



Accessibility Conformance Report

WCAG 2.1 and 2.2 Checklist

Name of Product: *MessageStats*

Report Date: **02/04/2025**

Evaluation Methods Used: *Testing based on general product knowledge*

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Terms

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

Term	Explanation
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.
ADTC	Anticipated calendar quarter (and year) when this accessibility feature is expected to be corrected.

WCAG Conformance Levels

Three levels of WCAG conformance exist: A, AA, and AAA. Each level builds on the prior level. To meet level AA, a product must meet all of level A; to meet AAA, a product must meet all of level AA.

Level		Conformance Criteria			
		WCAG 2.0	WCAG 2.1	WCAG 2.2	Total (all versions)
A	Minimum accessibility	25	5	2	32
AA	More accessible	13	7	4	24
AAA	Even more accessible <i>(not applicable to all experiences)</i>	23	5	3	31
Total		61	17	9	86*

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.1.1 – Non-text Content</u>	Text alternatives are provided for non-text content.	Partially Supports		Images without alt tags: icons on the home page, QUI images in the title bar, information icons, category management icons & status icons
<u>1.2.1 – Audio-only and Video-only (Pre-recorded)</u>	A transcript is provided for audio-only content and a transcript or audio description is provided for video-only content.	Not Applicable		MessageStats does not include audio or video content.
<u>1.2.2 – Captions (Pre-recorded)</u>	Captions are provided for video with audio.	Not Applicable		MessageStats does not include audio or video content.
<u>1.2.3 – Audio Description or Media Alternative (Pre-recorded)</u>	A transcript and / or audio descriptions are provided for video with audio.	Not Applicable		MessageStats does not include audio or video content.
<u>1.3.1 – Info and Relationships</u>	Information and content relationships implied by formatting are communicated in text or in a way that works with assistive technology.	Supports		MessageStats uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation
<u>1.3.2 – Meaningful Sequence</u>	The reading order of content is meaningful, no matter how a user accesses or consumes it.	Supports		MessageStats generates semantically correct markup to allow assistive technologies to interpret the meaning of content and controls.
<u>1.3.3 – Sensory Characteristics</u>	Instructions rely on more than one sense.	Partially Supports		MessageStats does not mostly depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand content.

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.1 – Use of Color</u>	Color is not the only way used to distinguish an element, convey meaning, indicate an action, or prompt a response.	Partially Supports		Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
<u>1.4.2 – Audio Control</u>	A mechanism is provided to control audio that plays on page automatically for more than three seconds.	Not Applicable		MessageStats does not include audio or video content.

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.1 – Keyboard</u>	All functionality is operable using a keyboard (with exceptions).	Partially Supports		
<u>2.1.2 – No Keyboard Trap</u>	The focus does not get trapped on any element in keyboard-only navigation.	Supports		MessageStats supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
<u>2.1.4 – Character Key Shortcuts</u>	No single-key shortcuts are used, or a way to turn them off or change them is provided.	Does Not Support		
<u>2.2.1 – Timing Adjustable</u>	If a page has a time limit, users can turn the time limit off, adjust it, or extend it.	Supports		It's possible for the customer to adjust the timeout value and the default timeout value is 24 hours.
<u>2.2.2 – Pause, Stop, Hide</u>	User controls are provided for moving or dynamically changing content.	Partially Supports		MessageStats does not include moving, blinking, scrolling. But the content in product lists and tables is updated periodically by a software when a User requested an operation on it. The information update can be stopped if the User stops the updating operation. 2.3.1 Three
<u>2.3.1 – Three Flashes or Below</u>	No content flashes more than three times per second, or the flash is below flash thresholds.	Not Applicable		MessageStats does not use flashing interface elements.
<u>2.4.1 – Bypass Blocks</u>	When blocks of content are repeated on multiple pages, a mechanism is provided to bypass / skip them.	Does Not Support		MessageStats does not have a structural markup to skip repeatable blocks on every page.
<u>2.4.2 – Page Titled</u>	Page titles clearly describe the page topic or page purpose.	Supports		

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.3 – Focus Order</u>	The tabbing order of the content is meaningful and supports operation.	Partially Supports		
<u>2.4.4 – Link Purpose (In Context)</u>	The purpose of each link can be determined from the link text alone or from the link text and its related context.	Supports		
<u>2.5.1 – Pointer Gestures</u>	A single pointer alternative to complex pointer or touch gestures is provided.	Not Applicable		MessageStats does not support a pointing device.
<u>2.5.2 - Pointer Cancellation</u>	For functionality that is operated by a single pointer, a way to cancel the pointer input is provided.	Not Applicable		MessageStats does not support a pointing device.
<u>2.5.3 – Label in Name</u>	The programmatic name contains the text that is presented visually.	Not Applicable		
<u>2.5.4 – Motion Actuation</u>	For functions that are triggered by moving a device or by gesturing toward a device, an alternative way of triggering the response is provided.	Not Applicable		

