



# Accessibility Conformance Report

## WCAG 2.1 and 2.2 Checklist

**Name of Product:** *Recovery Manager for Exchange*

**Report Date:** *17<sup>th</sup> Feb,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
<b>Supports</b>	The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
<b>Partially Supports</b>	Some functionality of the product does not meet the criterion.
<b>Does Not Support</b>	The majority of product functionality does not meet the criterion.
<b>Not Applicable</b>	The criterion is not relevant to the product.

## WCAG Level A Checklist

<b>Not Evaluated</b>	The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.
<b>ADTC</b>	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		Recovery Manager for Exchange contains graphical elements that are fully described by the accompanying text.
<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		Recovery Manager for Exchange does not include audio or video content.
<u>1.2.2 – Captions (Pre-recorded)</u>	Captions are provided for video with audio.	Not Applicable		Recovery Manager for Exchange 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		Recovery Manager for Exchange 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.	Partially Supports		Recovery Manager for Exchange uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation. The product is not fully tested according to this requirement.
<u>1.3.2 – Meaningful Sequence</u>	The reading order of content is meaningful, no matter how a user accesses or consumes it.	Partially Supports		Recovery Manager for Exchange generates semantically-correct markup to allow assistive technologies to interpret the meaning of content and controls. The product is not fully tested according to this requirement
<u>1.3.3 – Sensory Characteristics</u>	Instructions rely on more than one sense.	Partially Supports		Recovery Manager for Exchange does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand

WCAG Level A Checklist

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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.	Supports		Color is only used as a decorative or supplemental attribute of user interface elements. 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		Recovery Manager for Exchange 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).	Supports		Recovery Manager for Exchange supports standard keyboard navigation and input functions, such as pressing [Tab] to move between input fields, navigation by pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections.
<u>2.1.2 – No Keyboard Trap</u>	The focus does not get trapped on any element in keyboard-only navigation.	Supports		Recovery Manager for Exchange 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.	Not Applicable		Recovery Manager for Exchange doesn't include key Shortcuts.
<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.	Does Not Support		Users cannot adjust or extend a session limit by any action
<u>2.2.2 – Pause, Stop, Hide</u>	User controls are provided for moving or dynamically changing content.	Partially Supports		Recovery Manager for Exchange does not include moving, blinking, scrolling. But the content in product lists and tables is updated periodically by software when a User requested operation on it. The information update can be stopped if the User stops the updating operation
<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		Recovery Manager for Exchange 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.	Not Applicable		Recovery Manager for Exchange does not have a structural markup to skip repeatable blocks.
<u>2.4.2 – Page Titled</u>	Page titles clearly describe the page topic or page purpose.	Supports		Recovery Manager for Exchange has descriptive titles that indicate a name of a product but do not indicate a

				topic of a page.
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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		Recovery Manager for Exchange uses a logical tab order through interactive elements such as links and form controls. Recovery Manager for Exchange also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. The product is not fully tested according to this requirement.
<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		Recovery Manager for Exchange uses descriptive text to identify the purpose of links.
<u>2.5.1 – Pointer Gestures</u>	A single pointer alternative to complex pointer or touch gestures is provided.	Not Applicable		Recovery Manager for Exchange 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		Recovery Manager for Exchange does not support a pointing device

# WCAG Level A Checklist

<u>2.5.3 – Label in Name</u>	The programmatic name contains the text that is presented visually.	Supports		
<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.	Does Not Support		Recovery Manager for Exchange does not support device or user motion

## 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		When a component in a Recovery Manager for Exchange user interface receives focus, it does not initiate a change of context.
<u>3.2.2 – On Input</u>	Interactive elements receiving input do not trigger any functionality.	Supports		Changing the setting of a component in a Recovery Manager for Exchange user interface does not initiate a change of context.
<u>3.2.6 – Consistent Help</u>	Help options provided are consistently available and in the same relative place throughout.	Supports		
<u>3.3.1 – Error Identification</u>	When input error is detected, the user is notified and the error is described.	Partially Supports		Recovery Manager for Exchange automatically detects errors in most of the 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		Recovery Manager for Exchange provides labels or instructions for user inputs.
<u>3.3.7 – Redundant Entry</u>	Information that the user has already entered during a process is made available to them.	Supports		
<u>4.1.1 – Parsing</u>	<del>HTML code is clean and well formed in a way that it can be interpreted by browsers and assistive technology.</del> *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.	Not Applicable		Recovery Manager for Exchange does not use semantically-correct markup for all interface elements.
<u>4.1.2 – Name, Role, Value</u>	All user interface components communicate their accessibility properties and actions to assistive technology.	Partially Supports		Recovery Manager for Exchange uses standard UI controls.



