YuJa Inc. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: YuJa Engage Student Response System

Report Date: March 18, 2024

Product Description: YuJa Engage is a Student Response System (SRS) that transforms any course into a more active learning experience for students and allows instructors to gain actionable metrics.

Contact Information: YuJa Inc. Support – Phone: 1-888-257-2278. Email: support@yuja.com

Notes: This report is based on the YuJa Engage Platform WCAG reporting

Evaluation Methods Used: Manual testing, TPGi-licensed tools, Webaim.Org, W3 Validator

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (no)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (no)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

WCAG 2.x 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.x 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:
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)
	Supports	The Engage Platform provides appropriate labels for navigation and notifications.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web)	Supports	The Engage Platform does not ingest audio-only or video-only content.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
1.2.2 Captions (Prerecorded) (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)	Supports	The Engage Platform provides textual representation and audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (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)	Not Applicable	The Engage Platform does not stream video content

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		

1.3.1 Info and Relationships (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)
	Supports	The Engage Platform site uses ARIA landmarks to define key regions including navigation, main content, and form regions.

1.3.2 Meaningful Sequence (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)
	Supports	The Engage Platform provides descriptions in a logical and meaningful way.

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		

1.3.3 Sensory Characteristics (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)
	Supports	The Engage Platform's content is defined by the use of text-based identification rather than on a particular sensory characteristic.

1.4.1 Use of Color (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
	Supports	The Engage Platform does not rely solely on color to convey meaning.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.2 Audio Control (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)	Supports	The Engage Platform does not automatically play audio.
2.1.1 Keyboard (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)	Supports	The Engage Platform is keyboard accessible and does not define time constraints.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (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)	Supports	The Engage Platform has no identified keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) 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	Supports	The Engage Platform does not use character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (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)	Not Applicable	
2.2.2 Pause, Stop, Hide (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)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (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)	Not Applicable	
2.4.1 Bypass Blocks (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)	Supports	ARIA landmarks provide the facility to identify landmark and navigation elements which can then be skipped.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (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)	Supports	The Engage Platform's pages and dialogs are titled appropriately.
2.4.3 Focus Order (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)	Supports	The Engage Platform's focus order is sequential when navigated via the keyboard.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

2.4.4 Link Purpose (In Context) (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)
	Supports	The Engage Platform's links are identified with a clear purpose via text.

2.5.1 Pointer Gestures (Level A 2.1 and 2.2)
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
	Supports	The Engage Platform does not require any multi-point gestures to manage content.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 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	Supports	The Engage Platform does not use down-events to execute any functions.
2.5.3 Label in Name (Level A 2.1 and 2.2) 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	Supports	The Engage Platform uses relevant programmatic labels for its elements.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) 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)	Supports	The Engage Platform does not contain any functionality that is triggered by moving devices

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (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)	Supports	The Engage Platform currently supports English.
3.2.1 On Focus (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)	Supports	The Engage Platform that can be focused need to be specifically triggered to change context.

Criteria	Conformance Level	Remarks and Explanations

3.2.2 On Input (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)
	Supports	The Engage Platform's user interface elements do not change when user input is added.

3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform's help mechanisms are in a consistent order across all pages.

3.3.1 Error Identification (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)
	Supports	Errors in input are clearly described by the Engage Platform.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

3.3.2 Labels or Instructions (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)
	Supports	The Engage Platform labels elements and provides appropriate user instructions.

3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform will auto-populate forms with information previously entered.

4.1.1 Parsing (Level A)
Applies to:
WCAG 2.0 and 2.1 – Always answer 'Supports'
WCAG 2.2 (obsolete and removed) - Does not apply 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)
	Supports	The Engage Platform is validated for code errors regularly.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (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) – 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)	Supports	All user interface elements provide descriptors for their purpose, name, and their current state.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (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)	Not Applicable	The Engage Platform is not used for any live or synchronous capabilities.
1.2.5 Audio Description (Prerecorded) (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)	Not Applicable	The Engage Platform does not stream video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2) 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	Supports	The Engage Platform has a responsive user interface and does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) 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	Supports	The Engage Platform's inputs describe their intended purpose through accurate labeling.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (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)	Supports	The Engage Platform provides nearly complete control to the organization to define color contrasts of user elements to ensure at least a 4.5:1 contrast ratio
1.4.4 Resize text (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)	Supports	The Engage Platform's user interface can be resized to 200% or greater with no loss of capabilities.

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (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)	Supports	The Engage Platform uses text to convey meaning except for any branding elements defined by the Organization (such as logos and mastheads)
1.4.10 Reflow (Level AA 2.1 and 2.2) 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	Supports	When text is enlarged, scrolling in only one direction is required to identify meaning

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) 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	Supports	The Engage Platform provides nearly complete control to the organization to define color contrasts of user elements.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) 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	Supports	The Engage Platform provides text spacing that is compliant with the requirement.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) 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	Supports	Tooltip hovers do not materially affect content visibility.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (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	Supports	The Engage Platform provides the ability to navigate via the link structure or via keyboard-only navigation.
2.4.6 Headings and Labels (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)	Supports	The Engage Platform's headings and labels provided a descriptive purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (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)	Supports	The Engage Platform's elements provide an outline that identifies the focus clearly.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform's focused elements are visible.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform's draggable elements are essential to be dragged to avoid covering other elements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform's pointer inputs are greater than 24 by 24 CSS pixels.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (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)	Supports	The Engage Platform supports localization of user-facing string tables.
3.2.3 Consistent Navigation (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	Supports	Navigation elements in the page maintain their relative order.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (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	Supports	All icons and buttons are consistently identified across the Engage Platform
3.3.3 Error Suggestion (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)	Not Applicable	The Engage Platform does not require inputs that necessitate error suggestions.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Engage Platform performs automatic authentication via integrations with a user's LMS and/or SSO provider.
4.1.3 Status Messages (Level AA 2.1 and 2.2) 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	Supports	The Engage Platform allows the status message to be programmatically available to assistive technologies

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user vision.
302.2 With Limited Vision	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user vision.
302.3 Without Perception of Color	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require the user's perception of color.
302.4 Without Hearing	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user hearing.
302.5 With Limited Hearing	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user hearing.
302.6 Without Speech	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where user speech is required.
302.7 With Limited Manipulation	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.
302.8 With Limited Reach and Strength	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The Engage Platform uses a logical focus

Criteria	Conformance Level	Remarks and Explanations
		order, simple language, and visual cues for users to understand the instructions

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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	The Engage Platform allows users to control accessibility features they require
502.2.2 No Disruption of Accessibility Features	Supports	The Engage Platform does not disrupt or disable any operating system accessibility functionality in any way.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	The Engage Platform provides the relevant role, state, property, and value information to assistive technologies.
502.3.2 Modification of Object Information	Supports	The Engage Platform allows assistive technologies to modify the statuses and properties of relevant objects.
502.3.3 Row, Column, and Headers	Supports	Table headers have appropriate row and column headers.
502.3.4 Values	Supports	The Engage Platform allows assistive technologies to programmatically determine the values.
502.3.5 Modification of Values	Supports	The Engage Platform allows assistive technologies to modify values.
502.3.6 Label Relationships	Supports	The Engage Platform determines the relationships based on labels.
502.3.7 Hierarchical Relationships	Supports	The Engage Platform determines the parent-child relationships between components
502.3.8 Text	Supports	The Engage Platform provides text on screen to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	The Engage Platform allows assistive technologies to modify the text.
502.3.10 List of Actions	Supports	The Engage Platform provides assistive technologies with an action plan to be executed on an object.
502.3.11 Actions on Objects	Supports	The Engage Platform allows assistive technologies to perform relevant actions on objects.
502.3.12 Focus Cursor	Supports	All tested features within scope preserve a well-defined on-screen indication of the current focus and support assistive technology.
502.3.13 Modification of Focus Cursor	Supports	The Engage Platform allows assistive technologies to control the focus and selection cursor on all controls.
502.3.14 Event Notification	Supports	The Engage Platform provides assistive technologies to notify about user events.
502.4 Platform Accessibility Features	Supports	The Engage Platform supports speech output services with keyboard navigation.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The Engage Platform allows users to set their preferences.
503.3 Alternative User Interfaces	Not applicable	The Engage Platform provides a user interface but doesn't use other industry 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	Not Applicable	The Engage product does not stream video content.
503.4.2 Audio Description Controls	Not Applicable	The Engage product doesn't stream audio streams.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	The Engage product doesn't manipulate any content and maintains content integrity during conversion.
504.2.2 PDF Export	Not Applicable	The Engage product does not export to PDF
504.3 Prompts	Supports	The Engage Product highlights issues and prompts users to fix them.
504.4 Templates	Not Applicable	The Engage Product does not provide templates for content creation

Chapter 6: Support Documentation and Services

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	Product documentation regarding the product's accessibility features can be found online at the YuJa Help Center and YuJa Accessibility page
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are available through both toll-free and support tickets
603.3 Accommodation of Communication Needs	Supports	Support services are available through both toll-free and support tickets.

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user vision.
4.2.2 Usage with limited vision	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user vision.
4.2.3 Usage without perception of colour	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require the user's perception of color.
4.2.4 Usage without hearing	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user hearing.
4.2.5 Usage with limited hearing	Supports	The Engage Platform provides capabilities to use Assistive Technologies that do not require user hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where user speech is required.
4.2.7 Usage with limited manipulation or strength	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.
4.2.8 Usage with limited reach	Supports	The Engage Platform provides capabilities to use Assistive Technologies in instances where fine motor control is required.

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	The Engage Platform does not present any flashing content that might trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The Engage Platform provides multilanguage support.
4.2.11 Privacy	Supports	The Engage Platform has accessibility components that maintain the user's privacy.

Chapter 5: [Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell –no response required	Heading cell – no response required
5.1.2 General	Heading cell –no response required	Heading cell – no response required
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	Heading cell –no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The Engage Platform does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.8 Masked entry	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The Engage Platform does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The Engage Platform does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The Engage Platform does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The Engage Platform does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell –no response required	Heading cell – no response required
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	The Engage Platform does not have closed functionality.
5.1.7 Access without speech	Not Applicable	The Engage Platform does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	The Engage Platform does not have closed functionality.
5.3 Biometrics	Not Applicable	The Engage Platform does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	Not Applicable	The Engage Platform does not have closed functionality.
5.5 Operable parts	Heading cell –no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The Engage Platform does not have closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	The Engage Platform does not have closed functionality.
5.6 Locking or toggle controls	Heading cell –no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The Engage Platform does not have closed functionality.
5.6.2 Visual status	Not Applicable	The Engage Platform does not have closed functionality.
5.7 Key repeat	Not Applicable	The Engage Platform does not have closed functionality.
5.8 Double-strike key acceptance	Not Applicable	The Engage Platform does not have closed functionality.
5.9 Simultaneous user actions	Not Applicable	The Engage Platform does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes: Not Applicable.

Chapter 8: Hardware

Notes: Not Applicable.

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Documents

Notes: Not Applicable.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	The Engage Platform is not an assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.5 Object information	Supports	The Engage Platform provides the relevant role, state, property, and value information to assistive technologies.
11.5.2.6 Row, column, and headers	Supports	Table headers have appropriate row and column headers
11.5.2.7 Values	Supports	The Engage Platform allows assistive technologies to programmatically determine the values.
11.5.2.8 Label relationships	Supports	The Engage Platform allows all the controls to be programmatically associated with their respective labels.
11.5.2.9 Parent-child relationships	Supports	The Engage Platform programmatically determines the hierarchical relationships between the relevant components.
11.5.2.10 Text	Supports	The Engage Platform allows the text to be programmatically determined by assistive technologies.
11.5.2.11 List of available actions	Supports	The Engage Platform programmatically provides the list of actions to be executed on an object to assistive technologies.
11.5.2.12 Execution of available actions	Supports	The Engage Platform programmatically allows assistive technology to execute relevant actions on an object.
11.5.2.13 Tracking of focus and selection attributes	Supports	All tested features within scope preserve a well-defined on-screen indication of the current focus and support assistive technology.
11.5.2.14 Modification of focus and selection attributes	Supports	The Engage Platform allows assistive technologies to control the focus and selection cursor on all controls.
11.5.2.15 Change notification	Supports	The Engage Platform provides notification information to the relevant assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.16 Modifications of states and properties	Supports	The Engage Platform allows the assistive technologies to modify relevant states and properties of the objects
11.5.2.17 Modifications of values and text	Supports	The Engage Platform allows the text to be programmatically modified by assistive technologies
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	The Engage Platform provides controls for machine-generated and human captioning
11.6.2 No disruption of accessibility features	Supports	The Engage Platform does not disrupt or disable operating system's accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, text resizing, and the on-screen keyboard.
11.7 User preferences	Supports	The Engage Platform allows user preferences from platform settings for color, contrast, font type, font size, and focus cursor
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	The Engage platform does not provide authoring tools to convert content from one format to another.
11.8.4 Repair assistance	Not Applicable	The Engage platform does not provide authoring tools and hence no repair assistance. For any software support, services are available through both toll-free and support tickets.

Criteria	Conformance Level	Remarks and Explanations
11.8.5 Templates	Not Applicable	The Engage platform does not provide templates for content creation

Chapter 12: [Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the YuJa Help Center and YuJa Accessibility page.
12.1.2 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Support services are available through both toll-free and support tickets.
12.2.3 Effective communication	Supports	Support services are available through both toll-free and support tickets.
12.2.4 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section

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

Notes: Not Applicable.