

Esri Accessibility Conformance Report

StoryMaps

Report Date: February 01, 2023

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Esri Accessibility Conformance Report

Product Information

Product Name/Version: StoryMaps (October 2022 version)

Report Template: Revised Section 508 Edition (based on VPAT® version 2.4)

Product Release Date: October 19, 2022

Report Date: February 01, 2023

Product Description: Esri StoryMaps let you inform, engage, and inspire your audience by harnessing the power of maps and geography to tell your story. Build apps that combine authoritative maps and data with narrative text, photos, and multimedia content. You can share your story maps publicly or within your enterprise. Esri Story Maps are part of ArcGIS, so you can use the full power of the world's leading GIS platform to tell your story.

Notes: This report applies to both published StoryMaps stories (for consumers) as well as the StoryMaps authoring environment (for authors and builders). The information found in WCAG success criteria (table 4 through table 7) contains explanations and results for both consumption and authoring environments.

Evaluation Methods Used: Testing StoryMaps involved a combination of manual and functional testing on desktop, and automated testing with web scanning tools (on the Google Chrome web browser). The product was tested by certified accessibility professionals on a selection of the application representative of StoryMaps using, among other methodology, the screen reader JAWS 2022, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted.

Additional accessibility evaluation was also conducted on this product by Esri internal analysts, and supplemental language has been included in the 'Conformance Level' and/or 'Remarks and Explanations' sections within the report tables.

Legal Disclaimer: As of the testing date to which this document relates to, this document describes the Esri product's ability to support certain WCAG standards for informational purposes only, and the contents are subject to change without notice.

This document does not represent a legal commitment and is provided "As-Is." Esri disclaims that any information in this document will remain accurate after such testing date. Esri monitors the accessibility of its products and provide updates from time to time. Any modification or customization to the product described herein may render some or all of this document to become inapplicable. Esri specifically disclaims any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. Esri further makes no representation concerning the ability of assistive technologies or other products to interoperate with the Esri product described herein.

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For more information regarding general accessibility topics at Esri, visit <https://www.esri.com/en-us/accessibility/overview>, or for accessibility information regarding Esri Legal, visit <https://www.esri.com/en-us/legal/accessibility>.

Specific inquiries may be emailed to EsriAccessibility@esri.com, or mailed to Esri, Contracts and Legal Department, 380 New York Street, Redlands, California 92373.

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Table 1: Applicable Standards and Guidelines

Standards / Guidelines	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 Standards	(Yes)
EN 301 549 V3.1.1	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	02/01/2023	Evaluation results and explanations updated by testing vendor (initial version)
2.0	03/31/2023	Updated to 2.4 VPAT® template and Esri ACR format
2.1	05/12/2023	Evaluation results and explanations updated by certified accessibility professionals and Esri internal.

Purpose

The Voluntary Product Accessibility Template (VPAT®) – used to create Esri Accessibility Conformance Reports – is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT® is to assist customers and buyers in making preliminary assessments regarding the availability of commercially-available Information and Communication Technology (ICT) products and services with features that support accessibility.

Background

On March 20, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised, updated, and combined standards for ICT developed, procured, maintained, or used by federal agencies covered by Section 508 of the Rehabilitation Act of 1973 and Section 255 of the Communications Act of 1934. The revisions and updates to these standards are intended to ensure that electronic media is accessible to and usable by individuals with disabilities.

Terms

The terms used in the 'Conformance Level' information are defined as follows:

Table 3: Conformance Level Definitions

Conformance Level	Definition
Supports	The functionality of the product has at least one method that meets the criterion or meets with equivalent facilitation.
Partially Supports	Product does not entirely meet the letter and intent of the criterion, but does provide some level of access. OR Product provides alternative methods to meet the intent of 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.

Revised Section 508 Considerations

Application and Administration

Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to these requirements. Section 508 of the Rehabilitation Act (29 U.S.C. 794d) applies to federal departments and agencies, including the U.S. Postal Service. The term “agency” is defined in Section E103 to include the United States Postal Service and other federal agencies and departments as specified in 44 U.S.C. 3502. That section of the U.S.C. defines agency to mean any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency, but does not include (a) the General Accounting Office; (b) Federal Election Commission; (c) the governments of the District of Columbia and of the territories and possessions of the United States, and their various subdivisions; or (d) Government-owned contractor-operated facilities, including laboratories engaged in national defense research and production activities.

