

VoiceThread Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: VoiceThread

Report Date: June 2020

Product Description: Asynchronous conversations around digital media using voice, video, and/or text.

Contact Information: support@voicethread.com

Evaluation Methods Used: Testing with assistive technologies.

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 2.1	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 suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	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.

WCAG 2.1 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 2.1 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:

Different from 2018 VPAT

New to this VPAT version

Question/Uncertain

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>Standard app: Partially Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Partially supports</p>	<p>Standard and mobile applications are missing clear labels for some informational and button icons.</p> <p>Screen reader users are encouraged to use the Universal interface.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p>	<p>Standard app: Supports</p>	<p>Universal does not support captions for all</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>Universal app: Partially supports</p> <p>Mobile app: Supports</p>	<p>user-generated content, but does for video central media.</p> <p>The standard application is more suited for Deaf and hard-of-hearing users.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Partially Supports</p>	<p>Standard: Some dialogs may require more context, and the Manager interface has minor exceptions in sub-tab navigation.</p> <p>Mobile: Not all user actions are labelled appropriately for screen readers.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Standard app: Supports</p> <p>Universal app: Supports</p>	<p>Mobile: The majority of content is in an appropriate sequence but</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>Mobile app: Partially supports</p>	<p>work on the sequence is needed in the player.</p>
<p>1.3.3 Sensory Characteristics (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>Standard app: Partially Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Partially supports</p>	<p>Standard and mobile: Not all buttons and links identified solely by an icon have appropriate labels to be identified meaningfully by screen readers.</p> <p>The universal application is more suited for blind and visually impaired users.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>1.4.2 Audio Control (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) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<ul style="list-style-type: none"> ● 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>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>Standard app: Partially Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: The standard application provides custom keyboard shortcuts to interact with the player, but not all surrounding content can be accessed using a keyboard.</p>
<p>2.1.2 No Keyboard Trap (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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</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) 	<p>Standard app: Does not support</p> <p>Universal app: Not applicable</p>	<p>Standard and Mobile: We currently do not provide a way for users to customize or disable custom keyboard shortcuts.</p>

<ul style="list-style-type: none"> ● 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>Mobile app: Does not support</p>	
<p>2.2.1 Timing Adjustable (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>Standard app: Not applicable</p> <p>Universal app: Not applicable</p> <p>Mobile app: Not applicable</p>	
<p>2.2.2 Pause, Stop, Hide (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>Standard app: Partially supports</p> <p>Universal app: Partially supports</p> <p>Mobile app: Partially supports</p>	<p>In the standard and mobile applications, someone saving a comment while a user has a VoiceThread open results in that comment appearing on the page automatically.</p> <p>Screen reader users are encouraged to use the Universal interface.</p> <p>Universal: Only exception is GIF files</p>
<p>2.3.1 Three Flashes or Below Threshold (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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: Users can bypass blocks of content to access the main content of the application using a screen reader, but not always when using keyboard navigation.</p>
<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>Standard app: Partially supports</p> <p>Universal: Partially supports</p> <p>Mobile app: Partially supports</p>	<p>Standard and universal applications provide page titles but do not always provide meaningful titles to distinguish between pages within each application.</p> <p>The mobile application provides visible page titles but these are not recognized by screen readers.</p>
<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) 	<p>Standard app: Partially supports</p> <p>Universal: Supports</p> <p>Mobile: Partially supports</p>	<p>In the standard and mobile applications the focus order when using keyboard navigation may not always follow a logical order.</p>

<ul style="list-style-type: none"> ● 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>Screen reader and keyboard users are encouraged to use the Universal interface.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>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>Standard app: Partially supports.</p> <p>Universal app: Partially supports .</p> <p>Mobile app: Does not support.</p>	<p>Standard: Panning on a slide while zoomed requires mouse dragging.</p> <p>Universal: Drag and drop functionality is only available using a keyboard and not a screen reader.</p> <p>Mobile: You can zoom in and out with finger gestures but there are no + and - buttons to replicate this behavior.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

