

# CivicPlus Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version: CivicPlus Account Service (Public)**

**Report Date: July 2024**

**Product Description:** CivicPlus' Platform Account Service provides a public-facing interface for users to manage their user profile across integrated CivicPlus solutions.

**Contact Information:** [support@civicengage.zendesk.com](mailto:support@civicengage.zendesk.com) | 888-228-2233

**Notes:**

**Evaluation Methods Used:** Online compliance testing tools and human QA auditing

# Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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 only be used in WCAG Level AAA criteria.

# WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially Supports	The collapse and sort button from the Personal Data Use Table and the Show Password button does not have an accessible name while the SVG logo does not provide a valid label description.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	This product does not use audio or video.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	This product does not use audio or video.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	This product does not use audio or video.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	The two list-items for the Password card do not have a valid <ul> element.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	This product does not use audio.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	The history changes detail supports shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not Applicable	Other than the session timeout, there is no timing functionality in this product.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	This product does not use moving content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not Applicable	This product does not use flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially Supports	ARIA landmarks are not being used for the card sections and titles are not using any type of heading (h2/h3/etc.).
<a href="#">2.4.2 Page Titled</a> (Level A)	Partially Supports	All pages have the same title name.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Not Applicable	No elements require multipoint gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Partially Supports	The row per page input does not have a label, including the elements mentioned in criteria 1.1.1.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Supports	This product supports landscape orientation.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	
<a href="#">3.2.1 On Focus</a> (Level A)	Partially Supports	The link for “CivicPlus Help Center” does not provide a warning about opening in a new window.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	The verification code input from the Two Factor Authentication action does not inform the user of the required validation.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	The dropdown inputs do not have the combobox role.

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	This product does not use Live Media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	This product does not use Prerecorded Media.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Partially Supports	This product uses appropriate labels, but no user inputs provide autocomplete attributes.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Some of the helper texts do not meet contrast minimums.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially Supports	This product supports and handles zooming correctly, however if a user scales up the font size via their browser settings, elements become cut off resulting in a difficult reading experience.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	This product has no images of text except the brand logo which provides alt text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Partially Supports	The change email, update password, and add token buttons do not meet requirements when disabled.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Does Not Support	Tooltips for the password fields are not dismissible without losing focus or changing the hover location.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Partially Supports	Most of the content is either completely or partially visible except for a few icons like the calendar, eye icons in the password fields and the Avatar icon.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Applicable	This product does not use any dragging actions.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	This product only supports English language content which is denoted programmatically in the html element.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Partially Supports	This product displays appropriate error messages but does not offer any suggestions for correct input.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	This product does not have any inputs that have legal or financial consequences.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	

## Legal Disclaimer (CivicPlus)

This Voluntary Product Accessibility Template (VPAT) is provided as a self-assessment by CivicPlus, LLC ("CivicPlus"). The information in this document is intended to help our customers understand how much our product(s) meet the accessibility guidelines of A and AA levels of the Web Content Accessibility Guidelines (WCAG) 2.0, 2.1, and 2.2.

This VPAT is based on a self-assessment conducted by CivicPlus. It reflects CivicPlus' understanding and interpretation of the product's accessibility features and conformance at the time of the assessment. This self-assessment is not an independent third-party evaluation.

CivicPlus makes no representations or warranties, express or implied, regarding the accuracy, completeness, or reliability of the information contained in this VPAT. The accessibility of the product(s) may change over time due to updates, enhancements, or modifications.

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Users are encouraged to consult with accessibility experts to ensure that the product meets their specific accessibility needs and requirements. The user is responsible for verifying the claims made in this VPAT through independent testing and evaluation.

CivicPlus reserves the right to update or modify this VPAT at any time without prior notice. Users should refer to the most current version of the VPAT for the latest information.

For further information or to provide feedback regarding this VPAT, please contact [support@civicengage.zendesk.com](mailto:support@civicengage.zendesk.com).

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