All sections of the technical standards may apply to this product and are individually addressed in the following sections. This applies to the majority of ArcGIS software, services, and solutions.

Scoping Requirements

Section 508 Chapter 2 addresses application and scoping of the Revised 508 Standards, including exceptions. Multiple significant changes were made to this chapter, including:

- Adding a category to E205.3, official agency communications that are non-public facing electronic covered content;
- Clarifying the application of WCAG 2.0 to non-Web documents and software; and
- Made corresponding changes to E205.4 and E207.2, including adding E205.4.1 and E207.3, which specify the word substitution necessary to apply WCAG 2.0 to non-Web content.

207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for webpages in WCAG 2.0.

Functional Performance Criteria

301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Hardware

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

Software

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

Support Documentation and Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

Web Content Accessibility Guidelines (WCAG) Report

WCAG Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. - Controls, Input - Time-Based Media - Text - Sensory - CAPTCHA - Decoration, Formatting, Invisible	Partially Supports	Web: The product provides sufficient text alternatives for most non-text content, such as images, icons, and visual affordances, or is hidden from assistive technology. A rating of Partially Supports has been given for the following reason(s): - Progress bars do not indicate progress to screen readers. - Some icons are not marked as decorative despite having identifying text on the screen next to them. - Some third-party integrations lack alternative text on their images. - Some user uploaded images have both an aria-label and alternative text. - Videos do not have titles or accessible names attached to them. - Canvas elements do not include an accessible description of their content. - Some controls lose their role in RWD mode.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: While the product comes with default themes that are accessible and encourages users to include accessible features such as alternative text, it is still possible for the user to create or upload content that does not support accessibility.
<u>1.2.1</u> Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only • Prerecorded Video-only	Partially Supports	Web: The product provides transcripts for most prerecorded audio-only or video-only content. A rating of Partially Supports has been given for the following reason(s): • Some videos are missing transcripts. Authoring Tool: Users can import or upload video. While there is the ability to include a transcript, it is up to the author to provide one.
<u>1.2.2</u> Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Supports	Web: All prerecorded video and/or audio content included in the product provides captions. Authoring Tool: Users can upload or import videos and provide captions, but they must take the action to provide them.
<u>1.2.3</u> Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Supports	Web: The product does not currently contain any prerecorded video content that would require audio description or a time-based media alternative. Authoring Tool: Users can upload or import videos and provide audio descriptions, but they must take the action to provide them.
<u>1.2.4</u> Captions (Live) (Level AA)	Supports	Web / Authoring Tool: The product does not currently contain live audio content.

Criteria	Conformance Level	Remarks and Explanations
Captions are provided for all live audio content in synchronized media.		
<u>1.2.5</u> Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Partially Supports	Web: The product provides audio description for most prerecorded video content in synchronized media. Authoring Tool: Users can upload or import videos and provide audio descriptions, but they must take the action to provide them.
<u>1.3.1</u> Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports	Web: Most user interface elements in the product provide programmatic and/or textual information about structure and relationships. A rating of Partially Supports has been given for the following reason(s): • Some heading elements are used for style and not structure. • There are headings with levels that do not match their visual level on the page. • Some areas require a live region that is not present. • Some items that appear as lists are missing list markup. Authoring Tool: The product provides all the tool authors need to construct a proper hierarchy using the right elements, but the user will have to use those tools for their content to have the structure.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2</u> Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	Web: The reading order of the content matches the visual and logical order, and can be programmatically determined. Authoring Tool: The product provides the tools needed to construct content in a meaningful sequence and does so by default. However, the user may be able to alter that default and change the order or not follow best practices.
<u>1.3.3</u> Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supports	Web: The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics. Authoring Tool: The product contains all the tooling needed to prevent users from relying on sensory characteristics, but as they can create sites on their own with the product, they could incorporate content that relies on a specific sense.
<u>1.3.4</u> Orientation (Level AA – WCAG 2.1) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	Web: The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes. Authoring Tool: The product is built with responsive design methods that support changes in orientation. However, it is possible that users could upload content that does not support orientation changes.
<u>1.3.5</u> Identify Input Purpose (Level AA – WCAG 2.1) The purpose of each input field collecting information about the user can be programmatically determined when:	Partially Supports	Web: Most input fields in the product do not collect information about the user. However, some input fields collect information about the user and do not programmatically convey their purpose. A rating of

