

# Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4)

**Application Name:** GALE Legal Forms

**Report Date:** March 31, 2021

### Evaluation Methods Used:

- **Automated Testing:** aXe automated plugin has been used for initial scanning of different pages present in the 'Gale Legal Forms' Application.
- **Manual Testing:** This report has been generated based on the tests conducted via accessibility experts. The tools, which have been used for testing, are: JAWS 2020, NVDA 2020, and Voiceover on Windows 10/Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria's:
  - Keyboard Controls
  - Speech Recognition (Dragon)
  - Steve Faulkner Text Spacing Bookmarklet
  - Color Contrast Analyser
  - Browser Zoom

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## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

## WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	<p>At most of the instances, where an image/ icon is used to convey some meaningful information, it is accompanied with equivalent text alternative for visually impaired/ screen reader users. However, there is an exception where some decorative icons are not hidden from screen reader’s virtual focus.</p> <p><b>Exception:</b></p> <ol style="list-style-type: none"> <li>1. Home &gt; Select alphabet: R &gt; Real Estate &gt; Icon associated with links like adjoining Property, Adverse Possession, etc. are not hidden from screen readers virtual focus.</li> </ol>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	There is no audio only or video only content available in the Application.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the Application.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the

Criteria	Conformance Level	Remarks and Explanations
		Application.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	<p>Screen reader identifies most of the information available in the application with proper semantics, and user is able to perceive the relationship between various elements present on each page. However, there are a few exceptions where visually impaired user face difficulties in understanding the information and its corresponding relationship:</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Home: Screen reader identifies some hidden links at the top of the page.</li> <li>2. Complete Legal forms online: Subheadings are not tagged as heading for screen reader users.</li> <li>3. Complete Legal forms online &gt; Form: Affidavit of Debtor for Financial Status &gt; Personal and Real Property (Step 2) &gt; Radio buttons are not associated with the label "Yes/No".</li> <li>4. Complete Legal forms online &gt; Form: Auto Lease &gt; Auto Information (Step 3) &gt; Example/instruction text is not programmatically associated with the corresponding edit fields for screen reader users.</li> <li>5. Search Results page &gt; "Category names" should be tagged in heading tag for screen reader users.</li> </ol>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	Screen reader reads all the content present in the Application in a meaningful sequence using arrow keys.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Several symbols & shapes are used throughout the Application to convey specific information for example: 'Left/ Right Arrows' for Next/ Previous buttons etc. All of these shapes are provided with equivalent text alternative to convey the same information to assistive

Criteria	Conformance Level	Remarks and Explanations
		technology users.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Wherever color is used to convey some meaningful information in the application, it is accompanied with an alternative that does not rely on color to interpret the same information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	There is no such audio available in the Application, which plays automatically as soon as any page is launched.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>All the interactive user interface components present in the application, such as Link, Button, Dropdown, etc., are equally operable using a keyboard for screen reader/ keyboard users. However, while validating the page using “aXe automation tool” it shows an error related to keyboard navigation.</p> <p><b>Exception:</b></p> <p>1. Legal Forms Library &gt; Michigan Legal Forms &gt; Real estate &gt; Closings &gt; Closing Statement form &gt; Preview Tab &gt; Ensure that scrollable region has keyboard access.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	Screen reader/Keyboard focus is not getting trapped anywhere throughout the Application.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not Applicable	Single key character shortcuts are not used anywhere in the Application.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	There is no such time-based activity available in the Application.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	There is no such moving or auto-updating content available in the Application, where a mechanism to pause/stop/hide is required.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	There is no flashing / blinking content available in the Application.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	"Skip to Main Content" is available on header section of each page present in the application that helps keyboard users to bypass the repetitive blocks of content, and directly jump to the main region of the page.
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially Supports	<p>Unique and meaningful title is provided for most of the pages available in the application. However, there are a few exception, where title is not meaningful for some pages.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Complete Legal forms online &gt; Form: Auto Lease &gt; Auto Information (Step 2) &gt; Page title is not meaningful.</li> <li>2. Page title is not meaningful for "All State Subscriptions page."</li> </ol>
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	<p>Screen reader/ keyboard focus moves in a meaningful sequence on majority of instances. However, it has been observed that while interacting with few UI components, focus does not automatically move to the correct destination.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Complete Legal forms online &gt; Form: Affidavit of Debtor for Financial Status &gt; Focus does not move directly to the form section on selecting "Next button" from step 1.</li> <li>2. Legal definitions &gt; Focus does not move to the beginning of "Results listing" on selecting "TOC links."</li> <li>3. Law Digest &gt; Search &gt; Focus does not move to the beginning of results section automatically on performing the search.</li> <li>4. Homepage &gt; TOC(A, B, C) link &gt; Focus does not move to the results listing automatically on selecting any TOC link.</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially Supports	Most of the links available in the application are provided with meaningful link text, which specifies the link purpose and its target destination to the assistive technology users. However, there is an exception on 'search Results page,' where ambiguous link text is present for pagination links.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not Applicable	Multi-point or Path -based gestures such as “dragging”, or “drawing a complex path” are not required to perform any function in Application.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	All the interactive controls present in the application are getting activated on an UP event. Even if user accidentally clicks on a control, S/he can move away from its target area and lift up the pointer to abort the action.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Partially Supports	<p>Motor impaired users can activate most of the interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon'. However, there is an exception, where an element cannot be activated by calling its visible text label.</p> <p><b>Exception:</b></p> <p>Complete Legal forms online &gt; Form: Auto Lease &gt; Auto Information (Step 3) &gt; Dragon user is unable to activate the 'VIN Number of Automobile' edit field using its visible label.</p>
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Evaluated	This checkpoint requires the use of a device that has motion sensors. This audit does not include a tablet or mobile device with motion sensors to test for this requirement.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = “en” attribute in the <html> tag for all the pages present in the Application.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Application does not have any such feature / functionality, which

