



Salesforce Accessibility Conformance Report

International Edition

VPAT® (Voluntary Product Accessibility Template®) version 2.5

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|--------------------------|---|
| Name of Product/Version: | Public Sector Solutions / Winter '26 |
| Report Date: | December 2025 |
| Product Description: | Public Sector Solutions provide purpose-built solutions for governments to serve people efficiently. Public Sector Solutions provides out of the box capabilities for agencies to build tailored solutions for License, Permit and Inspection management, Benefit Management, Investigative Case Management and Talent Recruitment Management among other use cases. |
| Contact information: | accessibility@salesforce.com |
| Notes: | <p>The scope of this ACR includes the functionalities / components from Public Sector Solutions:</p> <ul style="list-style-type: none">• Talent Recruitment Management• Embedded AI• Agentforce• External Storage of Files for AWS• Investigative Case Management• Benefit Management• Care Plan <p>For more information, please visit Salesforce Product Accessibility Status at https://www.salesforce.com/company/legal/508_accessibility</p> |
| Evaluation Methods Used: | Conformance to the listed accessibility standards has been evaluated 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, JAWS/Chrome, NVDA/Firefox, VoiceOver/Safari (spot-checks), iOS 18.4 iPhone/VoiceOver and Android 11/TalkBack, manual accessibility testing, and keyboard testing with visual focus. |

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 |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | Yes |
| EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) <i>AND</i> EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03) | 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. This can be used only in WCAG 2.2 Level AAA.