Revised Section 508 – Does not apply		
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>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>Standard app: Partially supports</p> <p>Universal app: Supports.</p> <p>Mobile: Partially supports</p>	<p>In the standard and mobile applications not all visual labels are included in the accessible name.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>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>Standard app: Not applicable.</p> <p>Universal app: Not applicable.</p> <p>Mobile app: Not applicable</p>	
<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>Standard app: Partially supports.</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: Marketing and support pages are not internationalized, but user interfaces and tools are.</p>
<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) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<ul style="list-style-type: none"> ● 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>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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Selecting a new language in license default settings automatically refreshes the page. Changing default setting from Standard to Universal results in automatic forwarding to Universal interface.</p>
<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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Partially supports</p>	<p>Standard and mobile applications provide visual messaging of errors but these are not always announced by screen readers.</p>
<p>3.3.2 Labels or Instructions (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) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>4.1.2 Name, Role, Value (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) – Not required ● 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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Partially supports</p>	<p>Standard and Mobile: Cannot navigate or access all content using a screen reader in the mobile app.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	

<p>Also applies to: 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>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Standard app: Supports</p> <p>Universal app: Partially supports</p> <p>Mobile app: Supports</p>	<p>Universal does not support captions for all user-generated content, but does for video content.</p> <p>The standard application is more suited for Deaf and hard-of-hearing users.</p>
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to: 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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) 	<p>Not applicable</p>	

<ul style="list-style-type: none"> ● 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>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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: The majority of content does adhere to this criteria with the few exceptions of the footer links. Any other items that do not pass contrast have alternative elements that do adhere to this criterion that achieve that same action.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<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) 	<p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	

<ul style="list-style-type: none"> ● 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>1.4.10 Reflow (Level AA 2.1 only)</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>Standard app: Does not support</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>The standard app does not require horizontal scrolling when zoomed to 400%; however, the majority of the content is not accessible when zoomed to this extent.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>1.4.12 Text Spacing (Level AA 2.1 only)</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>Standard: Supports</p> <p>Universal: Supports</p> <p>Mobile: Supports</p>	
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) 	<p>Standard app: Partially supports</p> <p>Universal app: Not applicable</p>	<p>The standard application does adhere to this criteria when hovering with a mouse, but when removing focus on this</p>

<ul style="list-style-type: none"> ● 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>Mobile app: Not applicable</p>	<p>content using a keyboard the additional content remains visible.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<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>Standard app: Partially Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: Headings are provided on the main content page making it easier for users to navigate to content, but additional headings are missing to provide easier access to supplementary content.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) 	<p>Standard app: Partially supports</p> <p>Universal app: Supports</p>	<p>Standard: Visual focus missing on main navigation and in player.</p>

<ul style="list-style-type: none"> ● 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>Mobile app: Supports</p>	
<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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	<p>Standard: Marketing and support pages are not internationalized, but user interfaces and tools are.</p>
<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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p>	<p>Standard app: Supports</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>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>3.3.3 Error Suggestion (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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p>	
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>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) 	<p>Standard app: Supports</p> <p>Universal app: Not applicable</p> <p>Mobile app: Not applicable</p>	

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		
<p>4.1.3 Status Messages (Level AA 2.1 only)</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>Standard app: Partially supports</p> <p>Universal app: Partially Supports</p> <p>Mobile app: Partially supports</p>	<p>In the standard and mobile apps we provide visual alerts but these are not announced by screen readers.</p> <p>Universal: The majority of status messages can be presented to users using assistive technologies, with the few exceptions of when slides are added to a thread and when a slide’s details are edited.</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	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all content is accessible using a keyboard or screen reader. Screen reader and keyboard users are encouraged to use the Universal interface.
302.2 With Limited Vision	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all content is accessible using a keyboard or screen reader. Screen reader and keyboard users are encouraged to use the Universal interface.
302.3 Without Perception of Color	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.4 Without Hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.5 With Limited Hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.6 Without Speech	Standard app: Supports Universal app: Supports Mobile app: Supports	
302.7 With Limited Manipulation	Standard app: Supports	