Criteria	Conformance Level	Remarks and Explanations
		triggers a change of context on receiving keyboard focus.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	There is no such functionality available in the Application where change of context happens while changing the setting of any UI component.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	All the error/feedback messages available in the Application are provided in textual format, which can be easily read using screen reader
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	All the UI elements present in the Application are provided with appropriate and meaningful text labels, which specify the purpose of these elements to the assistive technology users.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	Application has been validated in code level using "aXe automation tool," and no parsing issues have been observed in any page of the Application that could affect the compatibility between assistive technology devices and user agent.
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	<p>Application has many interactive elements like buttons, links, dropdowns etc., which are provided with proper name, role, state and value which helps screen reader user to know the actual purpose and nature of these components. However, there are some components where appropriate name, role and state are not defined for assistive technology users.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Real estate &gt; Closings &gt; Closing Statement form &gt; Related definition tab &gt; Screen reader does not identify the collapsed/expanded state of Real Estate Closing, Real Estate Residential Sales, etc. buttons.</li> <li>2. Home &gt; "aria-expanded" property is unnecessarily used for "Main categories" and "Sample searches" tabs present on page.</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
		3. VoiceOver does not identify the interactive role for Application logo.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	There is no live multimedia content present in the Application.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	There is no multimedia content available in the Application.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Not Evaluated	This checkpoint requires the use of a device that has orientation sensors. This audit does not include a tablet or mobile device with orientation sensors to test for this requirement.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	Application has many web-based online version of forms, which collect personal information from end users. Purpose of the input fields available in these forms are programmatically defined using html autocomplete attribute, text label, visual identification, etc.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	<p>Application has sufficient contrast ratio i.e. 4.5:1 for most of the color combinations used for regular text and its background. However, there are a few exceptions, where contrast ratio is not sufficient for low vision users to distinguish the text from its background.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of text "Next" is less than the standard ratio</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
		<p>of 4.5:1 for low vision users.</p> <p>2. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Personal and Real Property &gt; color contrast ratio of text "Yes" or "No" radio buttons is less than the standard ratio of 4.5:1 for low vision users.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p>	<p>Partially Supports</p>	<p>Most of the application content is easily operable and accessible after resizing the text up to 200% browser zoom. However, there are a few exceptions, where page layout does not properly support 200% magnification level.</p> <p><b>Few Exceptions:</b></p> <p>1. Search Results Page &gt; "Click to Narrow Search Results" and "Most Popular Legal Form Searches" section are not visible in 200 % browser Zoom.</p> <p>2. [Global] Legal Forms Library &gt; Michigan Legal Forms &gt; Real estate &gt; Closings &gt; Closing Statement form &gt; "Breadcrumb" and "Most Popular Legal Form Searches" sections are not visible in 200 % browser Zoom.</p> <p>3. [Global] Home &gt; Zooming and scaling must not be disabled.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p>	<p>Supports</p>	<p>Regular text, HTML and CSS are used to provide different visual presentations to all of the meaningful content.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>After resizing the application content up to 400% browser zoom on a standard desktop screen, most of the content reflow vertically in one column. However, there are a few exceptions, where the page layout does not properly support 400% browser zoom, as some loss of information is observed at this magnification level.</p> <p><b>Few Exceptions:</b></p> <p>1. Home &gt; Horizontal, as well as Vertical scroll bar, is visible in 400%</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>browser zoom.</p> <p>2. Home &gt; Search &gt; Text "Form" becomes truncated when zooming browser to 400%</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p>	<p>Partially Supports</p>	<p>Application provides sufficient contrast for different active user interface components. Most of the non-Text UI elements such as buttons, input form fields etc. have a contrast ratio of at least 3:1 to their adjacent colors. However, there are a few exceptions, where contrast ratio is less than the standard ratio of 3:1 for the some of the non-text elements.</p> <p><b>Few Exceptions:</b></p> <p>1. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of the visual focus indicator on the 'Affiant Information' button is less than the standard ratio of 3:1.</p> <p>2. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Personal and Real Property&gt; Verify and Submit &gt; The color contrast ratio of the visual focus indicator on the "Personal and Real Property" ,"Verify and Submit " and "submit" button is less than the standard ratio of 3:1.</p> <p>3. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of the visual focus indicator on the "Edit fields" is less than the standard ratio of 3:1.</p> <p>4. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of the visual focus indicator on the "Next" button is less than the standard ratio of 3:1.</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p>	<p>Supports</p>	<p>This success criterion has been validated for persons with low vision and reading disabilities using Steve Faulkner's Text Spacing Bookmarklet. All the content present in the Application is easily</p>

