

# 4me Accessibility Conformance Report

## WCAG Edition

(Based on VPAT<sup>®</sup> Version 2.4 INT)

**Name of Product/Version:** 4me Specialist Interface and 4me Self Service

**Report Version:** 5

**Report Date:** March 2024

**Product Description:** Service Management Platform

**Contact Information:** support@4me.com

**Evaluation Methods Used:** Automated testing using accessiBe's accessFlow, and manual testing by 4me with accessibility technologies and user tests.

**Applicable Standards/Guidelines:** This report covers the degree of conformance for Web Content Accessibility Guidelines 2.1 Level A.

## 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.

**Table 1: WCAG 2.1 Level A, Specialist Interface**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a>	Supports	4me provides text alternatives to non-text content.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a>	Not Applicable	4me does not contain audio-only or video-only content.
<a href="#">1.2.2 Captions (Prerecorded)</a>	Not Applicable	4me does not contain audio or video.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a>	Not Applicable	4me does not contain audio or video.
<a href="#">1.3.1 Info and Relationships</a>	Supports	The structure and relationships of tables, headings, lists and forms are programmatically determined
<a href="#">1.3.2 Meaningful Sequence</a>	Supports	4me maintains consistent structures allowing correct reading sequences to be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a>	Supports	Instructions for using 4me do not rely on sensory characteristics.
<a href="#">1.4.1 Use of Color</a>	Supports	4me does not convey information by color alone.
<a href="#">1.4.2 Audio Control</a>	Supports	4me does not contain any prerecorded audio.
<a href="#">2.1.1 Keyboard</a>	Supports	4me is operable through a keyboard interface without requiring specific timings for individual keystrokes
<a href="#">2.1.2 No Keyboard Trap</a>	Supports	4me does not contain any keyboard traps.
<a href="#">2.1.4 Character Key Shortcuts</a>	Supports	4me uses one character key shortcut, which can be disabled.
<a href="#">2.2.1 Timing Adjustable</a>	Supports	4me does not contain time limited content. The only exception is re authentication for admins in some cases for security reasons.
<a href="#">2.2.2 Pause, Stop, Hide</a>	Supports	4me does not contain moving, blinking, or scrolling content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a>	Supports	4me does not contain any blinking content.
<a href="#">2.4.1 Bypass Blocks</a>	Supports	4me does not use bypass blocks.
<a href="#">2.4.2 Page Titled</a>	Supports	All pages in 4me are titled

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a>	Supports	Navigating 4me by keyboard or screen reader occurs in most cases in consistent and logical sequence.
<a href="#">2.4.4 Link Purpose (In Context)</a>	Supports	The purpose of each link in 4me is clearly identified by its text, supplemented with labels when necessary.
<a href="#">2.5.1 Pointer Gestures</a>	Supports	4me does not require navigation by multipoint or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a>	Supports	No actions in 4me complete on mouse-down, and thus can be aborted by moving the mouse away from the button or target area before mouse-up.
<a href="#">2.5.3 Label in Name</a>	Supports	4me's visible labels match those of the component programmatically, and any controls that use icons or symbols are given consistent labels.
<a href="#">2.5.4 Motion Actuation</a>	Not Applicable	4me does not contain any motion operations.
<a href="#">3.1.1 Language of Page</a>	Supports	All 4me pages contain a defined language value.
<a href="#">3.2.1 On Focus</a>	Supports	Moving focus when navigating 4me never results in an action or change of context.
<a href="#">3.2.2 On Input</a>	Supports	Modifying input fields in 4me does not automatically initiate any action or navigation.
<a href="#">3.3.1 Error Identification</a>	Supports	If an input error is automatically detected in 4me, the item that is in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a>	Supports	Labels or instructions are provided in 4me when content requires user input.
<a href="#">4.1.1 Parsing</a>	Supports	4me is constructed to proper HTML5 standards.
<a href="#">4.1.2 Name, Role, Value</a>	Supports	4me UI components use HTML and ARIA best practices.

**Table 2: WCAG 2.1 Level A, 4me Self Service and Mobile**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a>	Supports	4me provides text alternatives to non-text content.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a>	Not Applicable	4me does not contain audio-only or video-only content.
<a href="#">1.2.2 Captions (Prerecorded)</a>	Not Applicable	4me does not contain audio or video.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a>	Not Applicable	4me does not contain audio or video.
<a href="#">1.3.1 Info and Relationships</a>	Supports	The structure and relationships of tables, headings, lists and forms are programmatically determined
<a href="#">1.3.2 Meaningful Sequence</a>	Supports	4me maintains consistent structures allowing correct reading sequences to be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a>	Supports	Instructions for using 4me do not rely on sensory characteristics.
<a href="#">1.4.1 Use of Color</a>	Supports	4me does not convey information by color alone.
<a href="#">1.4.2 Audio Control</a>	Supports	4me does not contain any prerecorded audio.
<a href="#">2.1.1 Keyboard</a>	Supports	4me Self Service is operable through a keyboard interface. No specific timings for individual keystrokes are required.
<a href="#">2.1.2 No Keyboard Trap</a>	Partially Supports	4me Self Service still contains a few keyboard traps in dialogues. We are working to remove these.
<a href="#">2.1.4 Character Key Shortcuts</a>	Supports	4me Self Service uses no single character key shortcuts.
<a href="#">2.2.1 Timing Adjustable</a>	Supports	4me does not contain time limited content. The only exception is re authentication for admins in some cases for security reasons.
<a href="#">2.2.2 Pause, Stop, Hide</a>	Supports	4me does not contain moving, blinking, or scrolling content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a>	Supports	4me does not contain any blinking content.
<a href="#">2.4.1 Bypass Blocks</a>	Supports	4me does not use bypass blocks.
<a href="#">2.4.2 Page Titled</a>	Supports	All pages in 4me are titled

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a>	Supports	Navigating 4me by keyboard or screen reader occurs in most cases in consistent and logical sequence.
<a href="#">2.4.4 Link Purpose (In Context)</a>	Supports	The purpose of each link in 4me is clearly identified by its text, supplemented with labels when necessary.
<a href="#">2.5.1 Pointer Gestures</a>	Supports	4me does not require navigation by multipoint or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a>	Supports	No actions in 4me complete on mouse-down, and thus can be aborted by moving the mouse away from the button or target area before mouse-up.
<a href="#">2.5.3 Label in Name</a>	Supports	4me's visible labels match those of the component programmatically, and any controls that use icons or symbols are given consistent labels.
<a href="#">2.5.4 Motion Actuation</a>	Not Applicable	4me does not contain any motion operations.
<a href="#">3.1.1 Language of Page</a>	Supports	All 4me pages contain a defined language value.
<a href="#">3.2.1 On Focus</a>	Supports	Moving focus when navigating 4me never results in an action or change of context.
<a href="#">3.2.2 On Input</a>	Supports	Modifying input fields in 4me does not automatically initiate any action or navigation.
<a href="#">3.3.1 Error Identification</a>	Supports	If an input error is automatically detected in 4me, the item that is in error is identified and the error is described to the user in text.
<a href="#">3.3.2 Labels or Instructions</a>	Supports	Labels or instructions are provided in 4me when content requires user input.
<a href="#">4.1.1 Parsing</a>	Supports	4me is constructed to proper HTML5 standards.
<a href="#">4.1.2 Name, Role, Value</a>	Supports	4me UI components use HTML and ARIA best practices.