Regpack Accessibility Conformance Report - WCAG 2.1 AAA - April 2023

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Regpack Front-End

Report Date: April 4, 2023

Product Description: Online Registration and Payment Software

Contact Information: Edgar Carrasco, VP of Business Development, edgar@regpacks.com

Notes: This version of our Accessibility Conformance Report (ACR) as of April 4, 2023, reports our conformance with WCAG 2.1 at Levels A and AA based on the VPAT® Version 2.4 WCAG template published by the Information Technology Industry Council (ITIC) in February 2020.

Introduction: Regpack provides a public report on the accessibility of our product. Our processes follow the WCAG Guidelines and standards (2.1 Level AA) for accessibility. Accessibility has long been a priority at Regpack, as part of our commitment to ensure the needs of our clients and their users are met when using our software and to provide the optimal and equitable onboarding and payment experience for everyone utilizing our services. Over the years we have worked closely with our clients to further understand the individual needs of our institutions, instructors, and learners, to ensure that Regpack maintains this commitment to full accessibility. Our QA team regularly reviews the Regpack product for compliance with accessibility standards and any aspect of non-compliance is reported as exceptions on our WCAG checklist.

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Evaluation Methods Used:

We build accessibility into the software as it is created. Accessibility tests are integrated into the unit testing and are part of the testing protocols of the QA team. QA team members are trained and equipped with automated accessibility testing tools. If any test fails or is not covered by the automated processes, they are tested manually by our quality assurance testers, which include testing with assistive technologies.

We also partner with third-party QA companies that test directly on screen readers. The feedback and reports are integrated into the development process of all future updates and existing versions. Key test methods used are listed below, with acronym legends. These acronyms are referenced in the Remarks and Explanations column to indicate how we tested for each of the WCAG 2.1 success criteria

- TBT – Tool-Based Testing: aXe / Lighthouse; WAVE; Totally; HTML CodeSniffer; A11y Bookmarklets
- CCT – Color Contrast Testing: WebAIM Color contrast checker; TPG Color contrast checker; Online contrast checker; Grayscale bookmarklet
- SRT – Screen Reader Testing: JAWS®/ Edge, Firefox & Chrome; NVDA/Firefox & Chrome; Voiceover/Safari; Voiceover/iOS; Talkback/Android
- SMT – Screen Magnifier Testing: OS tools on Windows and Mac, ZoomText®
- MAT – Manual Accessibility Testing: Keyboard testing with visual focus; Videos; Speech input using Dragon Naturally Speaking; Inspection

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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 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / 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.

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WCAG 2.1 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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	**Test methods: TBT, SRT** **Features:** • Text alternatives are provided for non-text content that is used in the alt tag in images and icons. • Images and icons are associated with text alternatives to inform users with visual impairments, in audio or braille, of the intent and purpose of such non-text elements through their screen readers or similar assistive technologies. • Controls and input fields have descriptive, contextual labels or title attributes.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not applicable	Users control the content they produce. Regpack does not have audio and video-only sections in the software front-end.
1.2.2 Captions (Prerecorded) (Level A)	Not applicable	Users control the content they produce. Regpack does not have audio and video-only sections in the software front-end.

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1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not applicable	Users control the content they produce. Regpack does not have audio and video-only sections in the software front-end.
1.3.1 Info and Relationships (Level A)	Supports	**Test Methods: TBT, SRT, MAT** **Features:** • The forms created are built so they can be understood by assistive technologies and to be presented in different ways. • Assistive technologies can programmatically determine the information, structure, and relationship through the label and input design. • Links and images are unique and contextual making it easy for users to navigate options. The admins also have the option to add alt tags to links for better descriptions. • Tables are not used. • ARIA is not used since the system uses HTML5 and attributes the correct type to every unit. • There are no menus in Regpack as it is a linear process software. When used, the information is communicated through the link description and title which is controlled by the admin in the backend. • Brightspace does not use image maps. • HTML Editors are not used on the front-end.

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1.3.2 Meaningful Sequence (Level A)	Supports	**Test Methods: SRT; UBT** **Features:** • The content in Regpack is created such as to be understood by assistive technologies and to be presented in different ways. • Headings landmarks are used to help convey relationships between content. The admin can create headings, subheadings, and paragraphs. As long as the guidelines are kept, a full meaningful sequence is upheld. • Pages and forms are linear and read clearly without style sheets.
1.3.3 Sensory Characteristics (Level A)	Supports	**Test Methods: MAT** Regpack allows you to build forms based on units that are added one after the other. All units are standardized. The shape, size, and text can be altered but it does not change the position and importance of the unit and therefore does not hinder importance understanding. It is advised admins do not edit units to set importance and this is conveyed in the unit creation.