Criteria	Conformance Level	Remarks and Explanations
		readable and accessible after adjusting the text spacing using this tool.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Not Applicable	No additional content is displayed when any UI element receives hover or keyboard focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	The resources available in Application can be accessed by multiple ways. These can be accessed via 'Search' feature present on page header, category links available in homepage, navigation links available in left pane, etc.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Partially Supports	<p>Most of the headings and labels present in the application are descriptive enough to understand the context and purpose of the content associated with them. However, there are a few exceptions, where label of some components is not clear enough to describe their purpose.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Legal definitions &gt; Label of "search button" is not descriptive for screen reader users.</li> <li>2. Law Digest &gt; Label of "search button" is not descriptive for screen reader users.</li> </ol>
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	<p>At most of the instances, a clear focus indicator appears when tab focus moves to any interactive component. However, there are a few exceptions, where focus is not properly visible on some components.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Tab Focus is not visible on "cancel" button.</li> <li>2. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Tab focus is not visible on "Previous" button.</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
		<p>3. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Personal and Real Property&gt; Verify and Submit &gt; Download Legal Form: Affidavit of Debtor for Financial Status &gt; Focus is not visible on review documents controls button using tab key.</p> <p>4. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; Personal and Real Property&gt; Verify and Submit &gt; Download Legal Form: Affidavit of Debtor for Financial Status &gt; Tab focus is not visible on "Return Home" button.</p>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	Application content is available in English language only. There is no change in language throughout the application.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Repeated components such as the navigation links are occurring in the same order on every page of the Application, which helps the user to predict the location of various UI elements on every screen.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Elements such as the Next and Previous buttons, which have the same functionality across multiple pages are provided with same name and role throughout the Application.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Error suggestions appearing in form are clear enough to understand and rectify the error.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Supports	While filling the online version of the selected Legal Forms, a review page appears before submitting the form, which displays all the details filled by the applicant. In addition, applicant has an option to go back and edit the form in case any change is required.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Partially Supports	At most of the instances, dynamic changes and notifications are automatically announced, and screen reader users are able to identify the updated status / progress of any task programmatically. However, there are a few exceptions, where dynamic notification or feedback is not announced automatically while completing a task.

