



Accessibility Conformance Report

Revised Section 508 Edition

Based on VPAT® Version 2.3 (Revised) – April 2019

CONFIDENTIAL

Name of Product/Version: ProctorU Live+ / Auto

Product Description: Online Remote Proctoring

Report Date: November 6th, 2019

Contact Information: Matt Jaeh, CTO, mjaeh@proctoru.com

Notes: Removed Section 508 Chapter 4 – Hardware as it is not applicable.

Evaluation Methods Used: Testing is based on general product knowledge

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) |

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:

- 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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Partially Supports | ProctorU's solution supports a number of keyboard shortcuts to enable the primary functionality of the application but also makes extensive use of non-standard and custom controls that are not in the tab order and/or cannot be operated via keyboard. This includes form controls, navigation menus, sortable table headers, and dialogs. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software) | Not Applicable | |

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| <ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | | |
| <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| <p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| <p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In areas of the ProctorU solution, lists are not properly marked. Some Form elements are missing label association. In areas on the ProctorU solution, reading order is not logical/intuitive on some pages. Screen readers can read parent page content outside the modal using arrow keys. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In areas on the ProctorU solution, reading order is not logical/intuitive on some pages. Screen readers can read parent page content outside the modal using arrow keys. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In areas on the ProctorU solution, information/instruction is presented in a way that requires the ability to see, and there is no alternate method to convey the information. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |

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| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In areas of the ProctorU solution, default focus indication is not present and is not replaced with another visible indication of focus. This includes areas within certain form fields. There are rare instances of color coding used to convey information as the only means to convey information. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| <p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● | Not Applicable | |

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| Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | | |
| <u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <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 | Partially Supports | In the ProctorU solution, the skip link is not provided on any page. In areas of the ProctorU solution, the IFRAME is missing a TITLE attribute. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In areas on the ProctorU solution, the tab order is not logical. Focus is not maintained within the modal. When the modal is activated, focus is not placed on the modal. When the modal is closed, focus is not returned. Item in focus is visily hidden but still keyboard accessible. The use of the TABINDEX (tabindex="-1" is not logical and has created a tab order that does not preserve the meaning of the element. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 | Supports | |

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| <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | | |
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In some areas of the ProctorU solution, the primary language of the page is not defined. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| <p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | In one area of the ProctorU solution, no visual label is present and the purpose of these fields is not clear without a visual label. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| <p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> | Partially Supports | In some areas of the ProctorU solution there are duplicate id values. This adversely impacts behavior of |

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| Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | | assistive technologies on different platforms and sometimes the content's functionality too. Additionally, ARIA attributes must conform to valid values. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | While many images are textually tagged or otherwise available to Assistive Technology, ProctorU provides numerous custom controls built using non-semantic markup that react to end-user interactions via JavaScript. Some of these controls the necessary name, state, role, and value information necessary for Assistive Technology users to understand and interact with the system. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | |
| 1.4.3 Contrast (Minimum) (Level AA) Also applies to: | Partially Supports | In areas on the ProctorU solution, the color contrast ratio between the text and its background is not at least |

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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>4.5 to 1. Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020.</p> |
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | <p>Supports</p> | |
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | <p>Supports</p> | |
| <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <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>Supports</p> | |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | <p>Supports</p> | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | <p>Partially Supports</p> | <p>In the ProctorU solution, the focus indicator is always visible. In some areas, the focus indicator (e.g. border or dotted underline/background etc.) is not clearly visible as one tabs through the page. OR In areas of the ProctorU solution, default focus indication is not present and is not replaced with another visible indication of focus. This includes areas within certain form fields.</p> |

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| | | Please note, ProctorU is working to fully support this criteria and achieve full compliance by Q1 2020. |
| 3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| 3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <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 | Supports | |
| 3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <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 | Supports | |
| 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | |

Table 3: Success Criteria, Level AAA

Notes: Deleted; Not Applicable

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------|--|
| 302.1 Without Vision | Partially Supports | ProctorU solutions provide human proctor interaction to guide the user if necessary. In addition, we provide many auditory alerts and prompts in addition to supporting some assistive technologies such as screen readers could be used to supplement the experience. |
| 302.2 With Limited Vision | Partially Supports | ProctorU solutions provide human proctor interaction to guide the user if necessary. In addition, we provide many auditory alerts and prompts in addition to supporting some assistive technologies such as screen readers could be used to supplement the experience. |
| 302.3 Without Perception of Color | Partially Supports | There are rare instances of color coding used to convey information as the only means to convey information. |
| 302.4 Without Hearing | Partially Supports | ProctorU solutions provide human proctor interaction to guide use user if necessary, in addition, we provide chat options, visual prompts, and notifications. |

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| 302.5 With Limited Hearing | Partially Supports | ProctorU solutions provide human proctor interaction to guide use user if necessary, in addition, we provide chat options, visual prompts, and notifications. |
| 302.6 Without Speech | Partially Supports | ProctorU solutions provide human proctor interaction to guide use user if necessary, in addition, we provide chat options, visual prompts, and notifications. |
| 302.7 With Limited Manipulation | Supports | ProctorU solutions/product/service is computer based, it will work with any computer interface. |
| 302.8 With Limited Reach and Strength | Supports | Since ProctorU's solution/product/service is computer based, it will work with any computer interface. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | ProctorU solutions provide screen reader compatibility, text descriptions, and keyboard interface operability to simplify operation for individuals with limited abilities. |

Chapter 4: [Hardware](#)

Notes: Deleted; Not Applicable.

Chapter 5: [Software](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | ProctorU's solutions support user control over platform features that are defined in the platform documentation as accessibility features. |

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| 502.2.2 No Disruption of Accessibility Features | Supports | ProctorU's solutions support user control over platform features that are defined in the platform documentation as accessibility features. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | Not a Platform Software or Tool based on stated definition. |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | ProctorU solutions being a web application is not required to conform to 503.2; however, In the few instances when and where adjustments are provided, the user has the ability to utilize the palette of colors for selection, and adjust contrast, font type, font size, and focus cursor. |
| 503.3 Alternative User Interfaces | Partially Supports | ProctorU solutions support a tester user interface as an option for accessibility optimized layout which functions as assistive technology, the solution uses platform and other industry standard |

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| | | accessibility services. |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Supports | ProctorU has captioned our demonstration and product explanation videos and allows for user controls for closed captioned within these applications. |
| 503.4.2 Audio Description Controls | Not Applicable | |
| 504 Authoring Tools | 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 2.0 section | See information in WCAG 2.0 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | Not an authoring tool. |
| 504.2.2 PDF Export | Not Applicable | Not an authoring tool. |
| 504.3 Prompts | Not Applicable | Not an authoring tool. |
| 504.4 Templates | Not Applicable | Not an authoring tool. |

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 | Supports | ProctorU provides documentation that lists and explains how to use the accessibility and compatibility features within the solution. Documentation includes accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | All documentation is provided in an electronic format or human assistance. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |

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| 603.2 Information on Accessibility and Compatibility Features | Supports | A statement of ProctorU's accessibility is made prominently at https://www.proctoru.com/accessibility-statement/ ProctorU's Support team provides users with information on accessibility and compatibility features for the solution. This information is also documented in the product documentation. |
| 603.3 Accommodation of Communication Needs | Supports | Support services are provided via phone, email, chat, and through accessible documentation as required and support services are available 24/7/365. |

Legal Disclaimer (Company)

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