Criteria	Conformance Level	Remarks and Explanations
- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and - The content is implemented using technologies with support for identifying the expected meaning for form input data.		Partially Supports has been given for the following reason(s): There are some common fields that can be supported with autocomplete, yet do not contain the proper coding for autocomplete to function. Authoring Tool: While the tool does an overall excellent job of providing proper identification of components, users of the product could create content that does not support accessibility.
<u>1.4.1</u> Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Partially Supports	Web: Throughout most of the product, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. A rating of Partially Supports has been given for the following reason(s): There are a few examples where color is the only thing used to differentiate them including choosing themes, indicating error messages, and some links in the Overview section. Authoring Tool: The product contains tools to prevent users from using only color to indicate meaning, but since the user has access to a full editor, they could make content that relies on color alone.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.2</u> Audio Control (Level A) If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Supports	Web: The product does not contain audio that plays automatically. The product allows audio content to be controlled by the user. Authoring Tool: The product does not permit users to auto-play audio when building their sites. When audio plays, controls are provided and properly labelled.
<u>1.4.3</u> Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: - Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; - Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. - Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Partially Supports	Web: The product meets or exceeds minimum contrast ratios on most components containing text or images of text. A rating of Partially Supports has been given for the following reason(s): Contrast falls short on the Remove and Delete buttons, and Placeholders. Authoring Tool: The product provides themes and advises on color schemes that meet minimum contract requirements, however it is possible for the user to choose colors that do not have enough contrast.
<u>1.4.4</u> Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Partially Supports	Web: Most text can be resized without assistive technology up to 200 percent without loss of content or functionality. A rating of Partially Supports has been given for the following reason(s): While it does scale, it does require scrolling in two directions to see all the content. Authoring Tool: The output of the product does scale to 200% without horizontal scrolling. However,

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: - Customizable: The image of text can be visually customized to the user's requirements; - Essential: A particular presentation of text is essential to the information being conveyed (includes logotypes).	Supports	certain elements, like maps, may be partially cutoff depending on how the user configures it. Web: Text is used to convey information rather than images of text, except where a particular presentation of text is essential to the information being conveyed, such as in logotypes. Authoring Tool: While the product does not use text images, users can upload them and not provide proper alternative text.
1.4.10 Reflow (Level AA – WCAG 2.1) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: - Vertical scrolling content at a width equivalent to 320 CSS pixels - Horizontal scrolling content at a height equivalent to 256 CSS pixels	Does Not Support	Web: Throughout the product, when the viewport is reduced to 320px wide, content can only be viewed by scrolling in two dimensions. Some content also overlaps other content and functionality is impeded. A rating of Does Not Support has been given for the following reason(s): - The product is designed to edit on a desktop sized screen. The editing interface is best viewed between 960 and 1280 pixels wide. Below 960 it does not render, instead it informs the user that they need to be on a larger screen. Authoring Tool: While the editing interface does not reflow well, the output created does with a few exceptions: - Some share buttons disappear. - Some map configurations may get cutoff.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.11</u> Non-text Contrast (Level AA – WCAG 2.1) The visual presentation of non-text content has a contrast ratio of at least 3:1 against adjacent color(s).	Partially Supports	Web: Most user interface components and meaningful graphics in the product have a contrast ratio of at least 3:1 against adjacent colors. A rating of Partially Supports has been given for the following reason(s): • The visual focus indicator on handheld mobile sizes does not meet contrast requirements. • Progress bars, field borders, and toggle switches (when off) do not meet contrast requirements. Authoring Tool: While the product does an excellent job at directing users to themes and color schemes that have proper contrast, the user can choose colors that do not meet the minimum contrast for non-text components.
<u>1.4.12</u> Text Spacing (Level AA – WCAG 2.1) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size • Spacing following paragraphs to at least 2 times the font size • Letter spacing (tracking) to at least 0.12 times the font size • Word spacing to at least 0.16 times the font size.	Supports	Web: There is no loss of content or functionality in the product when users override author specified text styles. Authoring Tool: While the tooling is in place to render all text output from the product in relative sizing, a user could still introduce content that prevents it.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: - Dismissible - Hoverable - Persistent	Partially Supports	Web: Some content in the product that is made visible via hover or focus is not dismissible, hoverable, or persistent. A rating of Partially Supports has been given for the following reason(s): Tooltips cannot be opened by keyboard only and when opened using a mouse, it will stay open without a button to close the tooltip. Authoring Tool: The product does not include anything in the output that does not conform to this success criteria. However, more advanced users may be able to create content that does fail the success criteria.

WCAG Principle 2: Operable

User interface components and navigation must be operable. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.1</u> Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Partially Supports	Web: Most of the basic functionality of the product can be operated through a keyboard interface. A rating of Partially Supports has been given for the following reason(s): - Icons for tooltips are not keyboard accessible. - Icons within the maps are not keyboard accessible. - Controls on some videos are not keyboard accessible. Authoring Tool: Most controls in the product support keyboard only navigation and activation. However, a handful of controls do not accept keyboard interaction including icons within the maps.
<u>2.1.2</u> No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	Web / Authoring Tool: The product does not feature any content or controls that cause a keyboard trap.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.4</u> Character Key Shortcuts (Level A – WCAG 2.1) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.) • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	Supports	Web / Authoring Tool: The product does not currently rely on character key shortcuts. When they are used, care has been taken to ensure they do not conflict with the browser or assistive technology.
<u>2.2.1</u> Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or	Supports	Web / Authoring Tool: The product includes a mechanism to turn off, adjust, or extend time limits set by the content; the time limit is a required part of a real-time event; the time limit is essential and extending it would invalidate the activity; the time limit is longer than 20 hours.

Criteria	Conformance Level	Remarks and Explanations
• Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. <i>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</i>		
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Partially Supports	Web: Most moving, blinking, scrolling, and auto-updating information in the product can be paused, stopped, or hidden by the user. A rating of Partially Supports has been given for the following reasons: • Some videos auto-play on loop with no controls. Authoring Tool: The product is not designed to allow users to upload videos without controls, however it is possible to upload animated images or use HTML that would violate the success criteria.

Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1</u> Three Flashes or Below Threshold (Level A) Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Supports	Web: The product does not contain any content that flashes more than three times in any one second. Authoring Tool: While the product does not contain any content that violates the Three Flashes or Below Threshold, it is possible for users to upload content that does violate it.
<u>2.4.1</u> Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.	Supports	Web: The product contains mechanisms that allows users to bypass blocks of content, such as skip nav links, and landmarks and headings which facilitate the bypass function. Authoring Tool: The product uses skip links to bypass blocks of repetitive content and controls. However, the user can include navigation and other lists of links without providing bypass blocks.
<u>2.4.2</u> Page Titled (Level A) Webpages have titles that describe topic or purpose.	Partially Supports	Web: Page titles describe the high-level topic or purpose of the pages in most cases. A rating of Partially Supports has been given for the following reason(s): • Generic titles such as “StoryMaps” exist within the product and need to be more specific to the individual page. • Some profiles, stings, notifications, and feature pages are missing accessible titles. Authoring Tool: The product has a spot to provide a clear, concise, and descriptive title, However, the user can put in something generic that does not accurately describe the page.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.3</u> Focus Order (Level A) If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	Web: Most components within the product receive focus in a meaningful order. A rating of Partially Supports has been given for the following reason(s): • When dismissed, dialogs do not put the focus back on the trigger element. • Forms in error states do not put focus on a list of errors at the top or the first field in error. • Multi-step forms do not move focus to the top of the section after hitting Next or Continue buttons. Authoring Tool: The product is designed to follow the natural order of display in the focus movement. However, an advanced user who knows HTML could change the focus order if they tried.
<u>2.4.4</u> Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Partially Supports	Web: The purpose of most links in the product can be determined from the link text alone or from the programmatic context of the link. A rating of Partially Supports has been given for the following reason(s): • Some links such as "Read more" and "Learn More" lack link purpose in text or context, including Overview, Features, and Learn pages. Authoring Tool: The product is designed for users to build their own website to tell a story. While throughout the product users are encouraged to include descriptive links, they can use generic links.
<u>2.4.5</u> Multiple Ways (Level AA)	Supports	Web: Multiple ways of locating content are provided, such as search and global navigation systems,