WCAG 2.2 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 2.2 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:</p> <p>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>The default images provided within the standard Public Sector Solutions core features have a meaningful alternative (alt) text description. Non-relevant or decorative images have null alt attributes or are inserted as background images. Non-text content controls / inputs have accessible names.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Some images within the Public Sector Solutions pages ("Agentforce Agents" Setup page, "Select Files" modal) contain redundant/duplicative alt text. Some non-text content interactive elements within the Public Sector Solutions pages ("Agentforce (Candidate Sourcing)" panel, "BA Service Agent" chat window, "Profile" (Portal) page, "Recruitment RJP Agent" chat window) are missing accessible name. The decorative "Einstein" image in the "Compile Prior Violations (Einstein Summary)" mobile native app component contains redundant/duplicative alternative text. |
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (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) | Not Applicable | <p>Public Sector Solutions does not include any prerecorded audio-only or video-only as standard default functionality.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | Public Sector Solutions does not include prerecorded audio or video as a standard default functionality. Public Sector Solutions does not provide the capability for captioning or defining an audio description of content provider specified video content. |
| <u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | Public Sector Solutions does not include any audio description or time-based media alternative for any of the prerecorded video content provided as part of the standard website. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>Public Sector Solutions user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation, and state are used to help convey the presentation to assistive technologies.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Some buttons within the "Compile Prior Violations (Einstein Summary)" mobile native app component contain insufficiently descriptive assistive text. Some form controls within the Public Sector Solutions pages ("New Action Plan" page, "Household Overview (Einstein Summary)" component, "Benefit Application History Overview (Einstein Summary)" component, "BA Service Agent" chat window, "External Storage Settings" Setup page, "Custody Item" modal, "New Benefit Schedule" modal) have insufficiently descriptive assistive text. Some headings within the Public Sector Solutions pages ("Form Framework Settings" Setup page, "Application Form" page, "Manage Talent Recruitment Management User Access" modal, "Agentforce Agents" Setup page, "New Ad Hoc Bulk Disbursements" modal, "Edit Care Plan" page) are incorrectly implemented. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| <p>1.3.1 Info and Relationships (Level A) contd...</p> <p>Also applies to:</p> <p>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) | Partially Supports | <ul style="list-style-type: none"> Some form controls / help text within the Public Sector Solution pages ("Form Framework Settings" Setup page, "New Action Plan" page, "New Person Competency" page, "New Person Disability" page, "Person Competency" details page, "New Person Examination" page, "Public Sector Solutions" Initial Setup page, "Hire the Best Talent Faster" Setup page, "Talent Recruitment Management" Setup page, "Assessments" tab, "Agentforce Agents" Setup page, "Custody Item" modal, "New Benefit Schedule" modal, "New Ad Hoc Bulk Disbursements" modal) are incorrectly implemented. Some input elements within the Public Sector Solutions pages ("New Person Disability" page, "New Person Examination" page, "New Ad Hoc Bulk Disbursements" modal, "Edit Care Plan" page) are coded as a spin buttons, but lack any visual indication of a spin element. Some form controls/information within the Public Sector Solutions pages ("New Person Examination" page, "Household Overview (Einstein Summary)" component, "Agentforce (Candidate Sourcing)" panel) are not announced by screen readers. The "Gathering information / Getting details" loading message information is announced multiple times by NVDA screen readers in the "Agentforce (Candidate Sourcing)" panel. Some buttons within the Public Sector Solutions pages ("External Storage Settings" Setup page, "Edit Care Plan" page) do not have a visible icon/text. The "Status" and "Priority" combobox list items in the "Edit Care Plan - New Task" screen within the "Edit Care Plan" page contain issues with content information being cut off in the browser's default display size. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Public Sector Solutions is developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and listed in a meaningful sequence. |
| <u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | All instructions for operating within Public Sector Solutions user interface content are provided in textual format. Instructions and operating content do not rely on shape, size, or visual location, nor upon sound. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Public Sector Solutions does not use color alone to distinguish the importance of a visual element. Textual representation is always used as the primary mechanism for conveying information. The WAI-ARIA role and selected state also communicate the proper information. |
| 1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | Public Sector Solutions page does not include audio or video content by default. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>Public Sector Solutions supports standard keyboard navigation and input functions (pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections).</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> The "Recommendations" links in the "Agentforce (Candidate Sourcing)" panel and "RCV Compliance (Compliance Management)" agent are not keyboard-operable with NVDA screen reader on. The "Agent Name" and "Description" column "Sort" icons in the Agent data table within the "Agentforce Agents Setup" page are keyboard-accessible but are not operable with keyboard. Some form controls/elements within the Public Sector Solutions pages ("Household Overview (Einstein Summary)" component, "RCV Compliance (Compliance Management)" agent) are not keyboard-accessible. The "Not Helpful" toggle button in the "Compile Prior Violations (Einstein Summary)" mobile native app component is not operable with mobile accessibility gestures. Some buttons/content within the Public Sector Solutions web mobile screens ("Complaint Intake Agent" chat window, "Profile" (portal) screen, "Recruitment RJP Agent" chat window, "Application Form" (portal) screen) are not accessible via linear swiping gestures. Various combobox elements within the Public Sector Solutions web mobile screens ("Profile" (portal) screen, "Application Form" (portal) screen) are not keyboard-operable with Talkback on. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Public Sector Solutions core features support standard keyboard navigation and ensure that keyboard users cannot be trapped in a subset of content. The keyboard focus is not locked or trapped at any page element. |
| <u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions provides some keyboard shortcuts for the standard controls and content. The users are not allowed to turn off or reconfigure shortcuts that consist of only character keys. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Public Sector Solutions provides session time alerts and provides options to select additional time for continuing the login session. |
