

CivicPlus Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: CivicPlus Resident Portal (Public)

Report Date: July 2024

Product Description: CivicPlus' Resident Portal provides a public-facing interface for residents to interact with digital services provided by 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

Notes: Used Wave Chrome Plug-in and Accessibility Insights for Web for automated and guided evaluation.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	The Alerts & Notifications unsubscribe button is missing form labels.
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)	Partially Supports	When using the Advanced Table component's pagination, the items per page lack a form input label. The Link Card components used on the Links and Dashboard views are missing ARIA references.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Partially Supports	The Alerts sign up modal stepper modal only uses color to show current step in process.
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)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Not Applicable	
2.5.3 Label in Name (Level A 2.1 and 2.2)	Not Supported	Several areas have labels that are missing the correct accessible name and/or description.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	
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	This product could more fully support this criterion by explicitly identifying when items will open in a new window (vs. using an “External” text icon).
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The Help Menu is always in upper right corner while the chatbot is always in lower right corner of the page.
3.3.1 Error Identification (Level A)	Supports	The Snackbar components present all errors in text to user.
3.3.2 Labels or Instructions (Level A)	Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	
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	Link card components have focusable descendants that are lacking ARIA labels. Toggles used in the Notifications view are missing labels while the advanced table headers (used for sorting) are missing the aria-command-name.

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. Note: This product links out to our Agenda & Meeting Management Select product which does use Live Media for public meetings. Please reference that product's VPAT for further information.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	This product does not use Prerecorded Media. Note: This product links out to our Agenda & Meeting Management Select product which does use Prerecorded Media for public meetings. Please reference that product's VPAT for further information.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Partially Supports	Overall, this product supports either Portrait or Landscape orientation. In Landscape orientation there is a possibility of overlapping elements with our chatbot option.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Product uses appropriate labels, but no user inputs provide autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Dashboard subtitles do not meet contrast minimums.
1.4.4 Resize text (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.
1.4.5 Images of Text (Level AA)	Supports	This product has no images of text except the brand logo which provides alt text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	This product does present a horizontal scrollbar on the top bar but there is no content hidden behind it. In addition, some elements overlap due to the chatbot element. CivicPlus products integrated with Portal via IFrames do present challenges with viewport size.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The client organization branding color can fail for icons across sections and selected navigation section.

Criteria	Conformance Level	Remarks and Explanations
		<p>Icons used in the Meetings list view and Meeting details modal do not meet the requirements.</p> <p>Toggles used for list subscription and Icons used for additional information in the Notifications view does not meet requirement.</p> <p>The client organization branding logo and color combination this could fail as an element at the top of navigation section.</p>
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	All native text within the product supports the criterion, but other CivicPlus products integrated via IFrames do not respond to text spacing tests.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Does Not Support	Tooltips are not dismissible without losing focus or changing hover location. Tooltips also disappear when attempting to move the pointer over content.
2.4.5 Multiple Ways (Level AA)	Partially Supports	This product's search options are limited to content native to the product or integrated via API.
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)	Partially Supports	Most content is either completely or partially visible except for the breadcrumbs in all the pages/views.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	This product does not use any draggable actions.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Tooltip elements are too small (16x16) in the Notifications view.
3.1.2 Language of Parts (Level AA)	Not Applicable	This product only supports English language content which is denoted programmatically in the html element.
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Partially Supports	Filtering options vary slightly between pages/views.
3.3.3 Error Suggestion (Level AA)	Partially Supports	This product displays appropriate error messages but does not offer any suggestions for correct input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Supported	This product renders Process Automation forms using the provided packages but there is no prompt to have the user confirm their inputs or a step provided to review inputs before the user is redirected to the payment page which

Criteria	Conformance Level	Remarks and Explanations
		<p>only displays the amount the user is being charged.</p> <p>Note: This product links out to our Recreation Management solution which accepts payments. Please reference that product's VPAT for further information.</p>
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	This product displays success or failure messages after any action and only has visual indication for the loading state of pages/views.

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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