YuJa Inc. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: YuJa Verity for Test Proctoring

Report Date: March 28, 2024

Product Description: The YuJa Verity for Test Proctoring provides secure video exam proctoring tools.

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

Notes: This report is based on the YuJa Verity for Test Proctoring 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	YuJa Verity provides text alternatives and appropriate labels for relevant non-text content
1.2.1 Audio-only and Video-only (Prerecorded) (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)	Not Applicable	YuJa Verity does not ingest audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	YuJa Verity is a proctoring tool and does not stream

Criteria	Conformance Level	Remarks and Explanations
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)		caption enabled video 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) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	YuJa Verity provides sequential text descriptions of the proctored recordings.
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)	Supports	YuJa Verity application utilizes semantic markup (headings, lists, etc.) to designate headings, list, tables, etc.

Criteria	Conformance Level	Remarks and Explanations
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)		
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) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	YuJa Verity is designed such that correct and meaningful reading sequence can be determined programmatically.
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	Supports	YuJa Verity provides appropriate text-based identification of the contents rather than only depending on a particular sensory characteristic.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	YuJa Verity does not use content which rely solely on color to convey meaning. Appropriate text-descriptions and relevant visual cues are provided.
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	YuJa Verity does not automatically play audio for proctored sessions.
2.1.1 Keyboard (Level A) Also applies to:	Supports	YuJa Verity is keyboard accessible in accordance with the relevant Learning Management System (LMS).

Criteria	Conformance Level	Remarks and Explanations
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)		
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	YuJa Verity supports standard keyboard navigation and ensures the webpages have 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)	Not Applicable	YuJa Verity does not use character key shortcuts.

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		
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) • 602.3 (Support Docs)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	YuJa Verity supports this feature via a partner institution's Learning Management System (LMS).
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)	Supports	YuJa Verity's pages and dialogs are titled appropriately.

Criteria	Conformance Level	Remarks and Explanations
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)		
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) 602.3 (Support Docs)	Supports	YuJa Verity is designed such that a sequential focus order is maintained while navigating via keyboard.
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)	Supports	YuJa Verity provide appropriate link text that identifies the link's purpose.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	YuJa Verity does not require any multi-point gestures to manage content.
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	YuJa Verity 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)	Supports	YuJa Verity uses relevant programmatic labels for its elements.

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		
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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	YuJa Verity does not contain any functionality that is triggered by moving devices.
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	YuJa Verity supports a primary language that is identified with a valid value on the element.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web)	Supports	YuJa Verity pages does not change context when any component is focused.

Criteria	Conformance Level	Remarks and Explanations
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)		
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	YuJa Verity'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	YuJa Verity has help mechanisms 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)	Supports	YuJa Verity clearly identify errors in input via appropriate text or visual cues.

Criteria	Conformance Level	Remarks and Explanations
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)		
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	YuJa Verity provide appropriate text and buttons that instruct users to input as required by the application.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Yuja Verity 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)	Supports	YuJa Verity utilizes appropriate start and end tags, unique IDs, and relevant nested elements.

Criteria	Conformance Level	Remarks and Explanations
- 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)		
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, that can be programmatically set.

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)	Not Applicable	YuJa Verity is a proctoring tool and does not stream caption enabled video content.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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	YuJa Verity is a proctoring tool and does not stream video content.
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)	Supports	YuJa Verity has a responsive user interface and does not restrict its view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
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	YuJa Verity inputs describe their intended purpose through accurate labeling.
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	YuJa Verity content provides sufficient color contrasts between 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)	Supports	YuJa Verity's user interface can be resized to 200% or greater without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
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)		
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	YuJa Verity uses appropriate text rather than images of text to convey relevant information.
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	YuJa Verity uses appropriate non-text contrasts.
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	YuJa Verity uses appropriate text spacing.
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	YuJa Verity 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	YuJa Verity provides the ability to navigate via the link structure or via keyboard-only navigation.
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)	Supports	YuJa Verity provides a clearly visible focus indicator for all the relevant elements.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
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	YuJa Verity'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	YuJa Verity does not have any draggable 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	YuJa Verity's pointer inputs are greater than 24 by 24 CSS pixels.
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	YuJa Verity provides Inline language changes identified with a valid Lang attribute.

