



Salesforce Accessibility Conformance Report International Edition

VPAT[®] (Voluntary Product Accessibility Template[®]) version 2.5Rev

Name of Product/Version:	Health Cloud / Winter '26
Report Date:	January 2026
Product Description:	Salesforce Health Cloud is a CRM focused on providing Health Care and Life Sciences organizations (across segments Providers, Health Plans, Med Tech, Pharma and Public Health) the experience platform to engage with their customers.
Contact information:	accessibility@salesforce.com
Notes:	<p>The scope of this ACR includes the following functionalities from Health Cloud:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● Disease Surveillance Setup ● Intelligent Document Processing ● Case Classification Agent Action ● Batch processing Setup ● Arc View for network of infectious Patients ● Agent Actions for Summaries <p>Home Health:</p> <ul style="list-style-type: none"> ● Quote creation ● Budget calculation ● Patient summary agent and recommendations ● Advanced scheduling ● Post Call Transcription and Data Creation Agent for both the Benefit and Quote creation flow <p>Intelligent Appointment Management (IAM)</p> <ul style="list-style-type: none"> ● Recurring scheduling

	<ul style="list-style-type: none"> ● Self-scheduling: Asset ● Rules-based scheduling ● Timezone management ● Waitlist management ● Group scheduling ● Provider matching agent <p>Integrated Care Management (ICM):</p> <ul style="list-style-type: none"> ● ICM Setup ● Suggested assessment ● Assessment question response recommendation <p>Provider Network Management (PNM):</p> <ul style="list-style-type: none"> ● Admin Setup ● OS and Flexcards for provider portal ● Gen AI mapping <p>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility</p>
<p>Evaluation Methods Used:</p>	<p>Conformance to the listed accessibility standards has been evaluated following the WCAG-EM and using a combination of static analysis tools and manual testing with assistive technologies. The testing included a representative sample of different pages, states and content types. The following operating systems, browsers, toolsets, and screen readers are used for evaluation: Windows 11, NVDA/Firefox, VoiceOver/Safari (spot-checks), automated and manual accessibility testing.</p>

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<u>Web Content Accessibility Guidelines 2.0</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Web Content Accessibility Guidelines 2.1</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Web Content Accessibility Guidelines 2.2</u>	Level A - Yes Level AA - Yes Level AAA - No
<u>Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</u>	Yes
<u>EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</u>	Yes

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.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Non-text content has appropriate text alternatives where applicable in testing.</p> <p>Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the settings, the status icons change visually when a step has been completed, but screen readers cannot access the icons.

<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No audio or video content encountered in testing.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No content requiring captions was encountered.</p>

<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No content requiring audio description was encountered.</p>
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<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Relationships between information conveyed visually are also conveyed programmatically in most cases. Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In Health Inspection, in the "Filter Visits" modal, the Filter, Date, and Sort By headings are not programmatically implemented as headings. ● In the Clone List View modal and the Sharing Settings modal in All Business License Applications, for the "Share list view with groups of users" radio button, the instructional text is not programmatically associated with the option. ● In the Review Extracted Records modal, the subheadings are implemented as both h2 and h3 headings. ● In the deduplication flow, Identify & Resolve Duplicate Disease Case and Compare and Resolve Duplicate Records are both incorrectly marked up as h2. <p>Home Health:</p> <ul style="list-style-type: none"> ● The modals in the New Home Visit workflow have incorrectly nested headings. ● In the Benefits tab, there is incorrect nesting of headings and text in <p> tags nested in heading tabs. <p>IAM:</p> <ul style="list-style-type: none"> ● Several instances of text visually styled as a heading but not programmatically implemented as one, for example: Waitlist Management Experience cloud and confirmation page, Self Scheduling: Asset ● Headings are not correctly nested on the Self Scheduling: Asset, and Schedule Appointment pages. <p>ICM:</p>
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		<ul style="list-style-type: none">• In the Integrated Care Management Settings, the "Yes" checkbox has a group label that is not announced by screen readers.• In the Integrated Care Management Settings, the instructional text for the "Number of days" field is not programmatically associated with the field <p>PNM:</p> <ul style="list-style-type: none">• The expand/collapse controls on the Setup page are named differently according to whether the control is expanded or collapsed.• Headings skip levels or are not nested correctly on some pages.• On the flex card request page in the "Ask a question" modal, the tooltip for "Topic" is not announced by screen readers.• On the flex card request page in the "Ask a question" modal, the instructional text is not programmatically associated with the upload control.• The content of the tooltip in the Einstein Field Mapping modal is not read by screen readers• In PNM Settings, the lists are not properly nested/ marked up.
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<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>A correct reading sequence is programmatically determinable in content tested.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Instructions do not rely solely on sensory characteristics for understanding.</p>

