

**Texthelp Ltd. Accessibility Conformance Report**

**International Edition**

**(Based on VPAT**®**Version 2.4)**

|  |  |
| --- | --- |
| **Name of Product/Version**: | Read&Write for Windows; Read&Write for MAC; Read&Write for Google Chrome |
| **Report Date:** | Jan 2023 |
| **Product Description:** | Read&Write is a literacy support tool that empowers all students to personalize their learning with simple, accessible tools that help them comprehend, organize and express themselves independently in GSuite, Office 365, Windows and Mac |
| **Contact Information:** | [support@texthelp.com](mailto:support@texthelp.com) |
| **Notes:** |  |
| **Evaluation Methods Used:** | Testing is based on a combination of automated testing, manual testing and general product knowledge and experience of developing accessible software. Testing is carried out by the product development team and verified by full QA review by Texthelp internal auditors. Texthelp software development and testing is carried out to an ISO 9001:2015 accredited standard. |

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](https://www.google.com/url?q=http://www.w3.org/TR/2008/REC-WCAG20-20081211&sa=D&source=editors&ust=1700594765729035&usg=AOvVaw0W-DG30QnyIjDyEyHr58Ip) | Level A (Yes)  Level AA (Yes)  Level AAA (No ) |
| [Web Content Accessibility Guidelines 2.1](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21&sa=D&source=editors&ust=1700594765730520&usg=AOvVaw1-Z1XOLyBn8Sf_j-wFx7iE) | Level A (Yes )  Level AA (Yes )  Level AAA (No) |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines&sa=D&source=editors&ust=1700594765731919&usg=AOvVaw05jnMefqzVuRtJwMnasZoZ) | (Yes ) |
| [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf&sa=D&source=editors&ust=1700594765733026&usg=AOvVaw18B1cr0NQY1hILpDARd9-q), - 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. This can be used only in WCAG 2.0 Level AAA.

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.](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23conformance-reqs&sa=D&source=editors&ust=1700594765735856&usg=AOvVaw1PSrXKkPlTCMl9dynijcPU)[1](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23conformance-reqs&sa=D&source=editors&ust=1700594765736139&usg=AOvVaw0rc9O0llCPLPSzYUbmEJIL)[Conformance Requirements](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23conformance-reqs&sa=D&source=editors&ust=1700594765736331&usg=AOvVaw0FmnxP4n4tDR_7pg8Rmh5j).