| 2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not Applicable | Public Sector Solutions does not include moving, blinking, scrolling, or auto-updating information. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Not Applicable | Public Sector Solutions core interface does not contain any type of flashes or flashing objects. |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 | Supports | Public Sector Solutions core contains marked headings and WAI-ARIA landmarks to help users rapidly navigate to the desired content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | Public Sector Solutions contains meaningful and relevant page titles that indicate the topic or purpose of each page. However, there are a few exceptions: <ul style="list-style-type: none"> • The "Form Framework Settings" Setup page and "Custody Item" modal have an insufficiently descriptive title. • The "Submit" modal within the "Application Form" page and "GenAI Info" modal within the Einstein Summary components are missing a title. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| 2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>Public Sector Solutions user interface and controls are navigated sequentially by tabbing through various inputs and labels. The user controls receive keyboard focus in the same tab order in which they are presented visually. Public Sector Solutions uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> The keyboard focus order is not correctly provided in some Public Sector Solutions pages ("Application Form" page, "Entry-Level Job Application" page, "Manage Talent Recruitment Management User Access" modal, "Household Overview (Einstein Summary)" component, "Benefit Application History Overview (Einstein Summary)" component, "Agentforce (Candidate Sourcing)" panel, "RCV Compliance (Compliance Management)" Agent, "BA Service Agent" (Portal) chat window, "Profile" (Portal) page, "Recruitment RJP Agent" (Portal) chat window, "Application Form" (Portal) page, "External Storage Settings" Setup page, "New Ad Hoc Bulk Disbursements" modal, "Edit Care Plan" page). The mobile screen reader order is not correctly provided in the "Compile Prior Violations (Einstein Summary)" mobile native app component. The mobile screen reader order is not correctly provided within the Public Sector Solutions web mobile screens ("Complaint Intake Agent" chat window, "Profile" (Portal) page, "Recruitment RJP Agent" chat window, "Application Form" (Portal) page). |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Link elements within Public Sector Solutions provide a purpose both through the link text itself and the title attribute, even when reading out of context. |
| <u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions can be operated with a single pointer, without multipoint or path-based gestures for an operation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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> | Supports | <p>Public Sector Solutions does not have any functionality that can be operated or executed using a single pointer cancellation.</p> |
| <p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>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> | Partially Supports | <p>Public Sector Solutions user interface has labels that include text or images of text that are visually presented with the name of the text.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The accessible name for form controls within the Public Sector Solutions pages ("New Person Competency" page, "Profile" (Portal) page, "Agentforce Agents" Setup page, "External Storage Settings" Setup page) do not contain corresponding visible label text. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Not Applicable | Public Sector Solutions does not contain functionality that can only be operated via device or user motion. |
| 3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | The default language of the page is specified or set on the HTML tag for the Public Sector Solutions page. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | There is no context change within the Public Sector Solutions user interface when a component receives focus. |
| 3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Changing the setting of core components and features in the Public Sector Solutions user interface does not initiate any change of context. |
| 3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | All human contact / automated help mechanisms within Public Sector Solutions are located consistently in the same order & location relative to the other page content as it does throughout the site. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Users are visually notified when an input error is detected within the Public Sector Solutions data entry forms if a required field has not been completed. Proper error information is provided for the visual users in the form of visual text on the field level input elements, to enable the users to identify which fields were omitted and must be completed. |
| 3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | Electronic form controls, including input fields and buttons in the Public Sector Solutions core features, can be operated, and accessed by using assistive technology. The form label elements within the Public Sector Solutions core features are properly associated and placed in line with the form fields. However, there are a few exceptions: <ul style="list-style-type: none"> Some form controls within the Public Sector Solutions pages ("Agentforce (Candidate Sourcing)" panel, "Agentforce Agents" Setup page, "Rebate Programs Member" record page) are missing label association. The agent item radio buttons in the multi-agent container in the Agentforce Agents within the Public Sector Solutions pages utilize the required attribute incorrectly. The radio button grouping in the "External Storage Settings" page is missing a legend element. |
| 3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | Public Sector Solutions user interface provides users with non-manual options to input previous entry. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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 . |
| 4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | The name, role, and value used in Public Sector Solutions user interface elements are available to assistive technologies via HTML or WAI-ARIA to describe the identity, operation, and state. All buttons are standard HTML form inputs. However, there are a few exceptions: <ul style="list-style-type: none"> The agent item radio buttons in the multi-agent container in the Agentforce Agents within the Public Sector Solutions pages have no accessible name. Some buttons within the Public Sector Solutions pages ("Benefit Application History Overview (Einstein Summary)" component, "Agentforce (Candidate Sourcing)" panel) are incorrectly implemented with the aria-expanded attribute. Some combobox dropdown list items within the Public Sector Solutions pages ("New Person Competency" page, "New Person Examination" page) are not conveyed properly by AT. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p><u>1.2.4 Captions (Live)</u> (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) | Not Applicable | Public Sector Solutions does not include any live audio and video content. |
| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>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) | Not Applicable | Public Sector Solutions does not contain any audio description (prerecorded). |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions does not restrict view and operation to a single display orientation. |
