

VoiceThread Accessibility Conformance Report

International Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: VoiceThread

Report Date: March 2021

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

Contact Information: support@voicethread.com

Evaluation Methods Used:

Primary: NVDA in Chrome, Keyboard only

Secondary: Jaws in Chrome, NVDA in Firefox, VoiceOver in Safari

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: Partially 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. Slide titles and descriptions can provide some context, however alt text options are not yet available in authoring tools</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>VoiceThread provides captioning as an orderable</p> |

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| <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>option (both free and paid options). Once service is requested, captions are available in the standard site and transcripts are available in Universal where applicable.</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: Partially Supports</p> <p>Mobile app: Supports</p> | <p>Universal: Users can upload videos that contain audio description provided file size meets VoiceThread capacity. If users need to synchronize preexisting media they will need to utilize external editing software.</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> |

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| <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: N/A</p> <p>Mobile app: Supports</p> | <p>In Universal content playback does not automatically begin upon page load.</p> |

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| <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> |

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| <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> | |

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| <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: Partially 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 when using keyboard-only 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> |

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| <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. Note: Browser/screen reader and OS combination can influence focus functionality..</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: Supports</p> <p>Mobile app: Does not support.</p> | <p>Standard: Panning on a slide while zoomed requires mouse dragging.</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) | <p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p> | |

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| <ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>2.5.3 Label in Name (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Standard app: Partially supports Universal app: Supports Mobile: Partially supports | In the standard and mobile applications not all visual labels are included in the accessible name. |
| <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Standard app: Not applicable. Universal app: Not applicable. Mobile app: Not applicable | |
| <p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Standard app: Partially supports. Universal app: Supports Mobile app: Supports | Standard: Marketing and support pages are not internationalized, but user interfaces and tools are. |
| <p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) | Standard app: Supports Universal app: Supports Mobile app: Supports | |

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| <ul style="list-style-type: none"> ● 11.3.2.1 (Open Functionality Software) ● 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: 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: 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: 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) | <p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p> | |

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| <ul style="list-style-type: none"> ● 11.3.3.2 (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>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 |
|---|--|--|
| <p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>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>Not applicable</p> | |
| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>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. Users can add audio track to describe any video they upload. Note: Utilizing this method is considered non-traditional and users may be familiar. Users will likely need to use external editing software to create synchronization between existing captions with existing media content.</p> |
| <p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) | <p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</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 – Does not apply</p> | | |
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 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>Not applicable</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) ● 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>Authoring tools do not provide a way to include alternative text. Users may utilize slide descriptions and text comments to describe image. These methods are not a true replacement for ALT text attribute.</p> |
| <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) | <p>Standard: Supports</p> <p>Universal: Supports</p> <p>Mobile: Supports</p> | |

| | | |
|--|--|---|
| <ul style="list-style-type: none"> ● 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>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 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>Standard app: Partially supports</p> <p>Universal app: Not applicable</p> <p>Mobile app: Not applicable</p> | <p>The standard application does adhere to this criteria when hovering with a mouse, but when removing focus on this content using a keyboard the additional content remains visible.</p> |
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 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: 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) | <p>Standard app: Partially Supports</p> <p>Universal app: Partially 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> |

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| <ul style="list-style-type: none"> ● 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: Authoring tools provided to create titles and labels, however if users do not create headings or labels then content may be unclear.</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) ● 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>Standard app: Partially supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p> | <p>Standard: Visual focus missing on main navigation and in player.</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 | <p>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p> | |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> ● 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><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</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>Standard app: Supports</p> <p>Universal app: Supports</p> <p>Mobile app: Supports</p> | |
| <p><u>3.3.3 Error Suggestion</u> (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><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> | <p>Standard app: Supports</p> | |

| | | |
|--|--|--|
| <p>Also applies to: 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) ● 602.3 (Support Docs) | <p>Universal app: Not applicable</p> <p>Mobile app: Not applicable</p> | |
| <p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to: 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: 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> |

Table 3: Success Criteria, Level AAA

Notes: *Not evaluated.*

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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 Mobile app: Partially supports | Standard and mobile: Not all content is accessible using a keyboard and/or screen reader. Screen reader and keyboard users are 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: Partially 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. See WCAG 2.4.6 |
| 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 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, 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. |
| <u>503.4 User Controls for Captions and Audio Description</u> | 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 | See WCAG 1.2.2/WCAG 1.2.5 |
| 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 |
| <u>602 Support Documentation</u> | 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. |
| <u>603 Support Services</u> | 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 | |

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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: Supports Mobile app: Supports | The standard application is more suited for Deaf and hard-of-hearing users. |
| 7.1.2 Captioning synchronization | Standard app: Supports Universal app: Supports Mobile app: Supports | The standard application is more suited for Deaf and hard-of-hearing users. |

| | | |
|--|---|---|
| 7.1.3 Preservation of captioning | Standard app: Supports Universal app: Supports Mobile app: Supports | 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: Supports Mobile app: Partially supports | In the standard and mobile apps we provide visual alerts but these are not announced by screen readers. |
| 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.