Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

Version 2.4Rev

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

interact

Interact Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Interact (v7.9.83.0)

Report Date: 02/22/2023

Product Description: Internal Communication Software (Intranet / Extranet)

Contact Information: **a11y@interactsoftware.com**

Notes:

Browser requirements can be found at **https://www.interactsoftware.com/terms/browser-requirements/**
Accessibility statement can be found at **https://www.interactsoftware.com/accessibility/**

Evaluation Methods Used:

Our key production processes, brand application and content governance are closely guided by WCAG 2.1 guidelines. They are maintained and resolved by Quality Assurance, Engineering, Product and Professional Services.

Components are built with accessibility and consistency in mind.

Accessibility tests are integrated into the unit testing and integration testing protocols of developers / QA testing (including automation testing). For this, they are trained and equipped with automated accessibility testing tools. Success criteria not covered by the automated tests are covered by the manual testing protocols of our quality assurance testers, which include testing with assistive technologies using personas.

Interact also works with individuals internally and externally (DAC / AccessiBe) with real word assistive technology requirements and actively feed into suggested best practice and change control.

Key test methods used are listed below, with associated acronyms:

- IAT – Integrated Accessibility Testing / VUE / React

- TBT - Tool-Based Testing: Google Audit; Site Improve; aXe; WAVE; HTML CodeSniffer; Ally Bookmarklets

- CCT - Color Contrast Testing: WebAIM Color contrast checker; Online contrast checker;

- SRT – Screen Reader Testing – Dragon; JAWS/Edge; JAWS/IE 11; NVDA/Firefox; NVDA/Chrome; Voiceover/Safari; Voiceover/iOS; Talkback/Android

- SMT - Screen Magnifier Testing - OS tools on Windows and Mac, Zoom Text

- MAT – Manual Accessibility Testing: Touch; Keyboard; Videos; Zoom;

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)

Terms

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

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

WCAG 2.x Report

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)	**Partially Supports**	Test methods: IAT;TBT; SRT Remarks: • Widgets contain iconography with no text equivalent for screen readers. • Homepage management (zones) are missing required labels for some form elements.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	**Not Evaluated**	
1.2.2 Captions (Prerecorded) (Level A)	**Not Evaluated**	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	**Not Evaluated**	
1.3.1 Info and Relationships (Level A)	**Partially Supports**	Test Methods: IAT; TBT; SRT; MAT Remarks: • View / Edit profile – definition list contains heading elements, and some field sets are missing giving added context to field groupings and semantic headings. • Homepage / Widgets - It is possible to create sequential heading issues with some widget placement (guidance provided to avoid – automatic resolution in production). • Some tooltips provided cannot be read by screen readers.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	**Partially Supports**	Test Methods: SRT, MAT Remarks: • Some widget layouts can create sequential heading issues depending on placement (guidance provided to avoid – automatic resolution in production).
1.3.3 Sensory Characteristics (Level A)	**Supports**	Test Methods: TBT; MAT; SRT
1.4.1 Use of Color (Level A)	**Supports**	Test Methods: TBT; CCT; IAT
1.4.2 Audio Control (Level A)	**Not Evaluated**	
2.1.1 Keyboard (Level A)	**Partially Supports**	Test Methods: MAT, SRT Remarks: • Multi-select control (used on limited areas) does not offer complete keyboard support. • Adding new user (admin only) contains limited keyboard support for profile pictures. • Social Advocacy widget has limited keyboard support when in administration mode and adding social element.
2.1.2 No Keyboard Trap (Level A)	**Supports**	Test Methods: MAT; SRT
2.1.4 Character Key Shortcuts (Level A 2.1 only)	**Supports**	Test Methods: MAT; SRT
2.2.1 Timing Adjustable (Level A)	**Supports**	Test Methods: MAT
2.2.2 Pause, Stop, Hide (Level A)	**Supports**	Test Methods: TBT; MAT
2.3.1 Three Flashes or Below Threshold (Level A)	**Supports**	Test Methods: TBT; MAT
2.4.1 Bypass Blocks (Level A)	**Supports**	Test Methods: TBT; MAT
2.4.2 Page Titled (Level A)	**Supports**	Test Methods: TBT; MAT; IAT