Table 1: Success Criteria, Level A

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| [**1.1.1 Non-text Content**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23text-equiv-all&sa=D&source=editors&ust=1700594765741161&usg=AOvVaw1yAdGlmVF8y6liNkR1YuRx) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Closed: N/A  Authoring Tool:  N/A | Read&Write Supports accessible non text content.  Audio is always supported with text.  Video is hosted on Youtube and is captioned.   Product documentation and support documentation on [http://support.texthelp.com](https://www.google.com/url?q=http://support.texthelp.com&sa=D&source=editors&ust=1700594765746596&usg=AOvVaw2Kpyi4ZiLlLuAl-vLrAaYW) is also in compliance. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23media-equiv-av-only-alt&sa=D&source=editors&ust=1700594765747708&usg=AOvVaw35L5n_PJksXnu6_Qgo621H) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **N/A**  Electronic Docs: **N/A**  Software: **N/A**  Closed: N/A  Authoring Tool: N/A | Read&Write does not contain or present any Audio only or Video Only resources. |
| [**1.2.2 Captions (Prerecorded)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23media-equiv-captions&sa=D&source=editors&ust=1700594765751918&usg=AOvVaw0N-eHQpJ64UX6DSdp9V9E7) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Support Docs: **Partially Supports**  Software: N/A  Authoring Tool: N/A  : | All training video content created for Read&Write is captioned on Youtube.  Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23media-equiv-audio-desc&sa=D&source=editors&ust=1700594765756518&usg=AOvVaw13ZLpC_Tvgiq5_37jmE-uX) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Closed: N/A  Authoring Tool: N/A | Read&Write training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist. |
| [**1.3.1 Info and Relationships**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23content-structure-separation-programmatic&sa=D&source=editors&ust=1700594765761518&usg=AOvVaw12qPae1PMmYUxK8mpnJz2U) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Closed: N/A  Authoring Tool: N/A | All UI is logically designed and accessibly labelled. |
| [**1.3.2 Meaningful Sequence**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23content-structure-separation-sequence&sa=D&source=editors&ust=1700594765765689&usg=AOvVaw27a2VFhl5EUSmNOhmYA32_) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | All UI is logically designed and accessibly labelled. |
| [**1.3.3 Sensory Characteristics**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23content-structure-separation-understanding&sa=D&source=editors&ust=1700594765770107&usg=AOvVaw1WcETLVS6rAhICHjROaHwQ)(Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | The UI of the software is designed to not rely on shape, size, visual location, orientation, or sound. |
| [**1.4.1 Use of Color**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23visual-audio-contrast-without-color&sa=D&source=editors&ust=1700594765774669&usg=AOvVaw3ITpZBWA8TshMynTICkjWu) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: **N/A** | In Read & Write care is taken in the UI design such that color is not used as the only visual means of conveying information. |
| [**1.4.2 Audio Control**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23visual-audio-contrast-dis-audio&sa=D&source=editors&ust=1700594765779170&usg=AOvVaw31eAsVzr8gzDlvHfXwpAFm) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.1.4.2 (Web) * 10.1.4.2 (Non-web document) * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Users can play, stop, pause, restart and control the pitch, speed and accent of spoken text.  Videos on the support site or website can be paused, stopped etc. |
| [**2.1.1 Keyboard**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23keyboard-operation-keyboard-operable&sa=D&source=editors&ust=1700594765783745&usg=AOvVaw0hJO7KcJyjtqa-qeV0oa64) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Partially Supports**  Closed: N/A  Authoring Tool: N/A | Read & Write, the support site and its documentation are all fully keyboard accessible.   This is part of our standard software quality test plan.  Windows & Mac screenshot reader & Screen Masking is a mouse driven feature - the user should use Mousekeys.  roadmap  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765788328&usg=AOvVaw0DOllj7IIpiQQSBqs2NR-E) document for outstanding accessibility issues |
| [**2.1.2 No Keyboard Trap**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23keyboard-operation-trapping&sa=D&source=editors&ust=1700594765789219&usg=AOvVaw3PIa5H7vT7aNpZBwYQkdQN) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Read & Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan. |
| **2.1.4 Character Key Shortcuts (Level A 2.1 only)**  **Also applies to:**  **EN 301 549 Criteria**  **9.2.1.4 (Web)**  **10.2.1.4 (Non-web document)**  **11.2.1.4.1 (Open Functionality Software)**  **11.2.1.4.2 (Closed Software)**  **11.8.2 (Authoring Tool)**  **12.1.2 (Product Docs)**  **12.2.4 (Support Docs)**  **Revised Section 508 – Does not apply** | Web: N/A  Electronic Docs: N/A  Software: N/A  Authoring Tool: N/A | Read&Write does not use single character key shortcuts. |
| [**2.2.1 Timing Adjustable**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23time-limits-required-behaviors&sa=D&source=editors&ust=1700594765796797&usg=AOvVaw1QNmS84uvLJoLthBM2neqY) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: N/A  Electronic Docs: N/A  Software: N/A  Authoring Tool: N/A | The software has no timing/timeout specific functionality |
| [**2.2.2 Pause, Stop, Hide**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23time-limits-pause&sa=D&source=editors&ust=1700594765800869&usg=AOvVaw1AIKnzj-M10quDuocYGada) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | The only Blinking/Scrolling/Auto updating information is the “Read with One Word Display” text to speech feature (currently Windows only) .  When the “One Word Display” window is visible the toolbar “Pause button” stops speech and also stops the window auto updating. This is off by default, optional, and the foreground and background colours are customisable.  The speed is adjustable by adjusting the speed of the speaking voice. |