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1.4.1 Use of Color (Level A)	Supports	**Test Methods: CCT: Google Lighthouse** **Features** • All font, size, and styling is centralized and controlled by the theme selected by the admin. Compliant themes are marked as “accessibility compliant”. If the admin changes the font coloring or styling on a specific label the system advised adding a description to explain the change. • Electronic forms use standard HTML mark-up and item labeling. •ePortfolio themes provide several color options. • Invisible spans are added to provide “selected” text to areas. • When color is used for warning and confirmation messages, the associated text communicates meaning clearly on its own. • Tool menus and tabs are not used as Regpack is a linear process application. • Admins control content.
1.4.2 Audio Control (Level A)	Not Applicable	• Regpack does not use audio. • Admins control content.
2.1.1 Keyboard (Level A)	Web: Electronic Docs: Software: Closed: Authoring Tool:	**Test Methods: MAT; SRT;** **Features:** • Forms are accessible by keyboard and assistive technologies. Some forms use a combination of fields, buttons, inline help, and links. • All inputs and elements can be accessed through the tab key. The system automatically sets the tab key to work according to the structure of the form. Tab key also works in Safari and Apple OS in radio buttons and checkboxes despite being disabled in those devices by default. On dropdowns moving between units is done through the allow key and selection using the enter key or space key. During user testing, it was found to be the most intuitive form of selection.
2.1.2 No Keyboard Trap	Supports	**Test Methods: MAT; SRT;**

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		Features: •Keyboard users have a way to exit from all modal dialogues and widgets using only their keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • Users activating controls using speech input can speak single input characters without accidentally activating some control. • Single character shortcut keys are not used and shortcut keys are active only on focus.
2.2.1 Timing Adjustable (Level A)	Not Applicable	Regpack does not implement any time limits in the system.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Regpack does not use animations, moving elements, auto-scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	**Test Methods: MAT: Inspection** **Features:** • No flashing content in the system. • Admins control content.
2.4.1 Bypass Blocks (Level A) Supports	Supports	**Test Methods: MAT: Keyboard; SRT; TBT: Chrome Lighthouse** **Features:** • There are no repetitive elements in the system except the top that only allows reaching the dashboard and logout. The top bar is not part of the tab indexing and focus is set on the first input unit of every form load automatically. • The expanded/collapsed state of secondary form content is indicated and the fields are accessible. This applies only to family cart widgets on the dashboard which are not needed to complete the registration process. • Admins control content.

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2.4.2 Page Titled (Level A)	Supports	**Test Methods: MAT** **Features:** • Each page has a title and a heading 1. • Admins control content.
2.4.3 Focus Order (Level A)	Supports	**Test Methods: MAT** **Features:** • Each page has a logical tab order and visible tab stops. • Admins control content.
2.4.4 Link Purpose (In Context) (Level A)	Supports	**Test Methods: MAT; SRT** **Features:** • System links are unique and contextual and explain the action that will happen when initiated. •Admins control content.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • Single-point actions can be used to operate any functionality that can be operated with a pointer. • Path-based or multi-point gestures are not required to operate any functionality, except for gestures that are standard to the operating system.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • There are no Drag-and-drop interactions. • System messages can be hidden by clicking outside of the message area.
2.5.3 Label in Name (Level A 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • All buttons and interaction units are textual. No icons or images are used.

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2.5.4 Motion Actuation (Level A 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • No function in the system relies on a motion for actuation.
3.1.1 Language of Page (Level A)	Supports	**Test Methods: TBT; SRT** **Features:** • Language of content is notified at the start of the page and when changed within the page. • Admins control content.
3.2.1 On Focus (Level A)	Supports	**Test Methods: MAT; SRT** **Features:** • Visible on-focus states are used with a combination of color and border effect to highlight the focused elements. • These are built into our controls and defined into our design patterns. • Focus states are designed both for keyboard operation and for mouse operation.
3.2.2 On Input (Level A)	Supports	**Test Methods: MAT; SRT** **Features:** • No link ever opens a new window. • Inputted completion states are used with a combination of color and border effect to highlight the completed elements including checkmark image. • Action is not initiated after the user enters data or selects form controls until user clicks the appropriate button.
3.3.1 Error Identification (Level A)	Supports	**Test Methods: TBT; SRT** **Features:** • Error messages are communicated using a combination of headings, links, and text indicating an error that happened with the correct heading tag. Error messages describe each error and link to the appropriate field for resolving the error.