Criteria	Conformance Level	Remarks and Explanations
[2.4.3 Focus Order](#) (Level A)	**Partially Supports**	Test Methods: TBT; MAT; SRT Remarks: • Pagination within people listing widget layout the next button receives focus before previous. • Administration interface includes a table of companies with non-logical focus order
[2.4.4 Link Purpose (In Context)](#) (Level A)	**Partially Supports**	Test Methods: TBT; MAT; SRT Remarks: It is not always clear to the end user what action will occur when clicking on a link that opens in a new window or tab. The following areas are affected: • Some legacy widgets, • Some legacy menu items • People Directory • Galleries
[2.5.1 Pointer Gestures](#) (Level A 2.1 only)	**Supports**	Test Methods: TBT; MAT
[2.5.2 Pointer Cancellation](#) (Level A 2.1 only)	**Supports**	Test Methods: TBT; MAT
[2.5.3 Label in Name](#) (Level A 2.1 only)	**Supports**	Test Methods: TBT; MAT
[2.5.4 Motion Actuation](#) (Level A 2.1 only)	**Not Applicable**	
[3.1.1 Language of Page](#) (Level A)	**Supports**	Test Methods: TBT
[3.2.1 On Focus](#) (Level A)	**Supports**	Test Methods: MAT
[3.2.2 On Input](#) (Level A)	**Partially Supports**	Test Methods: MAT Remarks:

Criteria	Conformance Level	Remarks and Explanations
		• Voting on a poll does not always confirm to a user via aria API and only visually. • When a user "follows" another users screen readers are not notified
3.3.1 Error Identification (Level A)	**Supports**	Test Methods: MAT; TBT; SRT
3.3.2 Labels or Instructions (Level A)	**Partially Supports**	Testing Methods: TBT; MAT Remarks: • Editing a profile has some inconsistencies with labels. • Add New profile - Windows authentication adds dropdowns with no labels / content. • Manage homepage zone interface has some inconsistencies with labels.
4.1.1 Parsing (Level A)	**Partially Supports**	Testing Methods: TBT; MAT Remarks: • Managing widget layouts contains controls to manipulate the size of a widget. These controls have multiple occurrences of the same ID. • Timeline when used as a widget (more than once) will contain duplicate ID's. Governance required to avoid this issue.
4.1.2 Name, Role, Value (Level A)	**Partially Supports**	Testing Methods: TBT; MAT; SRT Remarks: • Directory, Profiles - Everyone Tab ascending element is not defined as a tablist • Related Content & Keywords & Topics Accordions have undefined aria API attributes

Criteria	Conformance Level	Remarks and Explanations
		for collapse.
		• Forums - Latest, Discussed & Liked element tab list is not defined.
		• People Directory and Content Widgets have links that are visually displayed as buttons (via CSS)
		• Manage profiles - 'Additional departments', 'Additional locations' and 'Additional companies' do not have a programmatic label

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	**Not Evaluated**	
1.2.5 Audio Description (Prerecorded) (Level AA)	**Not Evaluated**	
1.3.4 Orientation (Level AA 2.1 only)	**Supports**	Testing Methods: MAT,
1.3.5 Identify Input Purpose (Level AA 2.1 only)	**Supports**	Testing Methods: TBT, MAT
1.4.3 Contrast (Minimum) (Level AA)	**Supports**	Testing Methods: TBT, CCT
1.4.4 Resize text (Level AA)	**Supports**	Testing Methods: MAT
1.4.5 Images of Text (Level AA)	**Supports**	Testing Methods: MAT
1.4.10 Reflow (Level AA 2.1 only)	**Partially Supports**	Testing Methods: MAT Remarks: • Manage Existing Connections Important content is hidden or inaccessible (potentially loss of function) due to reflow of table data • Add/Edit Profile Scroll issues at 400% zoom

Criteria	Conformance Level	Remarks and Explanations
		• On the Add a User to a Department page, when the browser is zoomed to 200% and/or the screen width is ≤ 320px, the search bar width becomes very small (34px at 480px viewport breakpoint). • Manchester UI People Directory when used at 200% zoom causes information overlap and potentially loss of function
1.4.11 Non-text Contrast (Level AA 2.1 only)	**Supports**	Testing Methods: MAT
1.4.12 Text Spacing (Level AA 2.1 only)	**Supports**	Testing Methods: MAT
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	**Partially Supports**	Test Methods: IAT; TBT; SRT; MAT Remarks: • Some legacy tooltips are not persistent on removing focus or hover.
2.4.5 Multiple Ways (Level AA)	**Supports**	Test Methods: SRT; MAT
2.4.6 Headings and Labels (Level AA)	**Partially Supports**	Test Methods: SRT; MAT Remarks: • Profile Country Code boxes don't have Unique labels - Manage Profiles • Manage homepage zones contain some missing labels and associated information for forms
2.4.7 Focus Visible (Level AA)	**Supports**	Testing Methods: MAT
3.1.2 Language of Parts (Level AA)	**Supports**	Test Methods: IAT; TBT; SRT; MAT
3.2.3 Consistent Navigation (Level AA)	**Supports**	Test Methods: TBT; SRT; MAT
3.2.4 Consistent Identification (Level AA)	**Supports**	Test Methods: TBT; SRT; MAT