<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Color alone is not used to convey information.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No audio encountered in testing.</p>

<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Interactive content is operable via keyboard alone in testing. Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the Contact Tracing tab, tabbing to the toggle then pressing Space toggles it on then immediately off again (or off then on again). ● In Intelligent Document Processing, when navigating to a Document Processing Template, keyboard-only users are unable to edit the Prompts. <p>ICM:</p> <ul style="list-style-type: none"> ● On the New Assessment Question Response Recommendation screen and other screens, there is a control to show/ hide the Recently Viewed pane. It is called "Split view mode." This is not keyboard accessible.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>No inescapable keyboard trap encountered in testing.</p>

<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>No single character key shortcuts encountered in testing.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>No timeout scenario encountered in testing.</p>

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No moving, blinking, auto-scrolling or auto-updating information encountered in testing.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Tested content contains no flashing.</p>

<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Methods to skip repeated content are provided including skip links and page regions.</p>
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<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) - Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Pages contain meaningful titles where tested.</p>
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<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Focusable elements receive keyboard focus in a meaningful order in most content tested.</p> <p>Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the Contact Tracing tab, keyboard focus does not follow a logical order. When a related contact card is open, tabbing through the interactive content moves through all of the cards first and then back to the related contact card. ● Keyboard focus is allowed to go behind the Enable Licensing, Permitting, and Inspections? modal. ● In Intelligent Document Processing, when navigating to a Document Processing Template, the focus order of the items in the tree does not follow a predictable pattern. <p>Home Health:</p> <ul style="list-style-type: none"> ● On the Benefits tab, the "No benefits to show" text is in the tab order although it is not an interactive element. ● In the Add Benefits modal, the Date fields are non-interactive but can receive keyboard focus when tabbing through controls. ● In the Create Benefits modal, the Price field is non-interactive but can receive keyboard focus when tabbing through controls. <p>IAM:</p> <ul style="list-style-type: none"> ● On the Manage Attendees modal, after selecting Add and adding an attendee, the keyboard focus moves to the content behind the modal. ● On Schedule Appointments tab, when the "Select a patient" modal opens, focus remains behind the modal. <p>ICM:</p>
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		<ul style="list-style-type: none"> When moving to the "Acknowledgment" screen after submitting an assessment, focus lands on the heading "Acknowledgment" but there is information above it visually and in the DOM. Screen reader users may miss this information, as they tend to navigate top to bottom. <p>PNM:</p> <ul style="list-style-type: none"> When the Define CSV Schema and Fields pane is open, focus is not trapped in the pane and is able to go to the content behind it that is visually obscured by the lightbox.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Supports</p>	<p>Purpose of links is clear from either the link text or the surrounding context.</p>

<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>No content requiring path based or multipoint gestures encountered in testing.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>No actions activated on down event in testing.</p>

<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>UI components with labels have the label included in the accessible name. Exceptions:</p> <p>PNM:</p> <ul style="list-style-type: none"> ● On step 2 of the PNM flex card request page, the link with visible text "Learn More" has an accessible name that does not match ("View Instructions"). ● When using PNM to create a dataset mapping and going into Data Processing Engine (DPE), there is a link with an aria-label that overrides the visible text.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>Functionality operable by motion not encountered in testing.</p>

