

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: CivicPlus Authentication (Public)

Report Date: July 2024

Product Description: CivicPlus' Platform Authentication provides a public-facing interface allowing users to create an account, authenticate, and sign-in to integrated CivicPlus solutions.

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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
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)

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
1.1.1 Non-text Content (Level A)	Partially Supports	Social Sign On icons missing alt tags (should have empty alt tags for decorative images).
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	This product does not use audio or video.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	This product does not use audio or video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	This product does not use audio or video.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	This product does not use audio.
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	
2.2.1 Timing Adjustable (Level A)	Not Applicable	This product does not enforce time limits under 20 hours.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	This product does not use moving content.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	This product does not use flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Supports	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.2.6 Consistent Help (Level A 2.2 only)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Partially Supported	Users must enter their email prior to clicking the “Forgot Password” button. On the following Forgot Password page, the email dialog is empty, and the user must re-enter their email address.
4.1.1 Parsing (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 WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most buttons are missing the “role” property and some are also missing the “name” and/or “title” property.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	This product does not use Live Media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	This product does not use Prerecorded Media.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Does Not Support	The Email and Password fields are missing Autocomplete.
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize text (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	Exception: The Sign In buttons are light gray on a white background, with a contrast ratio of 1.32:1 vs a required 3:1.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	The buttons don't show a tooltip on focus, only on hover.
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	This product does not use any dragging actions.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This product does not have any inputs that have legal or financial consequences.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Not Supported	Error messages are missing the role="alert" property.

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.

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