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.1 – Language of Page</u>	Each page has a human language assigned.	Supports		English only
<u>3.2.1 – On Focus</u>	Interactive elements receiving focus do not trigger any functionality.	Supports		
<u>3.2.2 – On Input</u>	Interactive elements receiving input do not trigger any functionality.	Supports		
<u>3.2.6 – Consistent Help</u>	Help options provided are consistently available and in the same relative place throughout.	Not Applicable		
<u>3.3.1 – Error Identification</u>	When input error is detected, the user is notified and the error is described.	Partially Supports		MessageStats automatically detects errors in most of inputs.
<u>3.3.2 – Labels or Instructions</u>	A persistent visible label and / or instructions are provided for elements that require user input.	Partially Supports		MessageStats provides labels or instructions for user inputs. Some labels and instructions are not accessible.
<u>3.3.7 – Redundant Entry</u>	Information that the user has already entered during a process is made available to them.	Not Applicable		
<u>4.1.1 – Parsing</u>	HTML code is clean and well formed in a way that it can be interpreted by browsers and assistive technology. *Note: Criterion 4.1.1 – Parsing, has been removed in version 2.2 and is considered automatically met for versions 2.1 and 2.0.	Partially Supports		Some HTML validation issues may impact accessibility.
<u>4.1.2 – Name, Role, Value</u>	All user interface components communicate their accessibility properties and actions to assistive technology.	Supports		MessageStats uses standard HTML.

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.4 – Captions (Live)</u>	Synchronized captions are provided for live videos containing audio.	Not Applicable		There is no audio content.
<u>1.2.5 – Audio Description (Pre-recorded)</u>	If there is important visual content in a video that is not presented in the accompanying audio, an audio description is provided.	Not Applicable		There is no audio content.
<u>1.3.4 – Orientation</u>	Screen orientation is not restricted unless the orientation is considered essential.	Not Applicable		
<u>1.3.5 – Identify Input Purpose</u>	For each form field collecting user information, the purpose of the field is programmatically declared.	Not Applicable		
<u>1.4.3 – Contrast (Minimum)</u>	The contrast ratio between regular-sized, nondecorative text and its background is at least 4.5:1.	Partially Supports		Some text has insufficient contrast. We don't completely support all the contrast ratios.
<u>1.4.4 – Resize Text</u>	Text can be resized up to 200% without loss of content or function.	Supports		MessageStats user interfaces support standard zoom capabilities built into modern web browsers and operating systems.
<u>1.4.5 – Images of Text</u>	Aside from a few specific exceptions, there are no images of text.	Not Applicable		MessageStats doesn't use images of text.

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.10 – Reflow</u>	Content presentation is responsive and doesn't require scrolling in two dimensions.	Not Applicable		
<u>1.4.11 – Non-Text Contrast</u>	The contrast ratio between non-text elements (including any states) and their background is at least 3:1.	Not Applicable		
<u>1.4.12 – Text Spacing</u>	Text spacing can be overridden to improve the reading experience.	Not Applicable		
<u>1.4.13 – Content on Hover Focus</u>	When additional content is presented on hover or on focus, the new content is persistent and dismissable.	Not Applicable		
<u>2.4.5 – Multiple Ways</u>	There is more than one way to reach each page.	Supports		
<u>2.4.6 – Headings and Labels</u>	Headings and labels are clear and descriptive.	Supports		
<u>2.4.7 – Focus Visible</u>	Keyboard focus is clear and visible.	Partially Supports		
<u>2.4.11 – Focus Not Obscured (Minimum)</u>	When an actionable element receives focus, at least a portion of it remains visible.	Not Applicable		
<u>2.5.7 – Dragging Movements</u>	If any part of a website requires a dragging movement, an alternative means of dragging, such as tapping or clicking, is provided.	Not Applicable		

WCAG Level AA checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.5.8 – Target Size (Minimum)</u>	The size of a target is at least 24 by 24 CSS pixels (with exceptions).			
<u>3.1.2 – Language of Parts</u>	Assistive technology can distinguish and reflect when the human language on a page changes.	Supports		
<u>3.2.3 – Consistent Navigation</u>	Navigational elements are consistently displayed, including their location and the order of their content.	Supports		
<u>3.2.4 – Consistent Identification</u>	Components with the same functionality are consistently identified.	Supports		
<u>3.3.3 – Error Suggestion</u>	Users receive helpful / specific suggestions when they make errors.	Partially Supports		MessageStats provides suggestions for correcting errors such as identifying required fields or a guidance to fix some issues.
<u>3.3.4 – Error Prevention (Legal, Financial, Data)</u>	When users enter financial or legal data, submissions are reversible, and data is checked and confirmed before submission is finalized.	Not Applicable		There are no legal or financial transactions taking place within the application. Data restoration jobs are reversible, checked and confirmed.
<u>3.3.8 – Accessible Authentication (Minimum)</u>	When a cognitive function test is used to authenticate a user, an alternative way to authenticate, or a help mechanism to complete the authentication is provided.	Not Applicable		
<u>4.1.3 – Status Messages</u>	Status messages can be presented to the user by assistive technology without receiving focus.	Not Applicable		There are no legal or financial transactions taking place within the application. Data restoration jobs are reversible, checked and confirmed.


WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.6 – Sign Language (Pre-recorded)</u>	Sign-language interpretation of audio is provided for pre-recorded videos.	Not Applicable		
<u>1.2.7 – Extended Audio Description (Pre-recorded)</u>	Videos without sufficient pauses for audio description are extended so that audio descriptions can be added.	Not Applicable		
<u>1.2.8 – Media Alternative (Pre-recorded)</u>	A text alternative, like a descriptive transcript, is provided for all pre-recorded video with audio.	Not Applicable		
<u>1.2.9 – Audio-only (Live)</u>	Live text captioning or a transcript is provided for live audio.	Not Applicable		
<u>1.3.6 – Identify Purpose</u>	The purpose of elements is programmatically declared by adding semantics or metadata.	Not Applicable		
<u>1.4.6 – Contrast (Enhanced)</u>	The contrast ratio between regular-sized, non-decorative text and its background is at least 7:1.	Not Applicable		
<u>1.4.7 – Low or No Background Audio</u>	Audio contains little to no background noise, or background noise can be turned off.	Not Applicable		
<u>1.4.8 – Visual Presentation</u>	Users can adjust a range of presentation options.	Not Applicable		
<u>1.4.9 – Images of Text (No Exception)</u>	There are no images of text.	Not Applicable		

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.3 – Keyboard (No Exception)</u>	All page functionality is operable using a keyboard (with no exceptions).	Not Applicable		
<u>2.2.3 – No Timing</u>	With the exception of real-time events, no content requires timed interaction.	Not Applicable		
<u>2.2.4 – Interruptions</u>	Interruptions can be postponed, suppressed, or configured.	Not Applicable		
<u>2.2.5 – Re-authenticating</u>	User data is saved when re-authenticating.	Not Applicable		
<u>2.2.6 – Timeouts</u>	Users are warned when extended inactivity could cause data loss.	Not Applicable		
<u>2.3.2 – Three Flashes</u>	No content flashes more than three times per second.	Not Applicable		
<u>2.3.3 – Animation from Interactions</u>	If an animation is triggered by a user interaction, users can stop the animation.	Not Applicable		
<u>2.4.8 – Location</u>	Users can orient themselves within a set of pages.	Not Applicable		
<u>2.4.9 – Link Purpose (Link Only)</u>	Every link’s purpose is clear from its text.	Not Applicable		
<u>2.4.10 – Section Headings</u>	Content is broken up by section headings.	Not Applicable		

WCAG Level AAA Checklist

<u>2.4.12 – Focus Not Obscured (Enhanced)</u>	When an actionable element receives focus, the entire component is visible.			
Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.13 – Focus Appearance</u> 	Focus indicators have sufficient color contrast and are sized to be clearly visible.	Not Applicable		
<u>2.5.5 – Target Size</u>	The size of the target for pointer inputs is at least 44 x 44 CSS pixels.	Not Applicable		
<u>2.5.6 – Concurrent Input Mechanism</u>	Input is not restricted to a specific modality (like keyboard only or touch only).	Not Applicable		

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.3 – Unusual Words</u>	Words or phrases that are ambiguous or unfamiliar are defined.	Not Applicable		
<u>3.1.4 – Abbreviations</u>	Abbreviations are explained or offered in expanded form close by.	Not Applicable		
<u>3.1.5 – Reading Level</u>	Content is provided at an eighth grade reading level, or an alternative version at or below an eighth grade reading level is provided.	Not Applicable		
<u>3.1.6 – Pronunciation</u>	Words that are hard to pronounce are clarified nearby.	Not Applicable		
<u>3.2.5 – Change on Request</u>	Content on the page doesn't change unless users initiate it.	Not Applicable		
<u>3.3.5 – Help</u>	Contextual instructions or cues are provided to help users complete and submit forms.	Not Applicable		
<u>3.3.6 – Error Prevention (All)</u>	For any form where a user submits information, the user can reverse, verify, or confirm changes or deletions.	Not Applicable		
<u>3.3.9 – Accessible Authentication (Enhanced)</u>	When a cognitive function test is used to authenticate a user, at least one other authentication method is available which is not a cognitive function test.	Not Applicable		