	Universal app: Supports Mobile app: Supports	
302.8 With Limited Reach and Strength	Not applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Standard app: Supports Universal app: Supports Mobile app: Supports	

Chapter 4: [Hardware](#)

Notes: VoiceThread does not provide hardware, so this section does not apply.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.2.2 No Disruption of Accessibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Standard app: Partially supports Universal app: Supports	Standard and mobile: Not all content is accessible using a keyboard and/or screen reader. Screen reader and keyboard users are

	Mobile app: Partially supports	encouraged to use the Universal interface.
502.3.2 Modification of Object Information	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.5 Modification of Values	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.6 Label Relationships	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all elements incorporate the required accessible names to make them accessible or clear to screen readers. Screen reader and keyboard users are encouraged to use the Universal interface.
502.3.7 Hierarchical Relationships	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.8 Text	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
502.3.9 Modification of Text	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.10 List of Actions	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all actions incorporate the required accessible names to make them clearly understood to users using screen readers. Screen reader and keyboard users are encouraged to use the Universal interface.
502.3.11 Actions on Objects	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.12 Focus Cursor	Standard app: Partially supports Universal app: Supports Mobile app: Supports	Standard: Visual focus missing on main navigation and in player. Keyboard users are encouraged to use the Universal interface.
502.3.13 Modification of Focus Cursor	Standard app: Supports Universal app: Supports Mobile app: Supports	
502.3.14 Event Notification	Standard app: Partially supports Universal app: Partially supports	In the standard and mobile apps we provide visual alerts but these are not announced by screen readers. Universal: The majority of status messages can be

	Mobile app: Partially supports	presented to users using assistive technologies, with the few exceptions of when slides are added to a thread and when a slide's details are edited.
502.4 Platform Accessibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	This VPAT covers all VoiceThread interfaces within each item.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Standard app: Supports Universal app: Partially supports Mobile app: Supports	The universal application provides captions for video content but not audio content.
503.4.2 Audio Description Controls	Not applicable	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	VoiceThreads pages and tools are not converted. VoiceThread artifacts may be exported to offline videos and used with assistive technologies as needed.
504.2.2 PDF Export	Not applicable	VoiceThreads include audio and video content, and are not suitable for PDF.
504.3 Prompts	Does not support	We do not prompt users to create content that conforms to Level A and Level AA Success Criteria and

		Conformance Requirements in WCAG 2.0
504.4 Templates	Not applicable	

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
602.2 Accessibility and Compatibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable.	VoiceThread does not provide non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Standard app: Supports Universal app: Supports Mobile app: Supports	
603.3 Accommodation of Communication Needs	Standard app: Supports Universal app: Supports Mobile app: Supports	

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all content is accessible using a keyboard or screen reader. Screen reader and keyboard users are encouraged to use the Universal interface.
4.2.2 Usage with limited vision	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all content is accessible using a keyboard or screen reader. Screen reader and keyboard users are encouraged to use the Universal interface.
4.2.3 Usage without perception of colour	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.4 Usage without hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.5 Usage with limited hearing	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.6 Usage with no or limited vocal capability	Standard app: Supports Universal app: Supports Mobile app: Supports	

4.2.7 Usage with limited manipulation or strength	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.8 Usage with limited reach	Not applicable	
4.2.9 Minimize photosensitive seizure triggers	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.10 Usage with limited cognition, language or learning	Standard app: Supports Universal app: Supports Mobile app: Supports	
4.2.11 Privacy	Standard app: Supports Universal app: Supports Mobile app: Supports	

Chapter 5: [Generic Requirements](#)

Notes: VoiceThread supports standard assistive technologies; this section is not applicable