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	**Supports**	Test Methods: TBT; SRT; MAT
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	**Supports**	Test Methods: TBT; SRT; MAT
4.1.3 Status Messages (Level AA 2.1 only)	**Supports**	Test Methods: TBT; SRT; MAT

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	**Not Evaluated**	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	**Not Evaluated**	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	**Not Evaluated**	
1.2.9 Audio-only (Live) (Level AAA)	**Not Evaluated**	
1.3.6 Identify Purpose (Level AAA 2.1 only)	**Not Evaluated**	
1.4.6 Contrast (Enhanced) (Level AAA)	**Not Evaluated**	
1.4.7 Low or No Background Audio (Level AAA)	**Not Evaluated**	
1.4.8 Visual Presentation (Level AAA)	**Not Evaluated**	
1.4.9 Images of Text (No Exception) (Level AAA)	**Not Evaluated**	
2.1.3 Keyboard (No Exception) (Level AAA)	**Not Evaluated**	
2.2.3 No Timing (Level AAA)	**Not Evaluated**	
2.2.4 Interruptions (Level AAA)	**Not Evaluated**	
2.2.5 Re-authenticating (Level AAA)	**Not Evaluated**	
2.2.6 Timeouts (Level AAA 2.1 only)	**Not Evaluated**	
2.3.2 Three Flashes (Level AAA)	**Not Evaluated**	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	**Not Evaluated**	
2.4.8 Location (Level AAA)	**Not Evaluated**	
2.4.9 Link Purpose (Link Only) (Level AAA)	**Not Evaluated**	
2.4.10 Section Headings (Level AAA)	**Not Evaluated**	

Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 only)	**Not Evaluated**	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	**Not Evaluated**	
3.1.3 Unusual Words (Level AAA)	**Not Evaluated**	
3.1.4 Abbreviations (Level AAA)	**Not Evaluated**	
3.1.5 Reading Level (Level AAA)	**Not Evaluated**	
3.1.6 Pronunciation (Level AAA)	**Not Evaluated**	
3.2.5 Change on Request (Level AAA)	**Not Evaluated**	
3.3.5 Help (Level AAA)	**Not Evaluated**	
3.3.6 Error Prevention (All) (Level AAA)	**Not Evaluated**	

Legal Disclaimer (Interact)

Interact continually receive a range of requests regarding accessibility standards and try to keep ahead of any changes in standards. Interact recognises WCAG as the standard to meet. WCAG Compliance Guidelines and Success Criteria are organized around the following four principles, which lay the foundation necessary for anyone to access and use Web content.

1. Perceivable - Information and user interface components must be presentable to users in ways they can perceive.

2. Operable - User interface components and navigation must be operable.

3. Understandable - Information and the operation of user interface must be understandable.

4. Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

These principles are broken down into conformance levels.

- Level A: For Level A conformance (the minimum level of conformance), the Web page satisfies all the Level A Success Criteria, or a conforming alternate version is provided.

- Level AA: For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided.

- Level AAA: For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided.

We will always endeavor to meet level AA compliance (including Level A) and AAA compliance (although AAA level is not always possible).

Throughout our development cycle we constantly review and update areas of the product to make sure we meet the A (must support) level of compliance but look for opportunities to meet AA standards whenever possible. This includes development, design, QA / testing and support. Our Development and QA teams use WCAG 2.1 as the standard for all new development cycles and will adopt 2.2 when it is fully released in April 2023.

Interact includes an Accessibility Checker, within the main content management system (CMS) that allows creators and editors of pages, blogs and forums to check that their content meets WCAG and Section 508 requirements and makes recommendations if needed.

N.B. It should also be noted that Interact allows (and encourages) users to add content. We provide all the tools needed to ensure compliance, but, due to the flexibility of Interact's CMS, some responsibility will always be with authors (alternative text on images etc.)