

Protocols.io Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

For more information, please contact info@protocols.io

Name of Product/Version: Protocols.io

Product Description: Protocols.io is a secure web platform which has the only way to interact with the stored content - via web interface through a modern browser. Protocols.io platform allows creating, editing, running, organizing, sharing and working on methods, and collaboration with the workspace members.

Date: August 29, 2021

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Notes:

Evaluation Methods Used: The following testing was done on macOS 11.4 (Big Sur) with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), VoiceOver option and standard keyboard.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)

Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018(Yes)	(Yes)
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Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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

Criteria	Conformance Level	Remarks and explanations
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<p>1.1.1 Non-text Content (Level A) Also applies to:</p> <ul style="list-style-type: none">● Revised Section 508● 501 (Web)(Software)● 504.2 (Authoring Tool)● 602.3 (Support Docs)	Partially supports	<p>Following places are missing descriptions:</p> <ul style="list-style-type: none">● Landing: no alternative text on logos● Protocols: no alternative text on all pasted images which don't have a figure legend● Podcasts: no alternative text on audio controls, Spotify / YouTube / RadioPublic buttons, images● About: no alternative text on images● Ambassadors: no alternative text on search icon, images, button Request to join● Careers: no alternative text on images● Institutions: no alternative text on images● Case study 1: no alternative text on images● Case study 2: no alternative text on images● We enter protocols: no alternative text on images● Partners: no alternative text on images● Developers: no alternative text on images● Analytics: no alternative text on images
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		<ul style="list-style-type: none"> ● Release notes: no alternative text on images ● Webinars: no alternative text on images ● Tutorials: no alternative text on social icons ● Header: no alternative text on logo ● Footer: no alternative text on logo, social icons ● Branding: no alternative text on images ● Help: no alternative text on images ● FAQ: no alternative text on link icon ● Supporters: no alternative text on images ● No alternative text on Help icon (question mark) ● Features: no alternative text on images, arrows icons
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>Protocols with videos have no alternative for time-based media provided</p> <p>Podcasts have no alternative for time-based media provided</p>

<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	<p>Protocols with video have no captions</p> <p>Podcasts have no captions</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	
<p>1.3.1 Info and Relationships (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>1.3.2 Meaningful Sequence (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The product employs a tab order that is logical and follows the visual order of elements.
<p>1.3.3 Sensory Characteristics (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The product does not rely solely on sensory characteristics to convey information about content and elements.

<p>1.4.1 Use of Color (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The product conveys information without solely using color differences.</p>
<p>1.4.2 Audio Control (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	
<p>2.1.1 Keyboard (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>The product content is generally operable through a keyboard interface since it is a text-based platform, but using of the keyboard only is unavailable in the Editor.</p>
<p>2.1.2 No Keyboard Trap (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>The product allows for keyboard navigation throughout most of the product content without a keyboard trap.</p>
<p>2.2.1 Timing Adjustable (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The product has no time limits.</p>

<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially supports	The only place where the auto-updating of the page is used is the File Manager, and each time this process is triggered by the user himself.
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	No blinking elements are used.
<p>2.4.1 Bypass Blocks (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>2.4.2 Page Titled (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.1.1 Language of Page (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	

<p>3.2.1 On Focus (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	
<p>3.2.2 On Input (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>The product does not initiate changes of context upon user input.</p>
<p>3.3.1 Error Identification (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>UI provides enough context. For some inputs, the product does not provide the error in text – only red-border marking.</p>
<p>3.3.2 Labels or Instructions (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	
<p>4.1.1 Parsing (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>In some places of the Editor, the product contains markup language - elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>

<p>4.1.2 Name, Role, Value (Level A) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
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Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not applicable	The product does not host live videos.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	

<p>1.4.4 Resize text (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>1.4.5 Images of Text (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not applicable	
<p>2.4.5 Multiple Ways (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>2.4.6 Headings and Labels (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>2.4.7 Focus Visible (Level AA) Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	

<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>There are issues on this point in the Editor.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially supports</p>	<p>Some pages have no errors in text for some cases – for example, Request a demo page inputs reacts to wrong email format only with the red border.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>

Section 1194.21 Software Applications and Operating Systems

Criteria	Level of Support	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Partially supports	The items inside of Editor are partially accessible with the keyboard only.
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Not applicable	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	Partially supports	Tabs on View and in Editor are not accessible for all the content

<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Partially supports</p>	<p>Across a number of areas, images are not announced and described in text. In some areas, social media links (e.g., LinkedIn, Twitter link) are only described as "link".</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Partially supports</p>	<p>Across a number of areas, images are not announced and described in text. In some areas, social media links (e.g., LinkedIn, Twitter link) are only described as "link".</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall</p>	<p>Supports</p>	

be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	

Section 1194.22 Web-based Intranet and Internet Information and Applications

- Applicable product(s): protocols.io*

Criteria	Level of Support	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via 'alt', 'longdesc', or in element content).	Partially supports	In some areas, the alternative text is missing.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	No multimedia presentations are used.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	

(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Protocols.io uses modern, text-based, semantic web development practices, and does not rely on non-HTML plugins or applets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	No server-side image maps are used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	The only client-side image map is used for the decoration purposes.
(g) Row and column headers shall be identified for data tables.	Partially supports	Users are responsible for the tables they create and publish themselves, and some of them could not contain row and column headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Partially supports	A frame is used to render visual representations of some user content such as videos, sometimes it doesn't contain such text titles.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	

<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not applicable</p>	
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports</p>	
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).</p>	<p>Not applicable</p>	
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not applicable</p>	<p>Timed responses are not required.</p>

Section 1194.23 Telecommunications Products

Criteria	Level of Support	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	

<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not applicable</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not applicable</p>	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not applicable</p>	

<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not applicable</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not applicable</p>	

Section 1194.24 Video and Multi-media Products

- Applicable product(s): Training videos*

Criteria	Level of Support	Remarks and explanations
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<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not applicable</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Supports</p>	<p>Training materials available at https://www.protocols.io/tutorials and https://www.youtube.com/user/ZappyLab/videos. All protocols.io videos are fully closed captioned For more information on YouTube's accessibility see support.google.com/youtube/answer/189278</p>

<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Partially supports</p>	<p>Training videos posted via YouTube video player do not include audio description.</p>
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Supports</p>	<p>Viewers may toggle closed captioning using YouTube's native closed-captioning functionality.</p>

Section 1194.25 Self-Contained, Closed Products

Criteria	Level of Support	Remarks and explanations
<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>	<p>Not applicable</p>	
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not applicable</p>	
<p>(c) Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).</p>	<p>Not applicable</p>	

<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not applicable</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not applicable</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not applicable</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not applicable</p>	

<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not applicable</p>	
<p>(j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not applicable</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not applicable</p>	
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not applicable</p>	

(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not applicable	
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Section 1194.26 Desktop and Portable Computers

Criteria	Level of Support	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Not applicable	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Not applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not applicable	

Section 1194.31 Functional Performance criterion

Criteria	Level of Support	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Partially supports	Account management and social interaction scenarios have focus order, name, role, value, accessible name, and info and relationship issues that may prevent some scenarios from being completed
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Partially supports	Zooming to certain levels will cause info on the screen to be pushed off and require horizontal scrolling.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	Product does not require speech input.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Partially supports	Submenus and other control areas may require using irregular keyboard actions such as tabbling versus up/down arrows.
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Section 1194.41 Information, Documentation and Support

Criteria	Level of Support	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Please contact info@protocols.io with any such requests.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Documentation available at protocols.io/accessibility
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support provided via email