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: VoiceThread does not offer two-way synchronous voice communication; this section is not applicable

Chapter 7: [ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required

7.1.1 Captioning playback	Standard app: Supports Universal app: Partially supports Mobile app: Supports	Universal application supports captions for video content but not audio content. The standard application is more suited for Deaf and hard-of-hearing users.
7.1.2 Captioning synchronization	Standard app: Supports Universal app: Partially supports Mobile app: Supports	Universal application supports captions for video content but not audio content. The standard application is more suited for Deaf and hard-of-hearing users.
7.1.3 Preservation of captioning	Standard app: Supports Universal app: Partially supports Mobile app: Supports	Universal application supports captions for video content but not audio content. The standard application is more suited for Deaf and hard-of-hearing users.
7.1.4 Captions characteristics	Standard app: Does not support Universal app: Does not support Mobile app: Does not support	
7.1.5 Spoken subtitles	Standard app: Does not support Universal app: Does not support Mobile app: Does not support	
7.2.1 Audio description playback	Not applicable	
7.2.2 Audio description synchronization	Not applicable	
7.2.3 Preservation of audio description	Not applicable	
7.3 User controls for captions and audio description	Standard app: Supports Universal app: Supports Mobile app: Supports	

Chapter 8: Hardware

Notes: VoiceThread does not provide hardware; this section is not applicable

Chapter 9: Web (see WCAG 2.1 section)

Chapter 10: Non-Web Software

Notes: VoiceThread does not provide non-web documents; this section is not applicable

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 2.1 section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
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	Standard app: Partially supports Universal app: Partially supports Mobile app: Partially supports	The applications do not fully support criterion 11.5.2.5 to 11.5.2.17. See criterion 11.5.2.5 to 11.5.2.17 in this table for more information.
11.5.2.4 Assistive technology	Not applicable	
11.5.2.5 Object information	Standard app: Partially supports Universal app: Partially supports Mobile app: Partially supports	Not all elements incorporate the required accessible names to make them accessible or clear to screen readers.
11.5.2.6 Row, column, and headers	Not applicable	
11.5.2.7 Values	Standard app: Supports Universal app: Supports	

	Mobile app: Supports	
11.5.2.8 Label relationships	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Not all content in the standard and mobile applications are appropriately labeled for screen readers. Screen reader users are encouraged to use the Universal interface.
11.5.2.9 Parent-child relationships	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.5.2.10 Text	Standard app: Does not support Universal app: Supports Mobile app: Does not support	
11.5.2.11 List of available actions	Standard app: Partially supports Universal app: Supports Mobile app: Partially supports	Standard and mobile: Not all actions are appropriately labeled for screen readers. Screen reader users are encouraged to use the Universal interface.
11.5.2.12 Execution of available actions	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.5.2.13 Tracking of focus and selection attributes	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.5.2.14 Modification of focus and selection attributes	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.5.2.15 Change notification	Standard app: Partially supports Universal app: Partially supports Mobile app: Partially supports	In the standard and mobile apps we provide visual alerts but these are not announced by screen readers.

		Universal: The majority of status messages can be presented to users using assistive technologies.
11.5.2.16 Modifications of states and properties	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.5.2.17 Modifications of values and text	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.6.2 No disruption of accessibility features	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.7 User preferences	Standard app: Supports Universal app: Supports Mobile app: Supports	
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	See WCAG 2.1 section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.1 section
11.8.3 Preservation of accessibility information in transformations	Standard app: Supports Universal app: Supports Mobile app: Supports	
11.8.4 Repair assistance	Not applicable	
11.8.5 Templates	Not applicable	

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	Standard app: Supports Universal app: Supports Mobile app: Supports	
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Standard app: Supports Universal app: Supports Mobile app: Supports	
12.2.3 Effective communication	Standard app: Supports Universal app: Supports Mobile app: Supports	
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: VoiceThread does not provide relay or emergency services; this section is not applicable.