EVAN360 Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: EVAN360 Web version 1.72 (Google Chrome/Mozilla Firefox/Microsoft Edge on Windows 10)

Report Date: May 2021

Product Description: EVAN360 is a configurable web-based software designed to quickly connect individuals that need help with the experts that can provide it. The application runs in desktop and mobile browsers as well in a mobile application for iOS and Android.

Contact Information: support@evan360.com

Notes:

Evaluation Methods Used: Testing was done on Windows 10 with NV Access's NVDA Screen Reader version 2020.4 and Microsoft Narrator with Microsoft Accessibility Options (Filter keys and Display/Contrast settings) and standard keyboard.

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	EVAN360 provides alternative text to major navigation elements and buttons with some exceptions: User avatars, user uploaded images, and several minor navigation elements are not currently supported.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not natively contain prerecorded video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not natively contain prerecorded video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not natively contain prerecorded video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	EVAN360 programmatically presents the visual structure, context, and relationships between most elements to assistive technologies. Labels are associated with major form controls to ensure they are announced when focused upon.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 employs a layout that is logical and follows the visual order of elements.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not rely solely on sensory characteristics to convey information about content and elements.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product conveys information without solely using color differences.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not natively contain audio but does contain links to audio/video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 operates as a standard webpage and is navigable via keyboard controls.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	EVAN360's interface elements can be navigated with unmodified arrow or tab keys.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	EVAN360 does not contain time limited features.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	During an EVAN360 session, the chat feature automatically scrolls as messages are typed. This cannot be paused or hidden but is an essential part of the support experience.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not contain any flashing pages or interface elements.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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	EVAN360 has a persistent navigation menu and link to the home page of the web application.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	The majority of the EVAN360 pages do not currently have adequate page titles.
2.4.3 Focus Order (Level A) Also applies to:	Supports	The product provides a focus order that is consistent with the visual order of the application.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The purpose of most links in EVAN360 can be determined from text alone. Currently, there are some navigational arrows missing alternative text descriptions.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	EVAN360's language is defined in the HTML header as English only.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing focus of EVAN360 interface elements does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Elements that cause a change of context are labeled with graphics and/or text.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	EVAN360 detects errors and displays error messages upon submitting invalid data. However, error messages are not shown if required fields are left incomplete, and instead buttons to proceed will be disabled until the required fields are completed.

Criteria	Conformance Level	Remarks and Explanations

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Input fields contain placeholder text describing the expected input.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	EVAN360 structure contains complete tags without duplicate attributes or IDs.

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	EVAN360's major controls provide the necessary role, state, property, and value information to assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	EVAN360 does not natively contain video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.

1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	EVAN360 does not natively contain video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	EVAN360 does not natively contain any low contrast interface elements or pages, but users may generate content on login pages that reduces the readability of text.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 supports resizable text within the web browser, operating system, or assistive software.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 does not use images of text to convey information.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 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	EVAN360 uses a sequential flow for the process of making requests and offers several options for cancelling that process (i.e., pressing escape, clicking the back arrow, and clicking the company icon).
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360 uses descriptive text heading and labels on each page of the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	This is not a natively supported feature of EVAN360, but does function when configured in assistive software or operating systems.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	EVAN360's language is set as part of the HTML code.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 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	Navigation methods are repeated and consistent throughout the application.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 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 interface elements are identified consistently throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When a suggested resolution to an error is known, it is presented to the user. Placeholder text is also offered in text input fields to aid with user input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Not Applicable	EVAN360 does not contain legal or financial transactions.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	EVAN360 provides function that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible.
302.2 With Limited Vision	Supports	EVAN360 is accessible to users with low vision.
302.3 Without Perception of Color	Supports	EVAN360 does not rely on or require perception of color to be used
302.4 Without Hearing	Supports	EVAN360's primary functionality can be fully utilized without hearing
302.5 With Limited Hearing	Supports	EVAN360's primary functionality can be fully utilized with limited hearing
302.6 Without Speech	Supports	EVAN360's primary functionality can be fully utilized without speech
302.7 With Limited Manipulation	Supports	EVAN360 can be operated via keyboard and with assistive software
302.8 With Limited Reach and Strength	Supports	EVAN360 is functional with limited reach and strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	EVAN360's primary functions can be operated with limited cognitive, language, and learning abilities.

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The accessibility of EVAN360 is determined by operating system and third-party assistive software.
502.2.2 No Disruption of Accessibility Features	Supports	The EVAN360 web application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, text resizing, and the on-screen keyboard.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Object information is available in the web application code and able to be parsed by assistive technologies.
502.3.2 Modification of Object Information	Supports	Assistive technology is not prohibited from modifying states or properties to the extent that the web browser allows it.
502.3.3 Row, Column, and Headers	Not Applicable	Application does not display information in table format
502.3.4 Values	Supports	Values are identifiable to assistive technologies.
502.3.5 Modification of Values	Supports	Assistive technology is not prohibited from modifying values to the extent that the web browser allows it.
502.3.6 Label Relationships	Supports	Controls are associated with their respective labels.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	As a web application, these hierarchical relationships are not present
502.3.8 Text	Supports	All text can be parsed by assistive technologies.
502.3.9 Modification of Text	Supports	Assistive technology is not prohibited from modifying text to the extent that the web browser allows it.
502.3.10 List of Actions	Does Not Support	List of actions are not programmatically determinable
502.3.11 Actions on Objects	Does Not Support	Available actions are not programmatically determinable
502.3.12 Focus Cursor	Supports	Assistive technology is not prohibited from showing cursor focus by the EVAN360 web application.
502.3.13 Modification of Focus Cursor	Supports	Assistive technology is not prohibited from modifying cursor focus by the EVAN360 web application.
502.3.14 Event Notification	Supports	Notifications and errors can be parsed by assistive technologies.
502.4 Platform Accessibility Features	Not Applicable	EVAN360 is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The EVAN360 web application inherits operating system contrast, color, and text size selections.
503.3 Alternative User Interfaces	Not Applicable	EVAN360 does not include an alternative user interface.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	EVAN360 does not natively contain video but does contain links to video sessions from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
503.4.2 Audio Description Controls	Supports	EVAN360 does not natively contain video but does contain links to video sessions

Criteria	Conformance Level	Remarks and Explanations
		from Zoom if configured. See https://zoom.us/accessibility for further details on how this item is supported.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	EVAN360 does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not Applicable	EVAN360 does not support PDF exports
504.3 Prompts	Not Applicable	EVAN360 does not provide authoring tools
504.4 Templates	Not Applicable	EVAN360 does not provide templates

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	Does Not Support	Documentation of accessibility features is not currently published.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Documentation is not currently available.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Documentation of accessibility features is not currently published.
603.3 Accommodation of Communication Needs	Support	EVAN360 support staff is available to users with disabilities.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.