<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Page language is defined in pages tested.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Changes of context not initiated on focus.</p>

<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Changes of context not initiated on input. Exception:</p> <p>ICM:</p> <ul style="list-style-type: none"> ● On the New Assessment Question Response Recommendation screen, once the user has chosen an option in the Assessment Question Version field, focus jumps automatically to the Text Response field.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply</p> <p>Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Help documentation appears in consistent placement on pages tested.</p>

<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Errors are detected and presented in text where applicable.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Labels or instructions are provided for content that requires user input. Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the Extraction Result modal, the tooltip content is not announced when screen reader users navigate to the control. <p>ICM:</p> <ul style="list-style-type: none"> ● On the New Assessment Question Response Recommendation screen, the "Text Response" field is required to save the form, but it is not marked as required. <p>PNM:</p> <ul style="list-style-type: none"> ● The file upload field in the flex card form is not marked as required and the user can proceed through the steps in the process until there is an error at the end.

<p>3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Not Applicable</p>	<p>Info previously entered by the user is not required to be re-entered on pages tested.</p>
<p>4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (O` Software) ● 11.4.1.1.2 (Closed Software) - Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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.</p>

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Correct name, role, value, and state of UI elements is presented to assistive technologies in most cases. Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the Contact Tracing tab, the controls under "Related contact entries" on the cards have no role. ● In the agent actions pane, the "Recommendations" heading has inappropriate aria roles and is ignored by screen readers. ● The Licensing, Permitting, and Inspections toggle does not have an accessible name. ● Help icons are incorrectly implemented as buttons when they act as links that open a new page. ● In Business License Applications, the "N item(s) sorted by Y" visible text is overridden by aria-label="All Business License Applications" when using a screen reader to announce the text. ● In Intelligent Document Processing, when navigating to a Document Processing Template, the back link (left pointing arrow icon) is not implemented as a link. ● In Intelligent Document Processing, under the Document Processing Template section, the links to the templates are not implemented as links and do not behave like links, and are not read correctly as links by screen readers. <p>Home Health:</p> <ul style="list-style-type: none"> ● In the Create a Custom Benefit modal, the Total Price field is announced as "editable" by screen readers although it is not editable. <p>IAM:</p> <ul style="list-style-type: none"> ● On the Waitlist Management Experience Cloud page, the buttons are incorrectly announced by screen readers as toggle buttons.
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		<ul style="list-style-type: none"> • On the Self Scheduling: Asset Visit Type screen, visit type buttons have no button role. • In the Self Scheduling: Asset flow, time slots have no button role. <p>ICM:</p> <ul style="list-style-type: none"> • In Setup, the toggle controls are not associated with their visible labels and have no accessible name. <p>PNM:</p> <ul style="list-style-type: none"> • Screen readers do not correctly read the status text on each table in the PNM dashboard because there is an aria-label overriding the status text. • On the PNM dashboard when selecting a case and viewing the preview dialog, the non-interactive labels are given role="link". • When using PNM to create a dataset mapping and going into Data Processing Engine (DPE), the actions menus available in DPE do not have an accessible name. • In PNM Settings, there is an aria-hidden attribute on icons that causes screen readers to ignore whether a sub-step has been completed.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No content requiring captions found in testing.</p>

<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>No content requiring audio description encountered in testing.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Content is not restricted to a single orientation presentation.</p>

<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>IAM:</p> <ul style="list-style-type: none"> ● Fields collecting information about the user do not have their input purpose identified on the “Enter Your Information” screen in the Provider Matching section. (For example, first name, last name, etc.)
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most text content contrasts sufficiently with its background color. Exceptions:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● The setup link does not meet the minimum contrast ratio with its gray background. <p>IAM:</p> <ul style="list-style-type: none"> ● On Schedule Appointments tab, in the scheduling section, the gray Past Provider UI element does not have sufficient contrast. <p>PNM:</p> <ul style="list-style-type: none"> ● PNM flex cards skip link text does not have sufficient contrast with background

