

PolicyMap Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: PolicyMap Marketing, Documentation and Application Support

Report Date: November 6, 2024

Product Description: Marketing, support, and documentation for PolicyMap application

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Notes: Application support and documentation applications are provided by third-party providers (WalkMe, Helpdocs, and Zendesk). This report applies to these applications' interfaces as well as PolicyMap-generated content. WalkMe is useful only for users with vision as it relies on screen locations to convey meaning. However, the same information is conveyed by documents in HelpDocs. See separate report for PolicyMap application.

Evaluation Methods Used: Firefox with NVDA (Windows 10), Keyboard

Applicable Standards/Guidelines

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

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

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
1.1.1 Non-text Content (Level A)	Partially Supports	While most non-decorative images contain alternative text, some do not. We will address those that are available to us.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Animated gifs are a media alternative to text.
1.2.2 Captions (Prerecorded) (Level A)	Supports	All videos have captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	All videos contain information available in text.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Partially Supports	Content describes visual feedback in the application that some low-vision users will not perceive. These users will perceive alternative audio feedback.
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Partially Supports	The sign in page within the knowledgebase (https://policymap.zendesk.com/auth/v2/login/signin) presents a keyboard trap. This page is not necessary to access the rest of the site.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	No keyboard shortcuts are implemented.
2.2.1 Timing Adjustable (Level A)	Partially Supports	Video-only content (animated gifs) does not provide adjustable timing. Audio/video content does.
2.2.2 Pause, Stop, Hide (Level A)	Partially Supports	Video-only content (animated gifs) does not provide this ability.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Pages do not contain flashing elements.
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Pointer gestures are not necessary.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Partially Supports	WalkMe sometimes triggers an unexpected context change during an instructional flow.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, 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 .
4.1.2 Name, Role, Value (Level A)	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Does Not Support	Live webinars do not include captions. Subsequent recorded versions include captions.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	There are some interface elements in Helpdocs that do not provide sufficient contrast.
1.4.4 Resize text (Level AA)	Partially Supports	Can resize text using zoom, but not text size settings
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	There is one interface element that does not fit in Helpdocs.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	There are some interface elements in Helpdocs that do not provide sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Not Applicable	
2.4.5 Multiple Ways (Level AA)	Supports	The sites provide both navigation and search.
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Partially Supports	Supports, except Search input in Zendesk.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)		
2.5.7 Dragging Movements (Level AA 2.2 only)		
2.5.8 Target Size (Minimum) (Level AA 2.2 only)		
3.1.2 Language of Parts (Level AA)	Supports	All content is in English.
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	No legal or financial data is requested.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Does Not Support	Zendesk authentication requires username/password.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	

Legal Disclaimer (PolicyMap)

PolicyMap is committed to making its products accessible to everyone, including people with disabilities. We follow the Web Content Accessibility Guidelines (WCAG) and use the Accessible Rich Internet Applications (ARIA) specification.

If you need an accommodation or request for auxiliary aides, please contact us via the channels in the support section of this website. We will consider all requests.