Criteria	Conformance Level	Remarks and Explanations
More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.		except when the location is the result of, or a step in, a process. Authoring Tool: Most of the stories told using the product are one-page stories. However, they can be added to collection which then have multiple ways of accessing the items in the collection.
2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Partially Supports	Web: Most content headings and labels are descriptive and unique. A rating of Partially Supports has been given for the following reason(s): There are several places where accessible names are missing, including the 'Add' button in the 'Add Image' dialog, the 'Remove' button to remove the uploaded logo, the '+' button when adding new content to the story, and some color swatches in the 'Color and Design' sections. Authoring Tool: The product is designed to encourage the user to include unique names, headings, and labels for all items. However, a user can elect to ignore that create content that fails this success criteria.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	Web: The keyboard focus indicator is visible on all interactive components throughout the product. Authoring Tool: The product provides for a visible focus indicator on all stories. However, depending on the theme picked or customized it is possible for the user to make the indicators virtually invisible.

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.1</u> Pointer Gestures (Level A – WCAG 2.1) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	Web / Authoring Tool: The product does not require multi-point or path-based pointer gestures for operation.
<u>2.5.2</u> Pointer Cancellation (Level A – WCAG 2.1) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion • Up Reversal: The up-event reverses any outcome of the preceding down-event • Essential: Completing the function on the down-event is essential	Supports	Web / Authoring Tool: The product contains only functionality that can be activated on the up event of a single pointer.
<u>2.5.3</u> Label in Name (Level A – WCAG 2.1) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially Supports	Web: The product includes the visible label for most user interface controls within the accessible name. A rating of Partially Supports has been given for the following reason(s): • There are several locations where the label is not programmatically attached to the field including the 'Add Coupon Code', 'Close' buttons, the 'Visualization' type, and the color palette.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: The product does not allow the user to build forms. However, it does allow the user to embed another page and build buttons that may not have proper accessible names or visible names.
<u>2.5.4</u> Motion Actuation (Level A – WCAG 2.1) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: - Supported Interface: The motion is used to operate functionality through an accessibility supported interface - Essential: The motion is essential for the function and doing so would invalidate the activity	Supports	Web / Authoring Tool: The product does not contain any functionality that can be operated by device motion or user motion.

WCAG Principle 3: Understandable

Information and the operation of user interface must be understandable. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<u>3.1.1</u> Language of Page (Level A) The default human language of each Webpage can be programmatically determined.	Supports	Web: The language of each page in the product is programmatically determinable. Authoring Tool: The product will include the user's language setting for the authenticated pages as the language of the created pages. However, if the user writes in a different language, the user will need to change their settings to that language to reflect the proper language of the page.
<u>3.1.2</u> Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	Web: The language of each passage or phrase in content within the product can be programmatically determined. Content in the product is only presented in one language at a time. Authoring Tool: While the product uses one language throughout, it does allow the user to compose their content in any language. If they deviate from their language in the settings, the product does not provide a method to add a language tag on the content in the other language.
<u>3.2.1</u> On Focus (Level A) When any component receives focus, it does not initiate a change of context.	Supports	Web / Authoring Tool: User interface components in the product do not initiate a change of context when they receive focus.

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.2</u> On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Supports	Web / Authoring Tool: Changes of context do not occur automatically on user input.
<u>3.2.3</u> Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Webpages within a set of Webpages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	Web: When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance. Authoring Tool: The product produces standalone story sites that are usually a single page. When added to a collection or grouping of other stories, there may be different navigation per story depending on how the user created each story.
<u>3.2.4</u> Consistent Identification (Level AA) Components that have the same functionality within a set of Webpages are identified consistently.	Supports	Web: Components with the same functionality throughout the product are identified consistently. Authoring Tool: While the product provides for consistent naming, the user can implement some controls (mostly buttons) that do not have consistent naming.
<u>3.3.1</u> Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Partially Supports	Web: Where input errors are automatically detected in the product, the majority of items in error are identified and error messages are conveyed to assistive technologies or in text. A rating of Partially Supports has been given for the following reason(s): Some error messages are not properly connected to their fields. Authoring Tool: Users are not allowed to build forms.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.2</u> Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	Web: The product provides sufficient instructions for user input in most cases. A rating of Partially Supports has been given for the following reason(s): - Controls visually close together and with related context are not grouped using fieldsets and legends. - Some form elements do not indicate if they are required in a manner a screen reader user would understand. Authoring Tool: The product does not allow the end user to create forms. However, the user can create buttons and embed other sites. These can be authored in a way that violates the success criteria.
<u>3.3.3</u> Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Partially Supports	Web: The product provides suggestions to the user when the majority of input errors are automatically detected. A rating of Partially Supports has been given for the following reason(s): - The nature of the product is to produce stories on web pages. When possible, like in the theme creation, there are suggested options for the user to help prevent errors. - Most of the user-created content does not have a suggested response or error. Authoring Tool: The product limits what the user can create by not creating forms. However, it is possible for the user to embed a form that does not have error suggestion.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.4</u> Error Prevention (Legal, Financial, Data) (Level AA) For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports	Web: Throughout the product, changes to user-controllable data are reversible, or can be checked or confirmed before finalizing. Authoring Tool: The product limits what the user can create by not creating forms. However, it is possible for the user to embed a form that does not have error prevention for legal or financial data.

WCAG Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. <i>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</i>	Partially Supports	Web: Most content within the product can be parsed by assistive technologies as expected. A rating of Partially Supports has been given for the following reason(s): Some controls contain div elements that are improperly nested, including the 'Return to Top button and some labels. Authoring Tool: The product does not allow the user to write content that does not parse. However, it does allow embedding of other content and the user could embed content that does not parse.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. <i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i>	Partially Supports	Web: Most user interface components throughout the product convey their name, role, or value to assistive technology. A rating of Partially Supports has been given for the following reason(s): - Error messages are not connected to fields. - Progress bars are missing accessible names. - Fields are not clearly identified as required for screen reader users. Authoring Tool: While the product provides methods to include proper name, role, and value for content entered by users, there is the possibility that a user does not apply name, role, and value to the content they add.

Criteria	Conformance Level	Remarks and Explanations
<u>4.1.3</u> Status Messages (Level AA – WCAG 2.1) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Supports	Web: Status messages, when provided in the product, are presented in a way that can be programmatically determined and do not require that they receive focus. The product uses the role of status or a polite live region to announce status messages without stealing focus. Authoring Tool: The product does not allow the user to create content that requires status messages when update. However, the product does allow users to embed code from other sites that may produce status messages.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

Table 8: Revised Section 508 Chapter 3 - Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Progress bars do not indicate progress to screen readers. • Some icons are not marked as decorative despite having identifying text on the screen next to them. • Some third-party integrations lack alternative text on their images. • Some areas require a live region that is not present. • Error messages rely on color alone. • Contrast falls short on some buttons. • Tooltips cannot open by keyboard only.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Error messages rely on color alone. • Contrast falls short on some buttons, toggles, and field borders. • Tooltips cannot open by keyboard only. • Several pages have the same page title. • Dialogs do not return focus to triggers when dismissed. • Some labels are not programmatically attached to their fields.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. Related WCAG success criteria: • Perceivable: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name • Understandable: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Error messages rely on color alone. • Contrast falls short on some buttons, visual focus indicator on mobile sizes, field borders, and some colors in themes. • Tooltips cannot open by keyboard only.
302.4 Without Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. Related WCAG success criteria: • Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. Related WCAG success criteria: • Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Supports	The product does not require the use of hearing.
302.6 Without Speech Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. Related WCAG success criteria: • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Supports	The product does not require the use of speech.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • The contrast of visual focus indicator on handheld mobile sizes. • Tooltips cannot be opened by keyboard only and when opened using a mouse, it will stay open without a button to close the tooltip. • When dismissed, dialogs do not put the focus back on the trigger element. • Forms in error states do not put focus on a list of errors at the top or the first field in error. • Multi-step forms do not move focus to the top of the section after hitting Next or Continue buttons.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Tooltips cannot be opened by keyboard only and when opened using a mouse, they will stay open without a button to close the tooltips. • When dismissed, dialogs do not put the focus back on the trigger element. • Forms in error states do not put focus on a list of errors at the top or the first field in error. • Multi-step forms do not move focus to the top of the section after hitting Next or Continue buttons.
302.9 With Limited Language, Cognitive, and Learning Abilities ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Inline language is not declared when users create content other than the language declared in the user's profile. • Some of those error messages are not properly connected to their fields.

Criteria	Conformance Level	Remarks and Explanations
Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages		

[Chapter 4: Hardware](#)

StoryMaps is not impacted by Chapter 4: Hardware. This section has been removed from the report.

[Chapter 5: Software](#)

StoryMaps is a web-only product, not platform software, and is not impacted by Chapter 5: Software. This section has been removed from the report.

Chapter 6: Support Documentation and Services

The language included in this section is based on an internal evaluation of the StoryMaps support documentation and services.

Table 9: Revised Section 508 Chapter 6 - Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation		
602.2 Accessibility and Compatibility Features Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	This product report is not impacted by Chapters 4 and 5.
602.3 Electronic Support Documentation Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Partially Supports	Web-based electronic support documentation is available for this product.
602.4 Alternate Formats for Non-Electronic Support Documentation Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Web-based electronic support documentation is available for this product.
603 Support Services		

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	This product report is not impacted by Chapters 4 and 5 (as described in 602.2).
603.3 Accommodation of Communication Needs Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

EN 301 549 Report

Chapter 4: Functional Performance Statements (FPS)

Table 10: EN 301 549 Chapter 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage Without Vision Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Progress bars do not indicate progress to screen readers. • Some icons are not marked as decorative despite having identifying text on the screen next to them. • Some third-party integrations lack alternative text on their images. • Some areas require a live region that is not present. • Error messages rely on color alone. • Contrast falls short on some buttons. • Tooltips cannot open by keyboard only.

Criteria	Conformance Level	Remarks and Explanations
Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages		
4.2.2 Usage With Limited Vision Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations. Related WCAG success criteria: Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: - Error messages rely on color alone. - Contrast falls short on some buttons, toggles, and field borders. - Tooltips cannot open by keyboard only. - Several pages have the same page title. - Dialogs do not return focus to triggers when dismissed. - Some labels are not programmatically attached to the field.

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage Without Perception of Color Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name • Understandable: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Error messages rely on color alone. • Contrast falls short on some buttons, visual focus indicator on mobile sizes, field borders, some colors in themes.
4.2.4 Usage Without Hearing Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages		
4.2.5 Usage With Limited Hearing Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations. Related WCAG success criteria: Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Supports	The product does not require the use of hearing.
4.2.6 Usage With No or Limited Vocal Capacity Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations. Related WCAG success criteria: Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Supports	The product is usable by those with no or limited vocal capability.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage With Limited Manipulation or Strength Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • The contrast of visual focus indicator on handheld mobile sizes is insufficient. • Tooltips cannot be opened by keyboard only and when opened using a mouse, they will stay open without a button to close the tooltips. • When dismissed, dialogs do not put the focus back on the trigger element. • Forms in error states do not put focus on a list of errors at the top or the first field in error. • Multi-step forms do not move focus to the top of the section after hitting Next or Continue buttons.