<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Text can be resized to 200% without loss of content or functionality in testing.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Images of text not found in testing.</p>

<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Some content tested reflows appropriately when zooming to levels specified in the success criterion. Exceptions include:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● Sticky headers that block content <p>Home Health:</p> <ul style="list-style-type: none"> ● Sticky headers that block content <p>IAM:</p> <ul style="list-style-type: none"> ● Sticky headers and footers in Core that block content behind them ● Agent panel chats are not visible <p>ICM:</p> <ul style="list-style-type: none"> ● Across ICM and Health Cloud, zooming in at 400% zoom causes information to be cut off or inaccessible. <p>PNM:</p> <ul style="list-style-type: none"> ● Create Dataset Mapping workflow ● Dashboard
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Most non-text content contrast sufficiently with its background. Exception:</p> <p>IAM:</p> <ul style="list-style-type: none"> ● On Schedule Appointments tab, when the "Select a patient" modal opens, the X does not contrast sufficiently with its background. <p>PNM:</p> <ul style="list-style-type: none"> ● PNM flex cards bell icon

<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Text spacing can be adjusted as specified in the success criterion in most cases. Exception:</p> <p>Disease Surveillance:</p> <ul style="list-style-type: none"> ● In the Contact Tracing tab, when adjusting text spacing, some content is cut off behind ellipses and there is no way to retrieve it. <p>IAM:</p> <ul style="list-style-type: none"> ● In the Provider Matching agent, when adjusting text spacing to the requirements as specified in the success criterion, text becomes cut off and hidden behind the edges of the agent window.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Content appearing on hover is dismissible, hoverable, and persistent.</p>

<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Support</p>	<p>There are multiple ways to access content, including browsing and search.</p>
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<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most headings and labels are clear and meaningful. Exceptions:</p> <p>Home Health:</p> <ul style="list-style-type: none"> ● In the "Review Patient Home Healthcare Benefits and Quotes" modal, the "Remove" button that will remove a benefit does not have a label that conveys to screen reader users what will be removed. For instance, the user navigates to the "Dementia and Cognitive Supplement" tab and then to the Remove button, but only "Remove" is announced by screen readers. <p>IAM:</p> <ul style="list-style-type: none"> ● On the Schedule Appointments tab, in the provider details area, the "In network" and "Accepting new patients" hidden text causes confusion as it contradicts when the provider is not in network or accepting new patients. <p>PNM:</p> <ul style="list-style-type: none"> ● The expand/collapse controls on the Setup page are named differently according to whether the control is expanded or collapsed, which can lead to confusion. ● The icon/image that indicates opening a new window is not named as such.
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<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Keyboard focus indicators are present and visible on interactive elements in content tested.</p>
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Supports</p>	<p>Keyboard focus is not completely obscured in content tested.</p>
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Not Applicable</p>	<p>Dragging functionality not encountered in testing.</p>

<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	<p>Partially Supports</p>	<p>Target size for interactive elements meets or exceeds the minimums. Exceptions:</p> <p>Home Health:</p> <ul style="list-style-type: none"> • In the Benefits tab, the X to remove a pill does not meet the minimum 24 by 24 CSS pixel size, and does not have spacing around it that meets the 24 by 24 pixel minimum (because the X is overlapping directly over the link control on the pill). <p>IAM:</p> <ul style="list-style-type: none"> • On the Manage Attendees modal, the X icon to remove the attendee does not meet minimum target size. • On Schedule Appointments tab, in the scheduling section, the calendar icon in the calendar widget does not meet minimum target size.
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) - Does not apply • 11.3.1.2 (Closed Software) - Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Content outside the main page language not encountered in testing.</p>

<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Repeated navigational mechanisms appear in a consistent place on pages tested.</p>
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<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Supports</p>	<p>Components that have the same functionality on different pages are identified consistently.</p>
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<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Suggestions are provided for errors when appropriate in content tested.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Submissions are reversible, checked for errors, and users are given a chance to correct them.</p>

<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria - Does not apply Revised Section 508 - Does not apply</p>	Supports	Cognitive function tests were not required for login in content tested.
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) - Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 - Does not apply</p>	Partially Supports	Status messages are announced by screen readers when they appear visually. Exceptions: Home Health <ul style="list-style-type: none"> ● In the "Review Patient Home Healthcare Benefits and Quotes" modal, when choosing "Verify" or "Unverify" there is a toast that appears visually but is not announced by screen readers when it appear. Screen reader users are not notified of the message.

