

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.

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|  <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 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 All parking and security efforts through these data driven, without processing liability or customer satisfaction. OPS-COM improves employee productivity and time management which can result in possible savings for every organization.</p> <p>Costs Save with Android technology and Validation.</p> <p>Empower Growth This is the business impact of adding Android with tablet technology can see a significant increase in reporting and support fees which result in more revenue collected than permits and tickets when using OPS-COM complete solution for parking and violation management.</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>OPERATIONS COMMANDER 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 lots, & 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 The OPS-COM platform offers the industry's most advanced parking and security management solution. It's a single platform that can handle the growth of operations through adaptable 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? OperationsCommander efficiently streamlines all tickets for you. Our new cloud based and database technologies to create mature user logs 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 (GPS updates to real time data)• If all coverage is lost, each unit can be reconnected to the mobile network and all operations will resume• In the event that mobile network functionality is not available, the unit type will be used until the unit returns to 4G-LTE network range <p>Hold the power of parking security in your hand... Today! 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> |

ParkAdmin

ViolationAdm in

IncidentAdmin

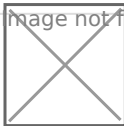
Text2ParkMe

Temp Permits

OPS-COM
LPR

OPS-COM Glossary of Terms

Detailed Definitions

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| Primary Driver | <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> |
| DNTT | <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> |
| Multiple Offences | <p>An administrator can add multiple Offences to a single Violation (ticket).</p> |
| Spoiled | <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> |
| User Profile icon | <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> |

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| 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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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.

Revision History

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

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| 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 |

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| <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> |

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| 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 |

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| 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. |

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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 |