## 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		Recovery Manager for Exchange does not use synchronized media.
<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		Recovery Manager for Exchange does not use synchronized media.
<u>1.3.4 – Orientation</u>	Screen orientation is not restricted unless the orientation is considered essential.	Supports		
<u>1.3.5 – Identify Input Purpose</u>	For each form field collecting user information, the purpose of the field is programmatically declared.	Supports		
<u>1.4.3 – Contrast (Minimum)</u>	The contrast ratio between regular-sized, nondecorative text and its background is at least 4.5:1.	Supports		The visual presentation of text in the Recovery Manager for Exchange provides sufficient contrast.
<u>1.4.4 – Resize Text</u>	Text can be resized up to 200% without loss of content or function.	Partially Supports		The Recovery Manager for Exchange web interface supports 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		Recovery Manager for Exchange does not 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.	Supports		
<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.	Does Not Support		
<u>1.4.12 – Text Spacing</u>	Text spacing can be overridden to improve the reading experience.	Supports		
<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.	Does Not Support		
<u>2.4.5 – Multiple Ways</u>	There is more than one way to reach each page.	Not Applicable		
<u>2.4.6 – Headings and Labels</u>	Headings and labels are clear and descriptive.	Partially Supports		Recovery Manager for Exchange uses semantically-correct markup for all interface elements, including headings and labels. Heading and label text in Recovery Manager for Exchange describe topic or purpose.
<u>2.4.7 – Focus Visible</u>	Keyboard focus is clear and visible.	Supports		Recovery Manager for Exchange uses visual changes to elements to indicate the current position of focus.
<u>2.4.11 – Focus Not Obscured (Minimum)</u>	When an actionable element receives focus, at least a portion of it remains visible.	Supports		

<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.	Supports		
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## 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).	Supports		
<u>3.1.2 – Language of Parts</u>	Assistive technology can distinguish and reflect when the human language on a page changes.	Does Not Support		Recovery Manager for Exchange does not use images of text.
<u>3.2.3 – Consistent Navigation</u>	Navigational elements are consistently displayed, including their location and the order of their content.	Partially Supports		Recovery Manager for Exchange uses the same navigation mechanisms across pages. The product is not fully tested according to this requirement
<u>3.2.4 – Consistent Identification</u>	Components with the same functionality are consistently identified.	Partially Supports		The Recovery Manager for Exchange user interface is built on a framework that provides a standard component library for consistent functionality and presentation across pages The product is not fully tested according to this requirement
<u>3.3.3 – Error Suggestion</u>	Users receive helpful / specific suggestions when they make errors.	Partially Supports		Recovery Manager for Exchange provides suggestions for correcting errors such as identifying required fields or guidance to fix some issues. The product is not fully tested according to this requirement
<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		The Recovery Manager for Exchange does not have a mechanism for reviewing and correcting information before submission, and confirmations before irreversible delete operations.
<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.	Supports		

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.	Supports		
<u>1.4.6 – Contrast (Enhanced)</u>	The contrast ratio between regular-sized, non-decorative text and its background is at least 7:1.	Partially Supports		
<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).	Supports		
<u>2.2.3 – No Timing</u>	With the exception of real-time events, no content requires timed interaction.	Supports		
<u>2.2.4 – Interruptions</u>	Interruptions can be postponed, suppressed, or configured.	Supports		
<u>2.2.5 – Re-authenticating</u>	User data is saved when re-authenticating.	Supports		
<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.	Supports		
<u>2.4.9 – Link Purpose (Link Only)</u>	Every link’s purpose is clear from its text.	Supports		

## WCAG Level AAA Checklist

<u>2.4.10 – Section Headings</u>	Content is broken up by section headings.	Supports		
<u>2.4.12 – Focus Not Obscured (Enhanced)</u>	When an actionable element receives focus, the entire component is visible.	Partially Supports		
<b>Criterion</b>	<b>Description</b>	<b>Conformance Level</b>	<b>ADTC (Q/YY)</b>	<b>Remarks</b>
<u>2.4.13 – Focus Appearance</u> 	Focus indicators have sufficient color contrast and are sized to be clearly visible.	Supports		
<u>2.5.5 – Target Size</u>	The size of the target for pointer inputs is at least 44 x 44 CSS pixels.	Supports		
<u>2.5.6 – Concurrent Input Mechanism</u>	Input is not restricted to a specific modality (like keyboard only or touch only).	Supports		

## 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.	Supports		
<u>3.1.4 – Abbreviations</u>	Abbreviations are explained or offered in expanded form close by.	Supports		
<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.	Supports		
<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.	Supports		
<u>3.3.5 – Help</u>	Contextual instructions or cues are provided to help users complete and submit forms.	Supports		
<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.	Supports		
<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		