| 1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions enables the input of information about the user that can be programmed. A visible label with appropriate instructions is provided to guide the user through the input fields on the form. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | The default and standard features within the Public Sector Solutions screens provide sufficient color contrast between foreground and background text colors to enhance clarity, making it more legible for individuals with moderately low vision in user interface and controls. |
| 1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Partially Supports | The text and images within the Public Sector Solutions user interface can be resized with the browser or the mobile device zoom and scaling feature. However, there are a few exceptions: <ul style="list-style-type: none"> ● Zoomed to 200% at the 1280x1024 display resolution, some sections within the Public Sector Solutions pages ("Application Form" page, "Entry-Level Job Application" page, "New Action Plan" page, "Person Competency Details" page, "New Person Disability" page, "Talent Recruitment Management" Setup page, "Household Overview (Einstein Summary)" component, "Benefit Application History Overview (Einstein Summary)" component, "Agentforce (Candidate Sourcing)" panel, "RCV Compliance (Compliance Management)" Agent, "Profile (Portal)" page, "Application Form (Portal)" page, "Select Files" modal, "New Benefit Schedule" modal, "Edit Care Plan" page) contain issues with content information being cut off/overlapped. ● The "Large text size" setting, the text/content in the "Compile Prior Violations (Einstein Summary)" mobile native app component contains an issue with content information being cut off/overlapped. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Public Sector Solutions user interface does not contain images in lieu of text. All text content within is included as pure text. |
| 1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Partially Supports | <p>Public Sector Solutions components are not designed to be viewed on smaller screen sizes.</p> <p>However, there are a few exceptions:</p> <ul style="list-style-type: none"> Zoomed to 400% at the 1280x1024 display resolution, the information/functionality within some Public Sector Solutions pages ("Form Framework Settings" Setup page, "New Person Disability" page, "New Person Examination" page, "Public Sector Solutions Initial" Setup page, "Hire the Best Talent Faster" Setup page, "Talent Recruitment Management" Setup page, "Manage Talent Recruitment Management User Access" modal, "Configure Lightning Record Pages for Talent Recruitment Management" modal, "Assessments" tab, "Household Overview (Einstein Summary)" component, "Agentforce (Candidate Sourcing)" panel, "RCV Compliance (Compliance Management)" Agent, "Agentforce Agents" Setup page, "External Storage Settings" Setup page, "Custody Item" modal, "New Ad Hoc Bulk Disbursements" modal, "Edit Care Plan" page) is lost and requires two-dimensional scrolling. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions components and user controls support and are distinguishable by individuals with moderately low vision, with an accepted contrast ratio. |
| 1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions core user interface is implemented with proper use of CSS markup language that supports the different text style properties and ensures no loss of content or functionality when there is any change in settings or style properties such as line height and spacing. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Supports | Public Sector Solutions user interface works in coordination with keyboard focus or pointer hover. |
| <u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 | Supports | Public Sector Solutions user interface and interaction are straightforward. It contains a landing home page and contextual top navigation, from which the user can launch or navigate to different sections or pages, as desired. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Public Sector Solutions contains descriptive headings and text labels to inform assistive technology users of their location and current activity. |
| <u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | The focus indicator within the Public Sector Solutions user interface and controls are always visible and contrast well with the surrounding content and background. |
| <u>2.4.11 Focus Not Obscured</u> <u>(Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | All Public Sector Solutions interactive elements are at least partially visible / not fully obscured by overlapping content at the time of receiving keyboard focus in their initial position. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Supports | Pointer dragging actions within Public Sector Solutions can be achieved with a single pointer without dragging movement, for example, with point-and-click mechanism or input actionable menus. |
| <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 | Supports | All Public Sector Solutions pointer / touch Interactive elements have sufficient size and spacing. |
| <u>3.1.2 Language of Parts</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | The human language information in the Public Sector Solutions user interface uses HTML 5 language markup for the elements that are accessed directly by commonly available assistive technology. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 | Supports | Public Sector Solutions provides consistent and repeatable top menu navigation mechanisms across all pages to help users with assistive technologies. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| 3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <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 | Supports | Components and user interface controls are identified consistently for the same functionality across all Public Sector Solutions pages. |
| 3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Whenever an error is automatically detected within Public Sector Solutions data entry forms, the error suggestions for corrections are identified and provided visually to the user on the input form. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: EN 301 549 Criteria <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) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) | Supports | Data entered by users within Public Sector Solutions functionalities are checked using validation methods to help users confirm and correct data submissions. Public Sector Solutions does not contain forms that cause legal commitments or financial transactions. |
| <u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Not Applicable | Public Sector Solutions has an accessible authentication process implemented either as an alternative to cognitive function test or as a primary method of authentication. |
| <u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <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) Revised Section 508 – Does not apply | Partially Supports | Public Sector Solutions provides status messages that can be programmatically determined using roles or properties which can be presented to the user of assistive technology without receiving any focus. However, there are a few exceptions: <ul style="list-style-type: none"> ● Some messages within some Public Sector Solutions pages ("New Action Plan" page, "Manage Talent Recruitment Management User Access" modal, Agent chat windows) are displayed visually but not announced by screen readers. ● Some messages within the "Compile Prior Violations (Einstein Summary)" mobile native app component are displayed visually but not announced by screen readers. ● The "You ended the chat at ..." message within the Public Sector Solutions web mobile Agent chat window screens is displayed visually but not announced by screen readers. |