| [**2.3.1 Three Flashes or Below Threshold**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23seizure-does-not-violate&sa=D&source=editors&ust=1700594765804993&usg=AOvVaw3Vv6zYxgIt1VcNhH8Bp1BB) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **N/A**  Electronic Docs: **N/A**  Software: **N/A**  Authoring Tool: N/A | Read&Write does not display any flashing UI. |
| [**2.4.1 Bypass Blocks**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-skip&sa=D&source=editors&ust=1700594765809348&usg=AOvVaw0nK1GZjf7dmptEVqCKPDeJ) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Only applicable to the website and support site, both of which are in compliance. |
| [**2.4.2 Page Titled**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-title&sa=D&source=editors&ust=1700594765813357&usg=AOvVaw30ze9Iz_NCq1bTfaqg_ajO) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Fully supported on the web site and support site.  Not applicable in the software since it is not a website based software product. |
| [**2.4.3 Focus Order**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-focus-order&sa=D&source=editors&ust=1700594765817280&usg=AOvVaw062Z8MGfPqe4Lk5KOoTQp1) (Level A)  Also applies to:  EN 301 549 Criteria   * 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) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supports logical focus order across the website, support documentation and software products. |
| [**2.4.4 Link Purpose (In Context)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-refs&sa=D&source=editors&ust=1700594765821852&usg=AOvVaw19t_4VOGQp2MrQy1GzS4wU) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported on the web site and support site.  Any links to web content within the software also contain text explaining the link. |
| [**2.5.1 Pointer Gestures**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23pointer-gestures&sa=D&source=editors&ust=1700594765829981&usg=AOvVaw1EFOMjV3K6j9uJAVbClMWP) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Read&Write does not use multipoint gestures |
| [**2.5.2 Pointer Cancellation**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23pointer-cancellation&sa=D&source=editors&ust=1700594765835477&usg=AOvVaw2ueSfWxbTMAb11SJ1WC_43) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.2 (Web) * 10.2.5.2 (Non-web document) * 11.2.5.2 (Open Functionality Software) * 11.2.5.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | All support pages work using standard click events which trigger on the mouse up event. One feature of the software ScreenShot Reader does use a dragging window that captures an area of the screen and so executes the drag on mouse down but the drag is cancelled on up click. |
| [**2.5.3 Label in Name**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23label-in-name&sa=D&source=editors&ust=1700594765841389&usg=AOvVaw3EvjithhJwKsVNLmBF9Uny) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Support pages text and labels are exposed as ‘Name’ through accessibility tools as are labels within the software. |
| [**2.5.4 Motion Actuation**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23motion-actuation&sa=D&source=editors&ust=1700594765847266&usg=AOvVaw1031l4Z51xzS1zETn7SGnU) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Read&Write and supporting web pages have no motion based features or functionality. |
| [**3.1.1 Language of Page**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23meaning-doc-lang-id&sa=D&source=editors&ust=1700594765851874&usg=AOvVaw2-afpsKK2n93ZTZI-arpV4) (Level A)  Also applies to:  EN 301 549 Criteria   * 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   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **N/A**  Authoring Tool: N/A | Fully supported on the web site and support site. |
| [**3.2.1 On Focus**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23consistent-behavior-receive-focus&sa=D&source=editors&ust=1700594765856964&usg=AOvVaw0WII-UOd8cZ-IvUQ19Vpqj) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.2.1 (Web) * 10.3.2.1 (Non-web document) * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. Changes of focus in Read&Write, the texthelp website and support pages do not change the context of the webpage or the dialogs. |
| [**3.2.2 On Input**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23consistent-behavior-unpredictable-change&sa=D&source=editors&ust=1700594765861417&usg=AOvVaw1Y9cu0eCpA9PT3jmtsdX5Q) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Partially Supports**  Authoring Tool: N/A | Fully supported on the support website. The only changes of context in the Read&Write software are on the selection of the web dictionary or Fact Finder feature which opens a separate web page to provide a dictionary definition or a search result. This occurs after a user triggered event to use the feature. |
| [**3.3.1 Error Identification**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23minimize-error-identified&sa=D&source=editors&ust=1700594765865833&usg=AOvVaw2yNRz2yBdPjDQe2_3haOEn) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Any validation errors on use of the website or support pages are displayed in text form. Any errors upon use of the software are displayed in text form. |
| [**3.3.2 Labels or Instructions**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23minimize-error-cues&sa=D&source=editors&ust=1700594765870802&usg=AOvVaw0C7Me8UUVy5GNJ4UlP62RC) (Level A)  Also applies to:  EN 301 549 Criteria   * 9.3.3.2 (Web) * 10.3.3.2 (Non-web document) * 11.3.3.2 (Open Functionality Software) * 11.3.3.2 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. Labels are supplied on or alongside controls that require input in the Read&Write software and the support web pages. |
| [**4.1.1 Parsing**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23ensure-compat-parses&sa=D&source=editors&ust=1700594765875707&usg=AOvVaw0syf7s8xgoyVNmlQPQXWDj) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. No missing tags or duplicate attributes errors upon validation of support.texthelp.com website. |
| [**4.1.2 Name, Role, Value**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23ensure-compat-rsv&sa=D&source=editors&ust=1700594765880602&usg=AOvVaw3xCSqMEhMAFNAftVJzdjIP) (Level A)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. Standards compliant  html is used in the support website and tests for accessibility for screen readers is part of the Read&Write software test plan. |

Table 2: Success Criteria, Level AA

Notes:

|  |  |  |
| --- | --- | --- |
| Criteria | **Conformance Level** | **Remarks and Explanations** |
| [**1.2.4 Captions (Live)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23media-equiv-real-time-captions&sa=D&source=editors&ust=1700594765887933&usg=AOvVaw1M1-xrRfym8zz05hD_OCKK) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **N/A**  Electronic Docs: **N/A**  Software: **N/A**  Authoring Tool: N/A | Read&Write does not create any live webcasts or music casts which would need captioned. |
| [**1.2.5 Audio Description (Prerecorded)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23media-equiv-audio-desc-only&sa=D&source=editors&ust=1700594765891814&usg=AOvVaw3wuJZLYHwg8-D8XtxCO55n) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web:  **Partially Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Read&Write training videos do not have audio descriptions, however alternate media (Text or HTML) support articles exist.   Transcripts exist. Meeting 1.2.3 (a) |
| [**1.3.4 Orientation**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23orientation&sa=D&source=editors&ust=1700594765895657&usg=AOvVaw3RxKiFlblTe7H0N0JVulbE) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.3.4 (Web) * 10.1.3.4 (Non-web document) * 11.1.3.4 (Open Functionality Software) * 11.1.3.4 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Read&Writes features can be resized and the supporting documentation web content reflows to support portrait or landscape orientations. |
| [**1.3.5 Identify Input Purpose**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23identify-input-purpose&sa=D&source=editors&ust=1700594765899587&usg=AOvVaw2S1hNOYgWvg9eUHp9LKYxQ) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Read&Write and supporting web pages do not have input areas for user input details requiring autocomplete within fields. |
| [**1.4.3 Contrast (Minimum)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23visual-audio-contrast-contrast&sa=D&source=editors&ust=1700594765903149&usg=AOvVaw0HoyO1910gRtKyrzu35jrt) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Partially Supports**  Authoring Tool: N/A | Fully Supported. The software, the website and the font weights and colors that create the required contrast level. |
| [**1.4.4 Resize text**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23visual-audio-contrast-scale&sa=D&source=editors&ust=1700594765906858&usg=AOvVaw2xHlET4ko1IYwexqz5w85M) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. Html standards are adhered to in the support website allowing text to be zoomed by the browser to 200%. Read&Write PDF viewer also has a feature that allows the text to be zoomed and rendered accurately up to 200% |
| [**1.4.5 Images of Text**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23visual-audio-contrast-text-presentation&sa=D&source=editors&ust=1700594765911184&usg=AOvVaw2653LdLuM-mOKmuv40d52G) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. The only images of text used on the support website and in the Read&Write software are company logos. |
| [**1.4.10 Reflow**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23reflow&sa=D&source=editors&ust=1700594765914895&usg=AOvVaw16mkBUNiqHPxtI1iQLuQpr) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **Partially Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | The application support pages fully support reflow, the Texthelp website doesn’t support reflow currently on some pages. The software supports reflow, all functionality can be accessed at specified screen dimensions without non-intuitive scrolling. |
| [**1.4.11 Non-text Contrast**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23non-text-contrast&sa=D&source=editors&ust=1700594765918527&usg=AOvVaw19GttKSydG4rBdjVaV4QOF) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Closed: N/A  Authoring Tool: N/A | Support documentation and software creates the required contrast level |
| [**1.4.12 Text Spacing**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23text-spacing&sa=D&source=editors&ust=1700594765923820&usg=AOvVaw3qRxyzIKdVf06YbgsyJxmL) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.12 (Web) * 10.1.4.12 (Non-web document) * 11.1.4.12 (Open Functionality Software) * 11.1.4.12 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508 – Does not apply | Web: N/A  Electronic Docs: N/A  Software: **Supports**  Authoring Tool: N/A | Read&Write web components should not be affected or will dynamically update with scroll bars to text changes. |
| [**1.4.13 Content on Hover or Focus**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23content-on-hover-or-focus&sa=D&source=editors&ust=1700594765929862&usg=AOvVaw276xaZTuPae-FfhcQ5UR4P) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **Supports**  Electronic Docs: **Supports**  Software: **Does Not Support**  Authoring Tool: N/A | The website and Support website use standard tooltips which do get removed using default browser behaviour when the escape key is pressed.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765934828&usg=AOvVaw3m0Sn1Ig0NHohtn_48R2C_) document for outstanding accessibility issues |
| [**2.4.5 Multiple Ways**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-mult-loc&sa=D&source=editors&ust=1700594765936152&usg=AOvVaw0JOTvmvoxWRUmgsFiuoZlM) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Fully supported. The Texthelp website and the support website have a search facility displaying links to pages on the sites. This is in addition to navigation via the home pages. |
| [**2.4.6 Headings and Labels**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-descriptive&sa=D&source=editors&ust=1700594765942311&usg=AOvVaw3XuKgcIdiAKXty2wfaC8Et) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.2.4.6 (Web) * 10.2.4.6 (Non-web document) * 11.2.4.6 (Open Functionality Software) * 11.2.4.6 (Closed Software) * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. Read&Write provides descriptive labels for features and interactive components. All pages in the support website have descriptive headings related to their content. |
| [**2.4.7 Focus Visible**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23navigation-mechanisms-focus-visible&sa=D&source=editors&ust=1700594765947759&usg=AOvVaw3o1nCBf_CBGTvcY_i44FbD) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Partially Supported**  Authoring Tool: N/A | Read&write software visually indicates that keyboard focus is only on one possible location in the software. The Texthelp website indicates focus via a rectangle surrounding the focused element.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765951511&usg=AOvVaw2IH2A8LxTXRkSHTWvqadJy) document for outstanding accessibility issues |
| [**3.1.2 Language of Parts**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23meaning-other-lang-id&sa=D&source=editors&ust=1700594765952202&usg=AOvVaw0tqsdZR5jHngsDHYyi-KYm) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **N/A**  Software: N/A  Authoring Tool: N/A | The language attribute is used in the support web pages and in the main Texthelp website. |
| [**3.2.3 Consistent Navigation**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23consistent-behavior-consistent-locations&sa=D&source=editors&ust=1700594765955910&usg=AOvVaw3yU8_AH25Ml_wXaxbINWQo) (Level AA)  Also applies to:  EN 301 549 Criteria   * 9.3.2.3 (Web) * 10.3.2.3 (Non-web document) – Does not apply * 11.3.2.3 (Open Functionality Software) – Does not apply * 11.3.2.3 (Closed Software) – Does not apply * 11.8.2 (Authoring Tool) * 12.1.2 (Product Docs) * 12.2.4 (Support Docs)   Revised Section 508   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying  CSS mechanisms on these sites. |
| [**3.2.4 Consistent Identification**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23consistent-behavior-consistent-functionality&sa=D&source=editors&ust=1700594765959940&usg=AOvVaw0_ryEaTwM0XhnbgGIwh5vB) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 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 | Web: **Supports**  Electronic Docs: **Supports**  Software: N/A  Authoring Tool: N/A | Fully supported. The website and Support website use consistent labelling and alternative text for descriptions. This is enforced using a style guide and applying  CSS mechanisms on these sites. |
| [**3.3.3 Error Suggestion**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23minimize-error-suggestions&sa=D&source=editors&ust=1700594765963922&usg=AOvVaw3fUPQkcauopunXJxMDPzdR) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **Supports**  Electronic Docs: **Supports**  Software: **Supports**  Authoring Tool: N/A | Fully supported. In Read&Write in most cases input is controlled via dropdown lists or radio buttons. Where text input is required text error messages indicating the error like “no word definition found” are displayed. In the Support website  pages input is via predefined menu items or via a text search. A no results found message is the only error message returned here. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](https://www.google.com/url?q=http://www.w3.org/TR/WCAG20/%23minimize-error-reversible&sa=D&source=editors&ust=1700594765968328&usg=AOvVaw1EucCu3ipHL3j8BkKSmM2X) (Level AA)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508   * 501 (Web)(Software) * 504.2 (Authoring Tool) * 602.3 (Support Docs) | Web: **N/A**  Electronic Docs: **N/A**  Software: **N/A**  Authoring Tool: N/A | Read&write does not require the user to submit information in this way. |
| [**4.1.3 Status Messages**](https://www.google.com/url?q=https://www.w3.org/TR/WCAG21/%23status-messages&sa=D&source=editors&ust=1700594765972940&usg=AOvVaw0Ok4-bS7-RLFbjOGm-rrR2)(Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 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)   Revised Section 508 – Does not apply | Web: **N/A**  Electronic Docs: **N/A**  Software: **Does Not Support**  Authoring Tool: N/A | Status messages don’t apply to the website or the support pages. See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765976921&usg=AOvVaw3g-2OC0lyH9FNR1EDgL-nt) document for outstanding accessibility issues |
|  |  |  |

**Revised Section 508 Report**

Notes:

**Chapter 3:**[**Functional Performance Criteria**](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23302-functional-performance-criteria&sa=D&source=editors&ust=1700594765980161&usg=AOvVaw01yBmqjP7NxBB9DhLU_Apb)**(FPC)**

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| 302.1Without Vision | Partially Supports | Read&Write supports screen readers on Windows and Voiceover on Mac. If  accessibility is turned on via chrome://accessibility/ then Read&Write for Google web page elements can be read by a screen reader.  Support web pages are readable by a screen reader.  Read&Write training videos do not have audio descriptions, however transcripts exist and alternate media (Text or HTML) support articles exist.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765983158&usg=AOvVaw1_NWmmkdewfo6ItPu2NfbD) document for outstanding accessibility issues |
| 302.2 With Limited Vision | Supports | Operating System high contrast can be applied.   Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in  web pages but not in Google Docs.  Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse. |
| 302.3Without Perception of Color | Supports | Read&Write does not require color perception |
| 302.4Without Hearing | Partially Supports | Read&Write only provides audio from already visible on screen text.  All training video content created for Read&Write is captioned on Youtube.  Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned. |
| 302.5With Limited Hearing | Supports | Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume. |
| 302.6Without Speech | Supports | Read&Write can be operated without the need for speech input. |
| 302.7With Limited Manipulation | Partially Supports | ead & Write, the support site and its documentation are all fully keyboard accessible. The order and removal of any keyboard traps are taken care of by our software quality test plan.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765989719&usg=AOvVaw2xrFcuO8o8ItTqalZ4o2kt) document for outstanding accessibility issues |
| 302.8With Limited Reach and Strength | Supports | Does not apply |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports | Read&Write offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction and  Picture Dictionary features provide additional support for users with learning difficulties |

**Chapter 4:**[**Hardware**](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23401-general&sa=D&source=editors&ust=1700594765992228&usg=AOvVaw2FFoTQHCFtQtZZm2Tii-ou)**- Not Applicable**

**Chapter 5:**[**Software**](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23501-general&sa=D&source=editors&ust=1700594765992829&usg=AOvVaw125cNuJqJ4feUNxn68ZG1y)

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***](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23502-interoperability-assistive-technology&sa=D&source=editors&ust=1700594765995918&usg=AOvVaw0pUclzTWSmXsdftPapm83j) |  |  |
| 502.2.1 User Control of Accessibility Features | Supports | The Read&write Text to speech accessibility feature can be controlled through the speech options panels. The screen masking feature also has setting for adjusting its operation |
| 502.2.2 No Disruption of Accessibility Features | Partially Supports | OS Accessibility features supported in Read&Write for Windows and Mac. The High contrast extension in Google Chrome only applies to web pages and not Google Docs, however the software’s Screen Masking feature can create a similar effect.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594765998571&usg=AOvVaw0vjgAb8k_OT3Yes6SRRn3J) document for outstanding accessibility issues |
| ***502.3 Accessibility Services*** |  |  |
| 502.3.1 Object Information | Supports | Read&Write provides this information to the platforms accessible interfaces. |
| 502.3.2 Modification of Object Information | Supports | Where the platform accessibility frameworks provide the option Read&Write UI states and properties can be set programmatically |
| 502.3.3 Row, Column, and Headers | Supports | Read&Write UI table components have the proper association of header cells and data cells and those relationships can be determined programmatically. |
| 502.3.4 Values | Supports | Read&Write UI values and range of values can be determined programmatically. |
| 502.3.5 Modification of Values | Supports | Read&Write values of UI that users can adjust can also be set through assistive technology. |
| 502.3.6 Label Relationships | Supports | Read&Write label relationships can be programmatically determined. |
| 502.3.7 Hierarchical Relationships | Supports | Read&Write provides hierarchical relationships that can be programmatically determined. |
| 502.3.8 Text | Supports | Read&Write text components provide programmatically determinable details. |
| 502.3.9 Modification of Text | Supports | Read&Write text components can be set programmatically  through assistive technology. |
| 502.3.10 List of Actions | Supports | All actions that can be set on a Read&Write component can be determined programmatically. |
| 502.3.11 Actions on Objects | Supports | Read&Write supports the ability for assistive technology to programmatically execute available actions. |
| 502.3.12 Focus Cursor | Supports | Read&Write relies on the operating system or the browser’s capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed. |
| 502.3.13 Modification of Focus Cursor | Supports | Read&Write either conforms to these standards where the capability exists or does not support the capability for any user. |
| 502.3.14 Event Notification | Supports | Read&Write events relevant to the user's interaction are also available to assistive technology. |
| 502.4 Platform Accessibility Features | Supports | Read&Write conforms to these standards where the capability exists. |
| [***503 Applications***](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23503-applications&sa=D&source=editors&ust=1700594766013028&usg=AOvVaw1ooXC2aeuM0bzSSU-fJuZN) |  |  |
| 503.2 User Preferences | Supports | Read&Write honors the user settings from a user's browser and/or operating system. |
| 503.3 Alternative User Interfaces | Supports | Read&Write supports assistive technology and has no known conflicts with accessibility features provided by the  operating system or the browser |
| ***503.4 User Controls for Captions and Audio Description*** |  |  |
| 503.4.1 Caption Controls | Supports | Read&Write software does not contain audio or video content. |
| 503.4.2 Audio Description Controls | Supports | Read&Write software does not contain audio or video content. |
| [***504 Authoring Tools***](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23504-authoring-tools&sa=D&source=editors&ust=1700594766019016&usg=AOvVaw0dcQ4x2w2JkbofWWSKZoF6) |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | N/A | Read&Write is not an authoring tool |
| 504.2.2 PDF Export | N/A |  |
| 504.3 Prompts | N/A |  |
| 504.4 Templates | N/A |  |

**Chapter 6:**[**Support Documentation and Services**](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23601-general&sa=D&source=editors&ust=1700594766026712&usg=AOvVaw1lWCg9djCjJdnN_XeiH9C7)

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***601.1 Scope*** |  |  |
| [***602 Support Documentation***](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23602-support-documentation&sa=D&source=editors&ust=1700594766030199&usg=AOvVaw213RyegQ4d6alHinIdFcjT) |  |  |
| 602.2 Accessibility and Compatibility Features | Supports | Read&Write’s accessibility features are documented in our support pages. Support of other accessibility tools such as JAWS and Mac Voice Over are also mentioned in the support pages. |
| 602.3 Electronic Support Documentation | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Documentation will be provided in alternate formats upon request with no additional charge. |
| [***603 Support Services***](https://www.google.com/url?q=https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines%23603-support-services&sa=D&source=editors&ust=1700594766035404&usg=AOvVaw3zYvdN3dwQbmVsZSChPv3W) |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Texthelp support will provide this information upon request at no additional charge. |
| 603.3 Accommodation of Communication Needs | Supports | Texthelp support provides multiple channels for user communication as needed.  E.G. Email, telephone and video conference and remote access support. |

EN 301 549 Report

Notes:

**Chapter 4:**[**Functional Performance Statements**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A38%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766039498&usg=AOvVaw0locw1Riob34ZsKULE4aU1)**(FPS)**

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| 4.2.1 Usage without vision | Partially Supports | Read&Write supports screen readers on Windows and Voiceover on Mac. If  accessibility is turned on via chrome://accessibility/ then Read&Write for Google web page elements can be read by a screen reader.  Support web pages are readable by a screen reader.  Read&Write training videos do not have audio descriptions, however transcripts exist and alternate media (Text or HTML) support articles exist.  See [Read&Write Accessibility Roadmap](https://www.google.com/url?q=https://docs.google.com/document/d/e/2PACX-1vTGrWo7OYHnOF-5ZXRLZM1OGeNki9g1-vYCqMXlpCOdJQFBYVXjjPXbMrF_j7MaMcH88fRiUL6dB0yf/pub&sa=D&source=editors&ust=1700594766043567&usg=AOvVaw3GDbZugqGZ8uZ0zz-xJZOP) document for outstanding accessibility issues |
| 4.2.2 Usage with limited vision | Supports | Operating System high contrast can be applied.   Browser Zoom and Screen magnification apps are supported. Google supplies a High contrast extension that applies to our application in  web pages but not in Google Docs.  Our Screen Masking tool provides additional control of contrast and colors of the focused area under the mouse. |
| 4.2.3 Usage without perception of colour | Supports | Read&Write does not require color perception |
| 4.2.4 Usage without hearing | Partially Supports | Read&Write only provides audio from already visible on screen text.  All training video content created for Read&Write is captioned on Youtube.  Occasionally a support team member may create an ad-hoc video and post it to respond to a specific user and it may not be captioned. |
| 4.2.5 Usage with limited hearing | Supports | Read&Write provides options to use different voices with different levels of clarity. Read&Write responds to the system volume. |
| 4.2.6 Usage with no or limited vocal capability | Supports | Read&Write can be operated without the need for speech input. |
| 4.2.7 Usage with limited manipulation or strength | Supports | Does not apply |
| 4.2.8 Usage with limited reach | Supports | Does not apply |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | Read&Write does not use flashing on and off within any of its features |
| 4.2.10 Usage with limited cognition, language or learning | Supports | Read&Write offers text to speech within itself as well as inside other applications that it integrates with. Its Word Prediction and  Picture Dictionary features provide additional support for users with learning difficulties |
| 4.2.11 Privacy | Supports | Read&Write offers control of speech feedback and volume which allows users to use the software with improved privacy. Read&Write does not read out characters that have been masked. |

**Chapter**[**5: Generic Requirements**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A45%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766058595&usg=AOvVaw1A3L57fAlWHWSPV_XABtlN)

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***5.1 Closed functionality*** |  |  |
| ***5.1.2 General*** |  |  |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | See information in 5.2 through 13 |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| ***5.1.3 Non-visual access*** |  |  |
| 5.1.3.1 Audio output of visual information | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.3 Auditory output correlation | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.4 Speech output user control | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.6 Speech output for non-text content | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.7 Speech output for video information | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.8 Masked entry | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.9 Private access to personal data | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.10 Non-interfering audio output | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.11 Private listening volume | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.12 Speaker volume | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.13 Volume reset | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.14 Spoken languages | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.15 Non-visual error identification | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.5 Visual output for auditory information | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| ***5.1.6 Operation without keyboard interface*** |  |  |
| ***5.1.6.1 Closed functionality*** | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.1.7 Access without speech | Not Applicable | Read&Write is not a closed application. It exposes its contents to assistive technologies and responds to operating system settings |
| 5.2 Activation of accessibility features | Supports | Read&Write’s Text to Speech features can be triggered using either mouse or keyboard. |
| 5.3 Biometrics | Not Applicable | Read&Write does not use uses biological characteristics |
| 5.4 Preservation of accessibility information during conversion | Not Applicable | Read&Write is not an authoring tool. |
| ***5.5 Operable parts*** |  |  |
| 5.5.1 Means of operation | Not Applicable | Read&Write does not require grasping, pinching, or twisting of the wrist to operate. |
| 5.5.2 Operable parts discernibility | Not Applicable | Read&Write does not require grasping, pinching, or twisting of the wrist to operate. |
| ***5.6 Locking or toggle controls*** |  |  |
| 5.6.1 Tactile or auditory status | Not Applicable | Read&Write is not a Keyboard. |
| 5.6.2 Visual status | Not Applicable | Read&Write is not a Keyboard. |
| 5.7 Key repeat | Not Applicable | Read&Write is not a Keyboard. |
| 5.8 Double-strike key acceptance | Not Applicable | Read&Write is not a Keyboard. |
| 5.9 Simultaneous user actions | Supports | Read&Write has feature Keyboard shortcuts that require multiple keys to be pressed but the user can simply use the mouse to operate the feature. |

**Chapter**[**6: ICT with Two-Way Voice Communication**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A60%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766112171&usg=AOvVaw2W-9lNRVpPk2Q2QeEJJiRK)**- Not Applicable**

**Chapter**[**7: ICT with Video Capabilities**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A70%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766112697&usg=AOvVaw24ORLU0QjhFH55xku3GnLM)*-***Not Applicable**

**Chapter**[**8: Hardware**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A74%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766113144&usg=AOvVaw0vMehlpYzINKK2xf7lZAUN) - **Not Applicable**

**Chapter**[**9: Web**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A113%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766113548&usg=AOvVaw39a4_BI21_ovY8HQCAwi7o)*(see*[*WCAG 2.1 section*](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)*)*

**Chapter**[**10: Non-Web Software**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A127%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766114098&usg=AOvVaw1GeV2yX-aiHZZZppuFn5ex)

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***10.0 General (informative)*** |  |  |
| 10.1.1.1 through 10.4.1.3 | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section |
| 10.5 Caption positioning | Not Applicable | Read&Write does not create non-web documents that contains synchronized media with captions |
| 10.6 Audio description timing | Not Applicable | Read&Write does not create non-web documents that contains synchronized media with captions |

**Chapter**[**11: Software**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A149%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766119630&usg=AOvVaw0Apg9IGct_K7LQdjkHswpC)

Notes:

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| ***11.0 General (informative)*** |  |  | |
| 11.1.1.1 through 11.4.1.3 | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section | |
| ***11.5 Interoperability with assistive technology*** |  |  | |
| ***11.5.1 Closed functionality*** |  |  | |
| ***11.5.2 Accessibility services*** |  |  | |
| ***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 | Supports | Read&Write is written using frameworks created for the operating system. The accessibility provisions in these frameworks are used to expose the softwares content to accessibility frameworks of the operating system being used. | |
| 11.5.2.4 Assistive technology | Supports | Read&Write uses embedded OS APIs to provide assistive technology features | |
| 11.5.2.5 Object information | Supports | Read&Write provides this information to the platforms accessible interfaces. | |
| 11.5.2.6 Row, column, and headers | Supports | Read&Write UI table components have the proper association of header cells and data cells and those relationships can be determined programmatically. | |
| 11.5.2.7 Values | Supports | Read&Write UI values and range of values can be determined programmatically. |  |
| 11.5.2.8 Label relationships | Supports | Read&Write label relationships can be programmatically determined. |  |
| 11.5.2.9 Parent-child relationships | Supports | Read&Write allows parent-child relationships to be programmatically determined. | |
| 11.5.2.10 Text | Supports | Read&Write text components provide programmatically determinable details. |  |
| 11.5.2.11 List of available actions | Supports | All actions that can be set on a Read&Write component can be determined programmatically. |  |
| 11.5.2.12 Execution of available actions | Supports | Read&Write supports the ability for assistive technology to programmatically execute available actions. |  |
| 11.5.2.13 Tracking of focus and selection attributes | Supports | Read&Write relies on the operating system or the browser’s capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed. |  |
| 11.5.2.14 Modification of focus and selection attributes | Supports | Read&Write either conforms to these standards where the capability exists or does not support the capability for any user. |  |
| 11.5.2.15 Change notification | Supports | Read&Write change events relevant to the user's interaction are also available to assistive technology. | |
| 11.5.2.16 Modifications of states and properties | Supports | Read&Write’s user interface elements can be change by assistive technologies to programmatically modify states and properties | |
| 11.5.2.17 Modifications of values and text | Supports | Read&Write’s user interface elements can be change by assistive technologies to programmatically modify values and text | |
| ***11.6 Documented accessibility usage*** |  |  | |
| 11.6.1 User control of accessibility features | Not Applicable | Read&Write is not a platform | |
| 11.6.2 No disruption of accessibility features | Not Applicable | Read&Write does not disrupt accessibility features defined in he platform | |
| 11.7 User preferences | Supports | Read&Write follow the values of the user preferences for platform settings | |
| ***11.8 Authoring tools*** |  |  | |
| ***11.8.1 Content technology*** |  |  | |
| 11.8.2 Accessible content creation | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)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 | Not Applicable | Read&Write is not an authoring tool | |
| 11.8.4 Repair assistance | Not Applicable | Read&Write is not an authoring tool | |
| 11.8.5 Templates | Not Applicable | Read&Write is not an authoring tool | |

**Chapter**[**12: Documentation and Support Services**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A187%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766162274&usg=AOvVaw0tu97NJDZe57aXYctWOIpj)

Notes:

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| ***12.1 Product documentation*** |  |  |
| 12.1.1 Accessibility and compatibility features | Supports | Read&Write’s accessibility features are documented in our support pages. Support of other accessibility tools such as JAWS and Mac Voice Over are also mentioned in the support pages. |
| 12.1.2 Accessible documentation | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section |
| ***12.2 Support Services*** |  |  |
| 12.2.2 Information on accessibility and compatibility features | Supports | Texthelp support will provide this information upon request at no additional charge. |
| 12.2.3 Effective communication | Supports | Texthelp support provides multiple channels for user communication as needed.  E.G. Email, telephone and video conference and remote access support. |
| 12.2.4 Accessible documentation | See [WCAG 2.](https://docs.google.com/document/d/e/2PACX-1vRLxSNTpHSgCoSc13ssHDL6BAEv8FFmt0FYWWj4vw9NlJSKB0KiT6CVT6yfXpk5OoJPF2TtCd1rVBVn/pub?urp=gmail_link#h.rgly4620ejrr)1 section | See information in WCAG 2.1 section |

**Chapter**[**13: ICT Providing Relay or Emergency Service Access**](https://www.google.com/url?q=https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf%23%255B%257B%2522num%2522%253A191%252C%2522gen%2522%253A0%257D%252C%257B%2522name%2522%253A%2522XYZ%2522%257D%252C54%252C747%252C0%255D&sa=D&source=editors&ust=1700594766169516&usg=AOvVaw0E84Z8beK8CRDlmxFyKhn0) - Not Applicable