Criteria	Conformance Level	Remarks and Explanations
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	YuJa Verity provides a consistent navigation mechanism that navigates through elements according to their relative order.
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	YuJa Verity identifies all the relevant icons and buttons consistently across the web pages
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)	Not Applicable	YuJa Verity does not require inputs that necessitate error suggestions.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
3.3.4 Error Prevention (Legal, Financial, Data) (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)	Not Applicable	
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	YuJa Verity performs automatic authentication via integrations with a user's LMS.
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	Supports	YuJa Verity allows the status message to be programmatically available to assistive technologies

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		

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	YuJa Verity allows the use of assistive technologies (e.g., screen readers) that do not require user vision
302.2 With Limited Vision	Supports	YuJa Verity supports functionality for low vision users via industry standard screen reader technologies
302.3 Without Perception of Color	Supports	YuJa Verity's content can be used without the perception of color. Appropriate text and visual cues are provided for enhanced accessibility
302.4 Without Hearing	Supports	YuJa Verity provides appropriate sequential text descriptions for proctored recordings and can be efficiently used by users with hearing
302.5 With Limited Hearing	Supports	YuJa Verity provides appropriate sequential text descriptions for proctored recordings and can be efficiently used by users with limited hearing
302.6 Without Speech	Supports	YuJa Verity's functionality does not require speech input.
302.7 With Limited Manipulation	Supports	YuJa Verity support standard input mechanisms such as keyboards and pointing devices
302.8 With Limited Reach and Strength	Supports	YuJa Verity is accessible via standard input

Criteria	Conformance Level	Remarks and Explanations
		mechanisms such as keyboards and pointing devices, that can be used with limited strength and reach
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	YuJa Verity uses a logical focus 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	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Supports	YuJa Verity does not disrupt any operating system accessibility functionality
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Relevant assistive technologies can easily access an object's role, state, property, and value
502.3.2 Modification of Object Information	Supports	Assistive technologies can modify statuses and properties of relevant objects
502.3.3 Row, Column, and Headers	Supports	Rows, columns, and headers are programmatically determinable in Tables
502.3.4 Values	Supports	Assistive technologies can programmatically determine the values associated with an object.
502.3.5 Modification of Values	Supports	Assistive technologies can

Criteria	Conformance Level	Remarks and Explanations
		programmatically modify the values associated with an object
502.3.6 Label Relationships	Supports	Assistive technologies can access relationships between the components based on labels
502.3.7 Hierarchical Relationships	Supports	Parent child relationships between components are programmatically exposed to assistive technologies
502.3.8 Text	Supports	Contents of text objects are programmatically determinable and can be set using assistive technologies
502.3.9 Modification of Text	Supports	Assistive technologies can successfully modify the content of text objects
502.3.10 List of Actions	Supports	List of all actions that can be executed on an object (e.g., dropdown menu of users) are programmatically determinable
502.3.11 Actions on Objects	Supports	The programmatically determinable actions on objects are accessible to assistive technologies
502.3.12 Focus Cursor	Supports	Focus cursor, text insertion and other selection attributes are programmatically determined and accessible to assistive technologies
502.3.13 Modification of Focus Cursor	Supports	Assistive technologies can control and modify the focus and selection cursor on the relevant elements
502.3.14 Event Notification	Supports	Event notifications in the application are accessible to assistive technologies
502.4 Platform Accessibility Features	Partially Supports	YuJa Verity supports assistive technologies providing speech output services with keyboard navigation
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Support	YuJa Verity can support user preferences

Criteria	Conformance Level	Remarks and Explanations
		for platform settings via a partner institution's Learning Management System (LMS)
503.3 Alternative User Interfaces	Partially Support	YuJa Verity 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	YuJa Verity is a proctoring tool and does not stream caption-enabled video content.
503.4.2 Audio Description Controls	Not Applicable	YuJa Verity doesn't stream audio content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	YuJa Verity does not provide authoring tools to convert content from one format to another
504.2.2 PDF Export	Not Applicable	YuJa Verity does not export to PDF
504.3 Prompts	Not Applicable	YuJa Verity does not provide prompts for content creation.
504.4 Templates	Not Applicable	YuJa Verity does not provide templates for content creation.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Product documentation regarding the accessibility features can be found online at the YuJa Help Center and YuJa Accessibility page

Criteria	Conformance Level	Remarks and Explanations
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	YuJa Verity allows the use of assistive technologies (e.g., screen readers) that do not require user vision
4.2.2 Usage with limited vision	Supports	YuJa Verity supports functionality for low vision users via industry standard screen reader technologies.
4.2.3 Usage without perception of colour	Supports	YuJa Verity's content can be used without the perception of color. Appropriate text and visual cues are provided for enhanced accessibility
4.2.4 Usage without hearing	Supports	YuJa Verity provides appropriate sequential text descriptions for proctored recordings and can be efficiently used by users with hearing.
4.2.5 Usage with limited hearing	Supports	YuJa Verity provides appropriate sequential text descriptions for proctored recordings and can be efficiently used by users with limited hearing
4.2.6 Usage with no or limited vocal capability	Supports	YuJa Verity's functionality does not require speech input
4.2.7 Usage with limited manipulation or strength	Supports	YuJa Verity support standard input mechanisms such as keyboards and pointing devices
4.2.8 Usage with limited reach	Supports	YuJa Verity is accessible via standard input mechanisms such as keyboards and