Criteria	Conformance Level	Remarks and Explanations
4.2.8 Usage With Limited Reach Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation • Understandable: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Tooltips cannot be opened by keyboard only and when opened using a mouse, it will stay open without a button to close the tooltip. • When dismissed, dialogs do not put the focus back on the trigger element. • Forms in error states do not put focus on a list of errors at the top or the first field in error • Multi-step forms do not move focus to the top of the section after hitting Next or Continue buttons.
4.2.9 Minimize Photosensitive Seizure Triggers Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers. Related WCAG success criteria: • Perceivable: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory	Supports	The product does not contain photosensitive seizure triggers or flashing content.

Criteria	Conformance Level	Remarks and Explanations
Characteristics,, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.13 Content on Hover or Focus • Operable: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold • Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages		
4.2.10 Usage With Limited Cognition, Language, or Learning The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations. Related WCAG success criteria: • Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus • Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation	Partially Supports	A rating of Partially Supports has been given due to the following related WCAG criteria: • Inline language is not declared when users create content other than the language declared in the user's profile • Some of those error messages are not properly connected to their fields.

Criteria	Conformance Level	Remarks and Explanations
Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention Robust: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages		
4.2.11 Privacy Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users. Related WCAG success criteria: Perceivable: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus Operable: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation Understandable: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.

Criteria	Conformance Level	Remarks and Explanations
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- [Robust](#): 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages

[Chapter 5: Generic Requirements](#)

StoryMaps is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

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

StoryMaps is not impacted by Chapter 6: ICT with Two-Way Voice Communication. This section has been removed from the report.

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

StoryMaps is not impacted by Chapter 7: ICT with Video Capabilities. This section has been removed from the report.

[Chapter 8: Hardware](#)

StoryMaps is not impacted by Chapter 8: Hardware. This section has been removed from the report.

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

This section has been removed from the report.

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

StoryMaps is not impacted by Chapter 10: Non-Web Documents. This section has been removed from the report.

Chapter 11: Software

Table 11: EN 301 549 Chapter 11 - Software

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	See WCAG	See information in WCAG 2.1 report sections
11.5 Interoperability with Assistive Technology		
11.5.1 Closed		
11.5.2 Accessibility Services		
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	Supports	
11.5.2.4 Assistive technology	Supports	
11.5.2.5 Object information	Partially Supports	As noted in the WCAG 2.x section, most controls and objects are identified with their required name, role, state, and value. However, there are objects that are missing some of the information.
11.5.2.6 Rows, columns, and headers	Supports	
11.5.2.7 Values	Supports	
11.5.2.8 Label relationships	Partially Supports	As noted in the WCAG 2.x section, most of the product has proper labels connected to fields, but there are some exceptions noted above.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.9 Parent-child relationships	Supports	
11.5.2.10 Text	Supports	
11.5.2.11 List of available actions	Supports	
11.5.2.12 Execution of available actions	Supports	
11.5.2.13 Tracking of focus and selection attributes	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports	
11.5.2.15 Change notification	Supports	
11.5.2.16 Modifications of states and properties	Supports	
11.5.2.17 Modifications of values and text	Supports	
11.6 Documented Accessibility Usage		
11.6.1 User control of accessibility features	Supports	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	
11.8 Authoring Tools		
11.8.1 Content Technology		
11.8.2 Accessible content creation	See WCAG conformance levels	See information in WCAG 2.1 report sections

Criteria	Conformance Level	Remarks and Explanations
11.8.3 Preservation of accessibility information in transformations	Supports	
11.8.4 Repair assistance	Supports	
11.8.5 Templates	Supports	

Chapter 12: Documentation and Support Services

The language included in this section is based on an internal evaluation of the StoryMaps support documentation and services.

Table 12: EN 301 549 Chapter 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product Documentation		
12.1.1 Accessibility and Compatibility Features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Supports	Web-based electronic support documentation is available for this product.
12.1.2 Accessible Documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.
12.2 Support Services		
12.2.2 Information on Accessibility and Compatibility Features ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
12.2.3 Effective Communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible Documentation Documentation provided by support services shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.