elements meet the required contrast ratio of at least 7:1 for enhanced contrast, the active pages on the navigation bar fall slightly short with a ratio of 6.88:1. Therefore, the website partially supports this criterion.</p>
<p>1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: no audio or video media content is used</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: does not support	Web: The website does not provide user controls to change the following aspects of the visual presentation: <ol style="list-style-type: none"> 1. Foreground and background colors. 2. Width of blocks of text. 3. Text alignment. 4. Line spacing. 5. Text size.
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Images of text are only used for pure decoration (client or ops-com logo)
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: does not support	Web: not all functionality of the content is operable through a keyboard interface
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: does not support	Web: users get logged out after inactivity without the ability to extend session
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: pages do not automatically update while they are active.
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: does not support	Web: when a session expires, forms are not restored
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: website has no flashing content

Criteria	Conformance Level	Remarks and Explanations
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: navigation bars and page titles show where the user currently is on the website
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: links are only used in news items that are sent by the admins to the users. The admins choose the link description that will be displayed to describe the purpose of this link
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: pages are organized using headings
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: The website does not include a mechanism for adding definitions and does not inherently use unusual words. However, the client controls almost all the text (headers, fields, etc.) on the website.
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: The website does not include a mechanism for adding definitions and does not inherently use abbreviations. However, the client controls almost all the text (headers, fields, etc.) on the website.

Criteria	Conformance Level	Remarks and Explanations
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: The website does not include a mechanism for adding definitions and does not inherently use complex text. However, the client controls almost all the text (headers, fields, etc.) on the website.
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: does not support	Web: no mechanism is available for identifying specific pronunciation of words
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: The website ensures that all changes of context are initiated by explicit user actions. For example, form submissions, navigation actions, and opening of modals are all triggered by user inputs or clicks.
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: for forms, the client can add instructions for each field to describe necessary input
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: The website provides error checking and validation for all forms, with confirmation dialogs for critical actions.

Revised Section 508 Report

Notes: WebAIM Contrast Checker was used to test contrast ratios

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Web: does not support	web: website cannot be fully used with keyboard only
302.2 With Limited Vision	Web: Supports	web : The website uses more than one color combination across different pages. The measured contrast ratios are as follows: page text: 17.74:1 buttons: 7.71:1 displaying active pages on navigation bar: 6.88:1
302.3 Without Perception of Color	Web: Supports	web: information conveyed with color is also available without color
302.4 Without Hearing	Web: Supports	web: no audio is played on the website
302.5 With Limited Hearing	Web: Supports	web: no audio is played on the website
302.6 Without Speech	Web: Supports	web: no speech is needed for any functionality
302.7 With Limited Manipulation	Web: Partially supports	web: even though the website is not fully functional with a keyboard, controls are operated with a single action, avoiding the need for simultaneous pressing or holding of multiple keys/buttons.
302.8 With Limited Reach and Strength	Web: Supports	web: The application is operable using standard web interactions (keyboard, mouse, touch screen), accommodating users with limited reach and strength. Standard web components ensure compatibility with assistive technologies.
302.9 With Limited Language, Cognitive, and Learning Abilities	Web: Supports	web: Consistent navigation, error prevention and visual Cues are used. language: The client controls almost all the text (headers, fields, etc.) on the website.

Chapter 4: [Hardware](#)

Notes: screen reader on the google web store was used for testing

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Web: Supports	web: screen reader not built in, but using a screen reader extension allows all labels and fields to have speech output
402.2.2 Transactional Outputs	Web: Partially supports	web: not all transactions show messages. successful login doesn't get announced, user is only redirected to home page on successful login
402.2.3 Speech Delivery Type and Coordination	Web: Supports	web: The application does not utilize or provide speech output features
402.2.4 User Control	Web: Supports	web: The application does not provide or require speech output features
402.2.5 Braille Instructions	Web: Supports	web: the application does not support or require Braille output features
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Web: Supports	web: The application does not deliver audio output through private listening devices such as headphones or earphones, nor does it provide any functionality that requires magnetic wireless coupling to hearing technologies
402.3.2 Non-private Listening	Web: Supports	web: The application does not feature non-private listening capabilities
402.4 Characters on Display Screens	Web: Supports	web: The application uses the sans-serif font Roboto, meeting the requirements for character display.
402.5 Characters on Variable Message Signs	Web: Supports	web: the application is a web application, which does not include or utilize variable message signs.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Web: Supports	web: The application does not utilize biometric technology for user authentication or interaction
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Web: Supports	web: The application preserves all accessibility information during data transmission and conversion

Criteria	Conformance Level	Remarks and Explanations
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Web: Supports	web: The application ensures equal privacy for input and output for all users.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Web: Supports	web: The application does not use or require specific data connections for input or output, ensuring conformity with industry standards for non-proprietary formats.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Web: Supports	The requirement pertains to physical operable parts such as keys and controls on devices. Since the application does not involve any physical operable parts and is entirely software-based, this criterion is not applicable.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Web: Supports	web: Since the application is entirely software-based and does not include any physical input controls, this criterion is not applicable.
407.3.2 Alphabetic Keys	Web: Supports	web: Since the application is entirely software-based and does not include any physical keyboards, this criterion is not applicable.
407.3.3 Numeric Keys	Web: Supports	web: Since the application is software-based and does not include any physical numeric keypads, this criterion is not applicable.
407.4 Key Repeat	Web: Supports	web: Since the application is software-based and does not provide or control physical keyboards, this criterion is not applicable.
407.5 Timed Response	Web: Partially supports	web: The application provides visual alerts for timed responses, such as session timeouts. However, the application does not offer a way for users to request additional time.
407.6 Operation	Web: Supports	web: The application is web-based and does not have any physical operable parts.