Table 3: Success Criteria, Level AAA

Notes: This product has not been evaluated for WCAG 2.2 Level AAA conformance.



Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	See information in WCAG 2.x section
302.2 With Limited Vision	Partially Supports	See information in WCAG 2.x section
302.3 Without Perception of Color	Supports	See information in WCAG 2.x section
302.4 Without Hearing	Supports	See information in WCAG 2.x section
302.5 With Limited Hearing	Supports	See information in WCAG 2.x section
302.6 Without Speech	Supports	See information in WCAG 2.x section
302.7 With Limited Manipulation	Partially Supports	See information in WCAG 2.x section
302.8 With Limited Reach and Strength	Supports	See information in WCAG 2.x section
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	See information in WCAG 2.x section

Chapter 4: Hardware

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 5: Software

Notes: This product is a web application and is not subject to the requirements of this section.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell - no response required	Heading cell - no response required
<u>602 Support Documentation</u>	Heading cell - no response required	Heading cell - no response required
602.2 Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product. End-users with disabilities can request additional product support documentation by opening a new case at https://help.salesforce.com/

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		End-users with disabilities can request additional product support documentation by opening a new case at https://help.salesforce.com/
603 Support Services	Heading cell - no response required	Heading cell - no response required
603.2 Information on Accessibility and Compatibility Features		Salesforce provides electronic versions of all product support documentation related to this product's accessibility. End-users with disabilities can request additional product support documentation by opening a new case at https://help.salesforce.com/
603.3 Accommodation of Communication Needs		Support services related to this product can be found at the Salesforce.com help website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support requests directly at https://help.salesforce.com/

EN 301 549 Report

Notes:

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	See information in WCAG 2.x section
4.2.2 Usage with limited vision	Partially Supports	See information in WCAG 2.x section
4.2.3 Usage without perception of color	Supports	See information in WCAG 2.x section
4.2.4 Usage without hearing	Supports	See information in WCAG 2.x section
4.2.5 Usage with limited hearing	Supports	See information in WCAG 2.x section
4.2.6 Usage with no or limited vocal capability	Supports	See information in WCAG 2.x section
4.2.7 Usage with limited manipulation or strength	Partially Supports	See information in WCAG 2.x section
4.2.8 Usage with limited reach	Supports	See information in WCAG 2.x section
4.2.9 Minimize photosensitive seizure triggers	Supports	See information in WCAG 2.x section
4.2.10 Usage with limited cognition, language or learning	Supports	See information in WCAG 2.x section
4.2.11 Privacy	Supports	See information in WCAG 2.x section

Chapter 5: [Generic Requirements](#)

Notes: This product supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this Chapter.

Chapter 6: [ICT with Two-Way Voice Communication](#)

Notes: This product does not offer two-way voice communication and is therefore not subject to the requirements of this section

Chapter 7: [ICT with Video Capabilities](#)

Notes: This product does not offer video captioning and audio description and is therefore not subject to the requirements of this section.

Chapter 8: [Hardware](#)

Notes: Not Applicable

Chapter 9: [Web \(see WCAG 2.x section\)](#)

Notes: Not Applicable

Chapter 10: [Non-Web Documents](#)

Notes: Not Applicable

Chapter 11: [Software](#)

Notes: Not Applicable

Chapter 12: [Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	See information in WCAG 2.x (602.2) section
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	See information in WCAG 2.x (603.2) section
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable