

TMT Engagement Health Tab Accessibility Conformance Report

International Edition
Based on VPAT® Version 2.5

Report Details

| Field | Description |
|---------------------|--|
| Name of Product | ServiceNow® TMT Engagement Health Tab |
| Version | Zurich |
| Report Date | June 11, 2026 |
| Product Description | Telecommunications, Media and Technology (TMT) helps service providers unify customer care, order management, network operations, and partner ecosystems on one AI-powered platform. It improves visibility across the value chain, speeds issue resolution and fulfillment, and supports better customer and service experiences. |
| Contact Information | accessibility@servicenow.com |
| Notes | <ul style="list-style-type: none"> • This product is a web-only application. The information contained in this report only applies to this release of this application. • Accessibility conformance details for other ServiceNow products are covered in separate reports. See Accessibility Conformance Reports on the Product Documentation site. • Any customization of this application or the ServiceNow AI Platform may have an impact on the specifics in this report. |

Evaluation Methods Used

- This application was evaluated using the most recent versions of multiple browsers (Chrome, Safari, and Edge Chromium).
- Assistive technologies used in this evaluation included NVDA, JAWS, VoiceOver, TalkBack, and ZoomText. Additionally, the keyboard was used exclusively to navigate and operate the product content and functionality.
- The evaluation process used a combination of independent 3rd party assessments and automated checks, as well as human testing/evaluation of specific workflows.
- This Accessibility Conformance Report is based on known conformance issues related to Engagement Health Tab. Other potential accessibility and usability issues may exist but are unknown at this time.

Applicable Standards/Guidelines

This report covers the degree of conformance to the following accessibility standards/guidelines:

| Standard/Guideline | Included In Report |
|--|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Web Content Accessibility Guidelines 2.2 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018 | (Yes) |
| EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03) | (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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation
- Revised Section 508: Chapter 5 - 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 - 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab provides sufficient text alternatives for any instances of non-text content.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|---|
| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>Engagement Health Tab does not contain prerecorded audio-only or video-only media.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|---|
| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>Engagement Health Tab does not contain prerecorded synchronized media.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------------|--|
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>Engagement Health Tab does not contain prerecorded video content that would require audio description or a media alternative.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Visual structure and relationship information for Engagement Health Tab are provided through object information or are available in text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Content in Engagement Health Tab is presented in a meaningful sequence.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Instructions in Engagement Health Tab do not rely solely on sensory characteristics.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|----------------------------------|---|
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Partially Supports</p> | <p>Engagement Health Tab site content and functionality do not convey information through color alone, with the following exception:</p> <ul style="list-style-type: none"> • In the "overall engagement health" card, the graph information is communicated with color alone. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab does not contain audio that plays automatically.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab functionality can be accessed and operated using a keyboard.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab does not include any known keyboard traps.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab does not use any single-key shortcuts, other than those restricted to a focused component.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab allows users to extend the session timeout as required.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab does not include elements that move, blink, scroll, or auto-update.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab does not contain any flashing or strobing content.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) - Does not apply • 11.2.4.1 (Open Functionality Software) - Does not apply • 11.2.4.1 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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>Supports</p> | <p>Pages in Engagement Health Tab use HTML5 landmark regions, which will allow screen readers to meet this requirement.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|---|
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Pages in Engagement Health Tab have appropriate page titles.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------------------|---|
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Partially Supports</p> | <p>Components in Engagement Health Tab receive focus in a meaningful order, with the following exception:</p> <ul style="list-style-type: none"> • The target and gap data are skipped in focus order. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>The purpose of each link in Engagement Health Tab can be determined from the link text alone or from the programmatic context of the link.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, there is no functionality that uses multipoint or path-based gestures to operate.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, the down-event of the pointer is not used to execute any part of the function.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p><u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Visual labels of components within Engagement Health Tab match the text associated with the programmatic names.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p><u>2.5.4 Motion Actuation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, there is no functionality that can be operated by device motion or user motion.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>The default language of each page in Engagement Health Tab is identified using the LANG attribute in the HTML element.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Components in Engagement Health Tab do not initiate a change of context when in focus.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>In Engagement Health Tab, changes in context do not occur automatically on user input.</p> |
| <p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab provides help mechanisms on all applicable pages to assist users in completing forms and other tasks requiring input.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|---|
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Where errors are automatically detected in Engagement Health Tab, the error is identified, and an error message is provided as text.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|------------------------|--|
| <p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>A label is provided for each input field in Engagement Health Tab.</p> |
| <p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, fields are automatically populated when a user has previously entered this information during the same session.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|------------------------|--|
| <p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 - Always answer 'Supports'</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|----------------------------------|--|
| <p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Partially Supports</p> | <p>User interface components in Engagement Health Tab provide programmatic name, role, and/or state information, with the following exception:</p> <ul style="list-style-type: none"> • The “Current health score” graphic is incorrectly assigned a button role. • Non-selectable content in the Indicators section groups are incorrectly identified as buttons. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>Engagement Health Tab does not contain live synchronized media.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|---|
| <p><u>1.2.5 Audio Description</u> (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) • Revised Section 508 <p>501 (Web)(Software)</p> <ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Not Applicable</p> | <p>Engagement Health Tab does not contain prerecorded video content that would require audio description.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab does not contain fixed orientation for page displays.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, the purpose of each specifically identified input field collecting information about the user can be programmatically determined.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|---|
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Text in Engagement Health Tab meets minimum contrast requirements, including the text color on hover and focus states.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|---|
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab supports standard zoom capabilities built into modern web browsers and operating systems. Content can be increased up to 200 percent without loss of content or functionality.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|---|
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Engagement Health Tab uses text instead of images of text.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|---|
| <p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab content reflows at different screen widths without loss of information or functionality and without requiring scrolling in two dimensions.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Components in Engagement Health Tab meet minimum contrast requirements, including the text color on hover and focus states.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Partially Supports</p> | <p>Engagement Health Tab allows text style adjustments to meet the minimum thresholds for text spacing, with the following exception:</p> <ul style="list-style-type: none"> • The “Engagement health score” text does not properly respond to text-spacing settings. |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|---|
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab allows hover content to be manually dismissed.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) - Does not apply • 11.2.4.5 (Open Functionality Software) - Does not apply • 11.2.4.5 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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>Supports</p> | <p>Engagement Health Tab provides more than one way of finding content, including a navigation bar and search.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Partially Supports</p> | <p>Engagement Health Tab uses meaningful semantic headings to label content blocks. Form input labels are associated with their inputs and provide a useful label to those inputs, with the following exceptions:</p> <ul style="list-style-type: none"> • The More Actions button does not have a descriptive label. • The 'Create success play' button includes an aria-label of 'aria-label'. |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Focusable elements in Engagement Health Tab have a visible keyboard focus indicator.</p> |
| <p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, the focus indicator is consistently displayed around interactive elements without being obscured by overlapping content or other UI components.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, any functionality that requires dragging can be completed using a single pointer action like clicking or tapping.</p> |
| <p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>Engagement Health Tab includes interactive elements such as buttons, icons, and links, that are designed with a minimum target size of 24 by 24 CSS pixels except in cases where this would conflict with design or content flow.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) - Does not apply • 11.3.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>Within Engagement Health Tab default webpages, the language of each portion of the page is programmatically determinable.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|---|
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) - Does not apply • 11.3.2.3 (Open Functionality Software) - Does not apply • 11.3.2.3 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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>Supports</p> | <p>Engagement Health Tab provides consistent and repeatable navigation.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|--|
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) - Does not apply • 11.3.2.4 (Open Functionality Software) - Does not apply • 11.3.2.4 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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>Supports</p> | <p>Components that have the same functionality within Engagement Health Tab are identified consistently.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|---|
| <p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>When an error is automatically detected within a native data entry form in Engagement Health Tab, the resulting error message provides suggestions for correction.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|---|--|---|
| <p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Supports</p> | <p>No forms within Engagement Health Tab submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in the data storage system.</p> |
| <p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p> | <p>Not Applicable</p> | <p>Engagement Health Tab does not require cognitive testing during authentication processes.</p> |

| Criteria | Conformance Level Remarks and Explanations | |
|--|--|--|
| <p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p> | <p>Supports</p> | <p>In Engagement Health Tab, status messages can be programmatically determined through roles or properties so that they can be presented to the user by assistive technologies without receiving focus.</p> |

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Notes:

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|---------------------------|---|
| 302.1 Without Vision | Partially Supports | With minor exceptions, Engagement Health Tab is functional to screen reading technology. |
| 302.2 With Limited Vision | Supports | Engagement Health Tab supports text and screen enlargement. |
| 302.3 Without Perception of Color | Partially Supports | There are a few instances in Engagement Health Tab where color is being used to convey information. |
| 302.4 Without Hearing | Supports | There is nothing within Engagement Health Tab that explicitly requires hearing. |
| 302.5 With Limited Hearing | Supports | There is nothing within Engagement Health Tab that explicitly requires hearing. |
| 302.6 Without Speech | Supports | There is nothing within Engagement Health Tab that explicitly requires speech. |
| 302.7 With Limited Manipulation | Supports | Features and functions within Engagement Health Tab can be manipulated via the keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 302.8 With Limited Reach and Strength | Supports | Features and functions within Engagement Health Tab can be manipulated via the keyboard. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Engagement Health Tab uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities. |

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes:

| 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 | Does not apply to a web-only application. |
| 503 Applications | Heading cell - no response required | Does not apply to a web-only application. |
| 504 Authoring Tools | Heading cell - no response required | Heading cell - no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-----------------------|---|
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.x section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | Engagement Health Tab is not an authoring tool. |
| 504.2.2 PDF Export | Not Applicable | Engagement Health Tab is not an authoring tool. |
| 504.3 Prompts | Not Applicable | Engagement Health Tab is not an authoring tool. |
| 504.4 Templates | Not Applicable | Engagement Health Tab is not an authoring tool. |

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

Notes:

| 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 602.2 Accessibility and Compatibility Features | Not Applicable | This report covers accessibility conformance for Engagement Health Tab and does not address Support Documentation or Support Services. |
| 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 | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Support Documentation or Support Services |
| 603 Support Services | Heading cell - no response required | Heading cell - no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Support Documentation or Support Services. |
| 603.3 Accommodation of Communication Needs | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Support Documentation or Support Services. |

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---------------------------|---|
| 4.2.1 Usage without vision | Partially Supports | With minor exceptions, Engagement Health Tab is functional to screen reading technology. |
| 4.2.2 Usage with limited vision | Partially Supports | With minor exceptions, Engagement Health Tab supports text and screen enlargement. |
| 4.2.3 Usage without perception of colour | Partially Supports | There are a few instances in Engagement Health Tab where color is being used to convey information. |
| 4.2.4 Usage without hearing | Supports | There is nothing within Engagement Health Tab that explicitly requires hearing. |
| 4.2.5 Usage with limited hearing | Supports | There is nothing within Engagement Health Tab that explicitly requires hearing. |
| 4.2.6 Usage with no or limited vocal capability | Supports | There is nothing within Engagement Health Tab that explicitly requires speech. |
| 4.2.7 Usage with limited manipulation or strength | Supports | Features and functions within Engagement Health Tab can be manipulated via the keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 4.2.8 Usage with limited reach | Supports | Features and functions within Engagement Health Tab can be manipulated via the keyboard. |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | There is nothing within Engagement Health Tab that would act as a photosensitive seizure trigger. |
| 4.2.10 Usage with limited cognition, language or learning | Supports | Engagement Health Tab uses standard terms, which are understandable by users with limited language, cognitive, or learning abilities. |
| 4.2.11 Privacy | Supports | Engagement Health Tab has systems in place to protect the privacy of individual users. |