Criteria	Conformance Level	Remarks and Explanations
407.7 Tickets, Fare Cards, and Keycards	Web: Supports	web: All interactions and transactions are handled digitally within the application, making this requirement irrelevant.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.1.1 Vertical Plane for Side Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.1.2 Vertical Plane for Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.2 Side Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.2.1 Unobstructed Side Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.2.2 Obstructed Side Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.3 Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.3.1 Unobstructed Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.3.2 Obstructed Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Web: Supports	web: The application is purely software-based and does not require specialized physical hardware beyond standard input devices
408.3 Flashing	Web: Supports	web: This section pertains to hardware components that might have flashing lights or indicators. The application is purely software-based and does not interact with or require any physical hardware components for its operation
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Web: Supports	web: The application does not include physical status indicators; status information is provided visually through the user interface
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Web: Supports	web: links, buttons, and other interactive elements are not identified solely by color. information conveyed through color is also available through text
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Web: Supports	web: The application does not utilize audible signals or cues to convey information, indicate actions, or prompt responses
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Web: Supports	web: The application does not involve wireline telephones
412.2.2 Volume Gain for Non-Wireline ICT	Web: Supports	web: The application does not involve non-wireline ICT devices that require volume control
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets	Web: Supports	web: The application does not involve the use of wireless handsets
412.3.2 Wireline Handsets	Web: Supports	web: The application does not involve the use of wireline handsets
412.4 Digital Encoding of Speech	Web: Supports	web: The application does not involve the digital encoding of speech
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Web: Supports	web : The application does not provide or require caller ID functionality
412.7 Video Communication	Web: Supports	web: The application does not provide or require video communication functionality
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Web: Supports	web: The application does not support or require TTY connectability
412.8.2 Voice and Hearing Carry Over	Web: Supports	web: The application does not include or require voice and hearing carry over features
412.8.3 Signal Compatibility	Web: Supports	web: The application does not include or require TTY or signal compatibility features
412.8.4 Voice Mail and Other Messaging Systems	Web: Supports	web: The application does not provide voice mail or other messaging systems
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Web: Supports	web: The application does not include video content or media that requires closed captions
413.1.2 Pass-Through of Closed Caption Data	Web: Supports	web: The application does not include video content or media that requires closed captions
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Web: Supports	web: The application does not include or interface with digital television tuners
414.1.2 Other ICT	Web: Supports	web: The application does not include or interface with other ICT related to digital television tuners

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Web: Supports	web: The application does not include video content or media that requires closed captions
415.1.2 Audio Description Controls	Web: Supports	web: The application does not include video content requiring audio descriptions

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.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Web: does not support	web: no in app controls and documentation for accessibility settings
502.2.2 No Disruption of Accessibility Features	Web: does not support	web: The application does not interfere with or disrupt any built-in accessibility features of the platform
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Web: Partially supports	web: not all UI elements have a ARIA labels, roles and IDs
502.3.2 Modification of Object Information	Web: Partially supports	web: some UI elements (toggles, checkboxes, etc) can be modified using keyboard
502.3.3 Row, Column, and Headers	Web: Supports	web: no tables are used
502.3.4 Values	Web: Partially supports	web: some values are accessible programmatically
502.3.5 Modification of Values	Web: Partially supports	web: some values can be modified programmatically
502.3.6 Label Relationships	Web: Partially supports	web: attributes that define a relationship with labels aren't explicitly defined
502.3.7 Hierarchical Relationships	Web: Partially supports	web: attributes that define a relationships within elements aren't explicitly defined

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Web: Partially supports	web: text can have better accessibility if ARIA labels were defined
502.3.9 Modification of Text	Web: Supports	web: text input fields can be programmatically controlled
502.3.10 List of Actions	Web: Partially supports	web: accessibility can be improved by adding appropriate ARIA roles and properties to interactive elements.
502.3.11 Actions on Objects	Web: Partially supports	web: accessibility can be improved by adding appropriate ARIA roles and properties to interactive elements.
502.3.12 Focus Cursor	Web: Partially supports	web: most interactive elements correctly manage focus
502.3.13 Modification of Focus Cursor	Web: Partially supports	web The application allows focus and cursor positions to be controlled programmatically, supporting assistive technologies. accessibility can be improved by adding appropriate ARIA roles and properties
502.3.14 Event Notification	Web: does not support	The application currently lacks the implementation of ARIA attributes or other mechanisms to notify assistive technology about changes in component states, values, names, descriptions, or boundaries. Without these notifications, assistive technology users may not be aware of these changes.
502.4 Platform Accessibility Features	Web: Supports	web: The application is a web-based platform and does not provide platform-level accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Web: Supports	web: The application is designed to be isolated from the underlying platform software. Therefore, it is not required to conform to the 503.2 User Preferences guideline. This exemption applies because the application is a web application, and web applications are generally considered isolated from the platform software.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Web: Supports	web: The application does not provide an alternative user interface that functions as assistive technology. Instead, it relies on standard web accessibility practices and compatibility with browser-based assistive technologies to ensure accessibility.
503.4 User Controls for Captions and Audio Description	web: Not applicable	web: the website does not display video with synchronized audio. Section removed
504 Authoring Tools	web: Not applicable	The application in question is not an authoring tool. Section removed

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	Web: does not support	web: The application currently does not have specific documentation detailing accessibility and compatibility features.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Web: does not support	web: The application currently does not have specific documentation detailing accessibility and compatibility features.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Web: does not support	web: ICT support services do not currently include information on the accessibility and compatibility features as required by 602.2. Without this information, users with disabilities may not be able to fully understand or utilize the accessibility features of the application.
603.3 Accommodation of Communication Needs	Web: does not support	web: Current support services do not accommodate the communication needs of individuals with disabilities