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Search &gt; Screen reader does not automatically announce the updated result count while searching for any form.</li> <li>2. Legal Definitions &gt; search &gt; SR does not announce the updated result count automatically while searching.</li> </ol>

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Application has good support with JAWS, NVDA, and VoiceOver screen readers on Win 10/ Chrome 89, Win 10/ Firefox 86 and Mac/ Safari platforms respectively. Visually impaired users are able to navigate and access most of the components using screen readers. However, there are a few exceptions, where a screen reader user faces some difficulty in understanding and accessing the information.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. 1. Home &gt; Select alphabet: R &gt; Real Estate &gt; Icon associated with links like adjoining Property, Adverse Possession, etc. are not hidden from screen readers virtual focus.</li> <li>2. Complete Legal forms online &gt; Form: Affidavit of Debtor for Financial Status &gt; Personal and Real Property (Step 2) &gt; Radio buttons are not associated with the label "Yes/No".</li> <li>3. Real estate &gt; Closings &gt; Closing Statement form &gt; Related definition tab &gt; Screen reader does not identify the collapsed/expanded state of Real Estate Closing, Real Estate</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
		<p>Residential Sales, etc. buttons.</p> <p>4. Search Results page &gt; "Category names" are not tagged in heading for screen reader users.</p>
302.2 With Limited Vision	Partially Supports	<p>Most of the components present in the application are easily readable/operable when the content is magnified up to 200% or 400% browser zoom. Color scheme is also appropriate and color contrast ratio of most of the text elements is equal to or greater than standard ratio 4.5:1. However, there are a few instances where low vision user will find it difficult to read the text with low contrast, or the text which is getting truncated on resizing the page up to 200% or 400% browser zoom.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. 1. Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of text "Next" is less than the standard ratio of 4.5:1 for low vision users.</li> <li>2. Search Results Page &gt; "Click to Narrow Search Results" and "Most Popular Legal Form Searches" section are not visible in 200 % browser Zoom.</li> <li>3. Home &gt; Horizontal, as well as Vertical scroll bar, is visible in 400% browser zoom.</li> <li>4. Home &gt; Complete Legal form online &gt; Affidavit of Debtor for Financial Status &gt; The color contrast ratio of the visual focus indicator on the "Next" button is less than the standard ratio of 3:1.</li> </ol>
302.3 Without Perception of Color	<i>Supports</i>	<p>Wherever color is used to convey some meaningful information in the application, it is accompanied with an alternative that does not rely on color to interpret the same information.</p>

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Not Applicable	There is no multimedia content available in the Application.
302.5 With Limited Hearing	Not Applicable	There is no multimedia content available in the Application.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in the Application.
302.7 With Limited Manipulation	Not Applicable	There are no such complicated keyboard actions required in the Application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Partially Supports	<p>While navigating using screen reader/keyboard, focus moves to most of the interactive elements in a logical order, and user is able to operate various interactive components available in the application using keyboard controls. However, there are a few exceptions where screen reader/keyboard only user is not able to operate interactive elements using keyboard controls.</p> <p><b>Few Exceptions:</b></p> <ol style="list-style-type: none"> <li>1. Legal Forms Library &gt; Michigan Legal Forms &gt; Real estate &gt; Closings &gt; Closing Statement form &gt; Preview Tab &gt; Ensure that scrollable region has keyboard access.</li> <li>2. Homepage &gt; TOC(A, B, C) link &gt; Focus does not move to the results listing automatically on selecting any TOC link.</li> <li>3. Complete Legal forms online &gt; Form: Affidavit of Debtor for Financial Status &gt; Focus does not move directly to the form section on selecting "Next button" from step 1.</li> </ol>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>All the features present in the application have good support for user with cognitive disabilities due to following reasons:</p> <ol style="list-style-type: none"> <li>1. Application does not have any moving text/images/animations,</li> </ol>

Criteria	Conformance Level	Remarks and Explanations
		<p>which disrupts in reading.</p> <p>2. Application does not have any multimedia, which plays automatically on page load and confuse the user.</p> <p>3. Application does not have any flashing object, which causes seizure.</p>

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the Application is provided.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since, the Application provides information in the digital medium therefore: it allows user to access the 'Support Services' feature for further help regarding the digital content and documentation. There is no such requirement of alternate formats for non-electronic support documentation as support services are available electronically.
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the application is provided. In addition, users can call or email to customer support regarding any other information.
603.3 Accommodation of Communication Needs	Supports	There is an Accessibility link present in the footer section, which provides the information regarding the customer support or any other accessibility documentations. User can e-mail or call Customer Service regarding any assistance that they may require.