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3.3.2 Labels or Instructions (Level A)	Supports	**Test Methods: TBT; SRT** **Features:** • Forms have clear headings, labels, fieldsets, and buttons. Inline help is provided as needed by admins creating the forms.
4.1.1 Parsing (Level A)	Supports	**Test Methods: TBT** **Features:** • Web pages are written to HTML5 specifications. • Admins control content.
4.1.2 Name, Role, Value (Level A)	Partially Supports	**Test Methods: TBT; SRT** **Features:** • Controls are developed and validated against HTML specifications and standards.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	• Time-based media are not a part of the system. • Admins control content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	• Time-based media are not a part of the system. • Admins control content.
1.3.4 Orientation (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT**

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		Features: • When a page or app is opened on a mobile device, it is presented in the device's current display orientation. • When the device is rotated, the content adjusts to the new display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT** **Features:** • Auto-complete is supported for input components in forms involving users' personal information to enable them to identify the input purpose. • All input methods are accompanied by labels indicating purpose.
1.4.3 Contrast (Minimum) (Level AA)	Supports	**Test Methods: TBT; CCT; SMT;** • Foreground to background contrast adheres to standards. • Standard text elements have a 7:1 contrast on a white background at level AAA compliance. • Admins control content.
1.4.4 Resize text (Level AA)	Supports	**Test Methods: TBT; CCT; SMT;** **Features:** • User account settings are available for adjusting font face and size. • Text resize with a browser (and other technology) scaling/zooming options up to any value. • All product functionalities perform well at zoom level up to 200%. • Admins control content.
1.4.5 Images of Text (Level AA)	Supports	**Test Methods: MAT; SRT** **Features:** • Images of text are not used. • Admins control content.

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1.4.10 Reflow (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • Brightspace and the Daylight Design System it is built upon are designed with responsive design and reflow in mind. • Pages mostly reflow when the viewport is set to smaller phone sizes.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • Active user interface components have a contrast ratio of 3:1 with the background.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** •Brightspace and the Daylight Design System it is built upon are designed with responsive design and reflow in mind. • When text spacing is adjusted, content does not get cut off or overlap.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	**Test Methods: TBT; MAT;** **Features:** • In general the system uses very minimal content on hover. When used they are visible until dismissed and can be dismissed without moving pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA)	Supports	**Test Methods: MAT** **Features:** • Headings and unique link and button names help users navigate pages quickly. • Pages little to no navigation areas as it is a linear system. • Admins control content.
2.4.6 Headings and Labels (Level AA)	Supports	**Test Methods: MAT; SRT;** **Features:**

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		• Pages have descriptive headings and labels. Labels are unique and contextual. • Admins control content.
2.4.7 Focus Visible (Level AA)	Supports	**Test Methods: MAT;** **Features:** • Each page has a logical tab order and visible tab stops. • Admins control content.
3.1.2 Language of Parts (Level AA)	Not applicable	Each system is one language that is indicated in the HTML at the top levels.
3.2.3 Consistent Navigation (Level AA)	Supports	**Test Methods: MAT: Inspection; SRT; SMT;** **Features:** • Navigation models are consistent across tools and use headings to help orient users. • Navigation is very limited due to the linear nature of the system.
3.2.4 Consistent Identification (Level AA)	Supports	**Test Methods: SRT; SMT;** **Features:** • Buttons are all textual. • Styling is the same for the same elements. • Button coloring is consistent with the action they will result in.
3.3.3 Error Suggestion (Level AA)		

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3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	**Test Methods: MAT** **Features:** • Error messages are communicated using a combination of headings, links, and text indicating an error that happened with the correct heading tag. Error messages describe each error and link to the appropriate field for resolving the error.

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About Regpack

Regpack provides an online application and payment experience for users registering for programs/services and making payments for those programs and/or services. The product allows the Regpack client to create a customized onboarding flow including forms and fields to gather user information, forms that display product offerings eligible for registration and payment Regpack services and technology are currently being used by corporations, higher education, governments, K-12, and any other business/institution who would like to gather registrations and payment. Established in 2010, we have offices in the USA and Israel.

Disclaimer

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