Table 3: Success Criteria, Level AAA

Notes: Public Sector Solutions 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 | Public Sector Solutions uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. The core features and controls in Public Sector Solutions are reachable using the keyboard alone and announced by assistive technology. However, there are some exceptions. Refer to the WCAG 2.x section for details. |
| 302.2 With Limited Vision | Partially Supports | Public Sector Solutions supports standard browser magnification and contrast adjustments. Public Sector Solutions is compatible with assistive technologies and supports the use of screen readers for the visually impaired. However, there are some exceptions. Refer to the WCAG 2.x section for details. |
| 302.3 Without Perception of Color | Supports | Public Sector Solutions does not use color as the only means of conveying information. Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information. |
| 302.4 Without Hearing | Not Applicable | Public Sector Solutions does not include audio-only features that require hearing to be used. |
| 302.5 With Limited Hearing | Not Applicable | Public Sector Solutions does not include audio-only features that require hearing to be used. |
| 302.6 Without Speech | Supports | Public Sector Solutions does not require speech to operate or retrieve information. Support services related to Public Sector Solutions can be found on the Salesforce.com website. Currently, telephone communication provision does not support TTY or relay services. Users with disabilities can open support request directly at http://help.salesforce.com |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| 302.7 With Limited Manipulation | Supports | Public Sector Solutions supports standard input mechanisms such as user-provided keyboards and pointing devices. The utilization of the Public Sector Solutions user interface does not require fine motor skills controls or simultaneous actions. |
| 302.8 With Limited Reach and Strength | Supports | Public Sector Solutions does not use simultaneous actions in either form as a method of operation or information retrieval. The actions within Public Sector Solutions can be executed either by a mouse click or simple keystrokes (e.g., tab, space, alpha keys, alt). |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Public Sector Solutions does not function in a way that is prohibitive to users with cognitive or learning impairment. Salesforce provides information on Public Sector Solutions accessibility features in the documentation. End-users with disabilities can open support request directly at http://help.salesforce.com However, there are some exceptions. Refer to the WCAG 2.x section for details. |

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 |
| 602 Support Documentation | 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 http://help.salesforce.com |
| 602.3 Electronic Support Documentation | See WCAG 2.x section | See information in WCAG 2.x section |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 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 http://help.salesforce.com |
| <u>603 Support Services</u> | 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 http://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 http://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 | Public Sector Solutions uses standard platform attributes to describe the identity, operation, and state of user interface elements to assistive technologies. However, there are some exceptions. Refer to the WCAG 2.x section for details. |
| 4.2.2 Usage with limited vision | Partially Supports | Public Sector Solutions supports standard browser magnification and contrast adjustments and enables users to magnify the font size of the textual content available on the user screen. However, there are some exceptions. Refer to the WCAG 2.x section for details. |
| 4.2.3 Usage without perception of color | Supports | Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.2.4 Usage without hearing | Not Applicable | Public Sector Solutions does not include audio-only features that require hearing to be used. |
| 4.2.5 Usage with limited hearing | Not Applicable | Public Sector Solutions does not include audio-only features that require hearing to be used. |
| 4.2.6 Usage with no or limited vocal capability | Not Applicable | Public Sector Solutions does not require speech input. |
| 4.2.7 Usage with limited manipulation or strength | Supports | Public Sector Solutions supports standard input mechanisms such as user-provided keyboards and pointing devices. |
| 4.2.8 Usage with limited reach | Not Applicable | Public Sector Solutions is not installed or requires any physical reach. |
| 4.2.9 Minimize photosensitive seizure triggers | Not Applicable | Public Sector Solutions does not include visual features with flashing that could trigger seizures. |
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports | Public Sector Solutions uses a logical focus order and provides capabilities for specifying error text for user interface components. However, there are some exceptions. Refer to the WCAG 2.x section for details. |
| 4.2.11 Privacy | Supports | Public Sector Solutions does not impede the usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements. |

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