Criteria	Conformance Level	Remarks and Explanations
		pointing devices, that can be used with limited strength and reach
4.2.9 Minimize photosensitive seizure triggers	Supports	YuJa does not present any flashing content that might trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	YuJa Verity uses a logical focus order, simple language, and visual cues for users to understand the instructions
4.2.11 Privacy	Supports	YuJa Verity maintains 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	YuJa Verity does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	YuJa Verity does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.7 Speech output for video information	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	YuJa Verity does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	YuJa Verity does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	YuJa Verity does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	YuJa Verity 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	YuJa Verity does not have closed functionality.
5.1.7 Access without speech	Not Applicable	YuJa Verity does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	YuJa Verity does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	Not Applicable	YuJa Verity does not have closed functionality.
5.4 Preservation of accessibility information during conversion	Not Applicable	YuJa Verity 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	YuJa Verity does not have closed functionality.
5.5.2 Operable parts discernibility	Not Applicable	YuJa Verity 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	YuJa Verity does not have closed functionality.
5.6.2 Visual status	Not Applicable	YuJa Verity does not have closed functionality.
5.7 Key repeat	Not Applicable	YuJa Verity does not have closed functionality.
5.8 Double-strike key acceptance	Not Applicable	YuJa Verity does not have closed functionality.
5.9 Simultaneous user actions	Not Applicable	YuJa Verity does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	YuJa Verity is a proctoring tool and does

Criteria	Conformance Level	Remarks and Explanations
		not stream caption-enabled video content
7.1.2 Captioning synchronization	Not Applicable	YuJa Verity is a proctoring tool and does not support captioning synchronization.
7.1.3 Preservation of captioning	Not Applicable	YuJa Verity is a proctoring tool and does not support preservation of captioning
7.1.4 Captions characteristics	Not Applicable	YuJa Verity is a proctoring tool and does not support captions characteristics.
7.1.5 Spoken subtitles	Not Applicable	YuJa Verity is a proctoring tool and does not support spoken subtitles.
7.2.1 Audio description playback	Not Applicable	YuJa Verity is a proctoring tool and does not support audio description playback
7.2.2 Audio description synchronization	Not Applicable	YuJa Verity is a proctoring tool and does not audio description synchronization
7.2.3 Preservation of audio description	Not Applicable	YuJa Verity is a proctoring tool and does not support preservation of audio description
7.3 User controls for captions and audio description	Not Applicable	YuJa Verity is a proctoring tool and does not user controls for captions and audio description.

Chapter 8: Hardware

Notes: Not Applicable

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

Notes: Not Applicable

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	
11.5.2.5 Object information	Supports	Relevant assistive technologies can easily access an object's role, state, property, and value.
11.5.2.6 Row, column, and headers	Supports	Rows, columns, and headers are programmatically determinable in Tables
11.5.2.7 Values	Supports	Assistive technologies can programmatically determine the values associated with an object
11.5.2.8 Label relationships	Supports	Assistive technologies can access relationships between the components based on labels
11.5.2.9 Parent-child relationships	Supports	Parent child relationships between components are programmatically exposed to assistive technologies.
11.5.2.10 Text	Supports	Contents of text objects are programmatically determinable and can

Criteria	Conformance Level	Remarks and Explanations
		be set using assistive technologies
11.5.2.11 List of available actions	Supports	List of all actions that can be executed on an object (e.g., dropdown menu of users) are programmatically determinable.
11.5.2.12 Execution of available actions	Supports	The programmatically determinable actions on objects are accessible to assistive technologies
11.5.2.13 Tracking of focus and selection attributes	Supports	Focus cursor, text insertion and other selection attributes are programmatically determined and accessible to assistive technologies
11.5.2.14 Modification of focus and selection attributes	Supports	Assistive technologies can control and modify the focus and selection cursor on the relevant elements
11.5.2.15 Change notification	Supports	Change notifications in the application are accessible to assistive technologies
11.5.2.16 Modifications of states and properties	Supports	Assistive technologies can modify the states and properties
11.5.2.17 Modifications of values and text	Supports	Assistive technologies can modify the values of text.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Supports	YuJa Verity does not disrupt any operating system accessibility functionality
11.7 User preferences	Partially Support	YuJa Verity can support user preferences for platform settings via a partner institution's Learning Management System (LMS)
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	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
	Applicable")	
11.8.3 Preservation of accessibility information in transformations	Not Applicable	YuJa Verity does not provide authoring tools to convert content from one format to another
11.8.4 Repair assistance	Not Applicable	YuJa Verity does not provide authoring tools and hence no repair assistance. For any software support, services are available through both toll-free and support tickets.
11.8.5 Templates	Not Applicable	YuJa Verity 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 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

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Include your company legal disclaimer here, if needed.