Chapter 5: [Generic Requirements](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------|-------------------------------------|-------------------------------------|
| 5.1 Closed functionality | Heading cell - no response required | Heading cell - no response required |
| 5.1.2 General | Heading cell - no response required | Heading cell - no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1.2.1 Closed functionality | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | Heading cell - no response required | Heading cell - no response required |
| 5.1.3.1 Audio output of visual information | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.3 Auditory output correlation | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.4 Speech output user control | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.6 Speech output for non-text content | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.7 Speech output for video information | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.8 Masked entry | Not Applicable | Engagement Health Tab does not have closed functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-----------------------|---|
| 5.1.3.9 Private access to personal data | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.10 Non-interfering audio output | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.11 Private listening volume | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.12 Speaker volume | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.13 Volume reset | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.14 Spoken languages | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.15 Non-visual error identification | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.5 Visual output for auditory information | Not Applicable | Engagement Health Tab does not have closed functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1.6 Operation without keyboard interface | Heading cell - no response required | Heading cell - no response required |
| 5.1.6.1 Closed functionality | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.1.7 Access without speech | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.2 Activation of accessibility features | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.3 Biometrics | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.4 Preservation of accessibility information during conversion | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.5 Operable parts | Heading cell - no response required | Heading cell - no response required |
| 5.5.1 Means of operation | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.5.2 Operable parts discernibility | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.6 Locking or toggle controls | Heading cell - no response required | Heading cell - no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|----------------------------------|-----------------------|---|
| 5.6.1 Tactile or auditory status | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.6.2 Visual status | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.7 Key repeat | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.8 Double-strike key acceptance | Not Applicable | Engagement Health Tab does not have closed functionality. |
| 5.9 Simultaneous user actions | Not Applicable | Engagement Health Tab does not have closed functionality. |

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web (see [WCAG 2.x section](#))

Notes:

Chapter [10: Non-Web Documents](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-------------------------------|--------------------------------------|--|
| 10.0 General (informative) | Heading cell - no response required | Heading cell - no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable | Engagement Health Tab does not have non-web documents that contain synchronized media. |
| 10.6 Audio description timing | Not Applicable | Engagement Health Tab does not have non-web documents that contain synchronized media. |

Chapter [11: Software](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|-------------------------------------|
| 11.0 General (informative) | Heading cell - no response required | Heading cell - no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 11.5 Interoperability with assistive technology | Heading cell - no response required | Heading cell - no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.1 Closed functionality | Heading cell - no response required | Heading cell - no response required |
| 11.5.2 Accessibility services | Heading cell - no response required | Heading cell - no response required |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.5 Object information | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.6 Row, column, and headers | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.7 Values | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-----------------------|---|
| 11.5.2.8 Label relationships | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.9 Parent-child relationships | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.10 Text | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.11 List of available actions | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.12 Execution of available actions | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.15 Change notification | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 11.5.2.16 Modifications of states and properties | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.5.2.17 Modifications of values and text | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.6 Documented accessibility usage | Heading cell - no response required | Heading cell - no response required |
| 11.6.1 User control of accessibility features | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.6.2 No disruption of accessibility features | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.7 User preferences | Not Applicable | Engagement Health Tab is a web-based application that relies on user-agent functionality. |
| 11.8 Authoring tools | Heading cell - no response required | Heading cell - no response required |
| 11.8.1 Content technology | Heading cell - no response required | Heading cell - no response required |
| 11.8.2 Accessible content creation | Not Applicable | See information in WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | Engagement Health Tab is not an authoring tool. |

| Criteria | Conformance Level | Remarks and Explanations |
|--------------------------|-----------------------|---|
| 11.8.4 Repair assistance | Not Applicable | Engagement Health Tab is not an authoring tool. |
| 11.8.5 Templates | Not Applicable | Engagement Health Tab is not an authoring tool. |

Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 12.1 Product documentation | Heading cell - no response required | Heading cell - no response required |
| 12.1.1 Accessibility and compatibility features | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Documentation or Support Services. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| 12.2 Support Services | Heading cell - no response required | Heading cell - no response required |
| 12.2.2 Information on accessibility and compatibility features | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Documentation or Support Services. |

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------|--------------------------------------|---|
| 12.2.3 Effective communication | Not Applicable | This report covers accessibility conformance for Engagement Health Tab only and does not address Documentation or Support Services. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable

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