

# Reach 360 Accessibility Conformance Report

We want to empower all learners to have accessible, compelling, and enjoyable e-learning experiences. With that goal in mind, we built Reach 360 to support Web Content Accessibility Guidelines (WCAG), as described in this report. We continue to refine Reach 360 so the learner experience goes beyond technical conformance with these guidelines to become truly accessible to everyone. Keep an eye on our [Feature Roadmap](#) and our [What's New](#) page for all the latest enhancements.

This is a living document. We update it as enhancements are developed and new issues come to light. If you discover an accessibility issue, please [let us know](#). We're on this journey together.

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## Based on VPAT® Version 2.5 International Edition

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## Product Information

**Name of Product/Version:** Reach 360 (navigational elements of the learning experience, not the hosted training content)

**Report Date:** March 14, 2024

**Product Description:** Deliver Articulate 360 training to all learners with Reach 360.

**Contact Information:** [a11y@articulate.com](mailto:a11y@articulate.com)

**Notes:** This report is based on the March 14, 2024 build of Reach 360.

**Evaluation Methods Used:** We tested the Reach 360 learner experience with automated accessibility checkers and manual testing by accessibility specialists. We used desktop computers running the latest versions of Windows and

macOS, plus mobile devices running the latest versions of iOS and Android. We evaluated multiple web browsers, including the latest versions of Google Chrome, Microsoft Edge, Firefox, and Safari. We performed screen reader tests with JAWS 2022, NVDA 2022, VoiceOver in macOS and iOS, and TalkBack for Android. We also completed keyboard-only tests.

**Applicable Standards/Guidelines:** This report covers the degree of conformance with these accessibility standards/guidelines.

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	Yes
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	Yes

**Terms:** We use the following terms to define conformance levels for accessibility criteria.

- **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 Level AAA.

## WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

Notes: We'll update this conformance report as enhancements are released.

Criteria	Conformance Level	Remarks and Explanations
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<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Non-text items have alternative text.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Not Applicable	<p>The Reach 360 learner experience does not have audio or video content.</p> <p>For conformance information on audio and video content included in project files from Articulate 360, please see our reports for <a href="#">Rise 360</a> and <a href="#">Storyline 360</a>.</p>

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Reach 360 does not have audio content.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> </ul>	Not Applicable	Reach 360 does not have video content.

<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Information can be programmatically determined throughout the learner experience, with some exceptions in the library sidebar.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> </ul>	Partially Supports	The reading order is correct, with some minor exceptions where the screen reader may not properly announce disabled content.

<ul style="list-style-type: none"> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions within the Reach 360 learner experience do not rely on sensory characteristics.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p>	Supports	Color alone is not used to convey

<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>information within the user interface.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Not Applicable</p>	<p>Reach 360 does not have audio content.</p>



<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The learner experience in Reach 360 is keyboard accessible.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	Navigating the learner experience in Reach 360 does not cause a keyboard trap.

<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	Reach 360 does not have keyboard shortcuts.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Not Applicable	Reach 360 does not use timed content.

<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Reach 360 does not have auto-updating info or content that moves, scrolls, or blinks for more than five seconds.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> </ul>	Supports	Reach 360 does not have flashing content.

<ul style="list-style-type: none"> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The learner experience in Reach 360 has a skip to main content link.

<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Reach 360 has a descriptive page title.</p>
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	<p>Partially Supports</p>	<p>The Reach 360 learner experience has a meaningful focus order, with a few exceptions. For instance, hidden elements may still be read by screen readers.</p>

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Reach 360 provides meaningful link phrases.
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Not Applicable	Reach 360 does not have touchscreen gestures.

<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Click events happen when learners release the mouse button, not when they press the mouse button down. Learners can move the mouse away from the target before releasing the button if they do not want to activate the target.
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Interface elements in the learning experience have accessible names that match the visible labels.

<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Not Applicable</p>	<p>Reach 360 does not have motion controls.</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>Reach 360 includes programmatically identified language of pages.</p>



<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Reach 360 does not change context when learners change focus.
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	When interacting with the Reach 360 interface, users do not experience any unexpected changes in context.

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.6 Consistent Help</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	Reach 360 does not provide help mechanisms.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The Reach 360 learner experience informs learners of input errors through text.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> </ul>	Supports	Labels are provided in Reach 360 when content requires input.

<ul style="list-style-type: none"> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	Reach 360 does not require learners to enter information.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .

<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Reach 360 provides the correct name, role, and value throughout the learner experience.

## Table 2: Success Criteria, Level AA

Notes: We'll update this conformance report as enhancements are released.

Criteria	Conformance	Remarks and Explanations
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	Level	
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Reach 360 does not have audio content.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	Reach 360 does not have video content.

Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Content automatically reflows and works beautifully in landscape and portrait modes.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	There are no input fields for learners' personal info, such as phone numbers, addresses, birthdays, or payment methods.

Revised Section 508 – Does not apply		
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Reach 360 interface elements meet the minimum contrast guidelines.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Text can be resized up to 200% without any loss of content or functionality.

Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The Reach 360 learning experience does not include images of text.
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> </ul>	Supports	Content will reflow as learners zoom in, so they will never need to scroll horizontally.



<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>		
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	The Reach 360 learner experience meets non-text contrast guidelines, except for the favorite button and green checkmarks that indicate when the password requirement has been met.
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Use browser tools and extensions to adjust text properties, such as spacing.

Revised Section 508 – Does not apply		
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	Most pointer hovers on tooltips are visible within Reach 360 until dismissed. However, we would like to improve the tooltips on the create button and user badge.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	Reach 360 provides multiple ways of locating content within the application.

<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The headings and labels in Reach 360 are descriptive.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> </ul>	Partially Supports	When learners use keyboard navigation, a rectangle highlights the object that currently has focus. However, the default focus rectangle is not consistently used and we would like to improve this.

<ul style="list-style-type: none"> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.11 Focus Not Obscured (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially Supports	In mobile view, the browse library filter sidebar does not close when keyboard navigating out of the sidebar. The sidebar obscures focus on the browse library cards.
<p><b><u>2.5.7 Dragging Movements</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	Reach 360 does not include any dragging movements.
<p><b><u>2.5.8 Target Size (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Items that do not meet the 24 x 24 minimum are spaced such that a 24px diameter sized circle used for undersized targets does not intersect with other targets.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> </ul>	Not Applicable	Reach 360 does not have any text with a change in language.

<ul style="list-style-type: none"> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	Reach 360 has consistent navigation mechanisms across the learner experience.

<ul style="list-style-type: none"> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Similar components within the learner experience are identified consistently.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> </ul>	Supports	The Reach 360 learner experience provides suggestions for resolving input errors when they are detected.

<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Reach 360 does not have any legal commitments or financial transactions.
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p>	Supports	Reach 360 allows password managers.

Revised Section 508 – Does not apply		
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	Status messages for Reach 360 only appear when there is a change in context, and they are accessible to assistive technology. However, there might be minor exceptions where the screen reader might not properly announce results after input.

### Table 3: Success Criteria, Level AAA

Notes: We'll update this conformance report as enhancements are released.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.6 Sign Language (Prerecorded)</u></b> (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not Applicable	The Reach 360 learner experience does not have audio or video content.
<p><b><u>1.2.7 Extended Audio Description (Prerecorded)</u></b> (Level AAA)</p>	Not Applicable	Reach 360 does not have video content.



EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<b><u>1.2.8 Media Alternative (Prerecorded)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not have video content.
<b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not have audio content.
<b><u>1.3.6 Identify Purpose</u></b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Partially Supports	Reach 360 uses ARIA landmarks to identify regions.
<b><u>1.4.6 Contrast (Enhanced)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Reach 360 interface elements meet the minimum contrast guidelines.
<b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not have audio content.
<b><u>1.4.8 Visual Presentation</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Reach 360 empowers learners to control the appearance of text so it's easier to read.
<b><u>1.4.9 Images of Text (No Exception)</u></b> (Level AAA)	Not Applicable	The Reach 360 learning experience does not include images of text.

EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Navigating the learner experience in Reach 360 does not require specific timing for keystrokes.
<b><u>2.2.3 No Timing</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not use timed content.
<b><u>2.2.4 Interruptions</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not auto-update.
<b><u>2.2.5 Re-authenticating</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.2.6 Timeouts</u></b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Evaluated	
<b><u>2.3.2 Three Flashes</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not have flashing content.
<b><u>2.3.3 Animation from Interactions</u></b> (Level AAA 2.1 and 2.2)	Not Applicable	Reach 360 does not have interaction animations.

EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<b><u>2.4.8 Location</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Reach 360 clearly displays the learner's location and folder (if applicable).
<b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Reach 360 provides meaningful link phrases.
<b><u>2.4.10 Section Headings</u></b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	This success criterion does not cover user interface components.
<b><u>2.4.12 Focus Not Obscured (Enhanced)</u></b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	In mobile view, the browse library filter sidebar does not close when keyboard navigating out of the sidebar. The sidebar obscures focus on the browse library cards
<b><u>2.4.13 Focus Appearance</u></b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Most of Reach 360 Learn uses a custom 3px indicator with a white box shadow. Exceptions are in the course or learning path overview pages & while taking a course.
<b><u>2.5.5 Target Size</u></b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Partially Supports	Most Reach 360 elements meet this requirement, except for the favorite

Revised Section 508 – Does not apply		button.
<a href="#"><b>2.5.6 Concurrent Input Mechanisms</b></a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Learners can navigate courses with a mouse, a keyboard, and touchscreen gestures interchangeably.
<a href="#"><b>3.1.3 Unusual Words</b></a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not use unusual words.
<a href="#"><b>3.1.4 Abbreviations</b></a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not use abbreviations.
<a href="#"><b>3.1.5 Reading Level</b></a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Text within Reach 360 Learn does not require an advanced education level.
<a href="#"><b>3.1.6 Pronunciation</b></a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not have ambiguous words.
<a href="#"><b>3.2.5 Change on Request</b></a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Learners control navigation.
<a href="#"><b>3.3.5 Help</b></a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	Reach 360 does not have required form submissions.

Revised Section 508 – Does not apply		
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The Reach 360 learner experience informs learners and provides suggestions for resolving input errors when detected.
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Reach 360 does not require learners to undergo an authentication process.

## Revised Section 508 Report

Notes: The learner experience in Reach 360 supports or partially supports all applicable Revised Section 508 accessibility guidelines, as described in the following tables.

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: The learner experience in Reach 360 supports or partially supports all applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Reach 360 supports screen readers and keyboard navigation for most interface elements.

302.2 With Limited Vision	Partially Supports	Reach 360 supports screen readers and keyboard navigation for most interface elements, making it accessible to learners with limited vision.
302.3 Without Perception of Color	Supports	Reach 360 can be used by learners who do not perceive color.
302.4 Without Hearing	Supports	Reach 360 does not use an audible mode of operation.
302.5 With Limited Hearing	Supports	Reach 360 does not use an audible mode of operation.
302.6 Without Speech	Supports	Reach 360 does not require speech input.
302.7 With Limited Manipulation	Partially Supports	Learners with limited dexterity can use Reach 360 for most interface elements.
302.8 With Limited Reach and Strength	Supports	Reach 360 allows mouse, keyboard, and touchscreen navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The learner experience in Reach 360 provides a simple, intuitive interface and supports screen readers and keyboard navigation for most interface elements.

## Chapter 4: [Hardware](#)

Notes: This chapter is not applicable to Reach 360 since it does not have hardware components.

## Chapter 5: [Software](#)

Notes: The learning experience in Reach 360 supports most applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	<a href="#">See WCAG 2.1 section</a>	See information in the WCAG 2.1 section above.
<a href="#">502 Interoperability with Assistive Technology</a>	See 502.2.1-502.2.2	
502.2.1 User Control of Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome. <a href="#">We provide a list of supported browsers.</a>
502.2.2 No Disruption of Accessibility Features	Supports	Reach 360 does not cause a disruption of platform accessibility features in the learner's operating system or web browser.
502.3 Accessibility Services	Not Applicable	Criteria 502.3.1-502.3.14 apply to platform software, such as Microsoft

		Windows and Google Chrome. We <a href="#">provide a list of supported browsers</a> .
502.4 Platform Accessibility Features	Not Applicable	This criterion applies to platform software, such as Microsoft Windows and Google Chrome. We provide a <a href="#">list of supported browsers</a> .
<a href="#">503 Applications</a>	See 503.2-503.3	
503.2 User Preferences	Supports	Learners can use platform settings, such as custom stylesheets or browser extensions, to personalize the font face, font size, color, contrast, etc., to meet their needs and preferences.
503.3 Alternative User Interfaces	Not Applicable	Reach 360 does not have an alternative interface that functions as assistive technology. All learners use the same interface, which supports assistive technologies like screen readers and magnifiers.
503.4 User Controls for Captions and Audio Description	See 503.4.1-5.3.4.2	
503.4.1 Caption Controls	Not Applicable	Reach 360 does not have audio or video content.



503.4.2 Audio Description Controls	Not Applicable	Reach 360 does not have audio content.
<a href="#">504 Authoring Tools</a>	See 504.2-504.4	
504.2 Content Creation or Editing	<a href="#">See WCAG 2.1 section</a>	See information in the WCAG 2.1 section above.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Reach 360 is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Reach 360 is not an authoring tool and does not produce PDFs.
504.3 Prompts	Not Applicable	Reach 360 is not an authoring tool and does not have a mode of operation that prompts.
504.4 Templates	Not Applicable	Reach 360 does not have templates.

## Chapter 6: [Support Documentation and Services](#)

Notes: Reach 360 features are documented electronically, and we strive to support everyone according to their communication needs.

Criteria	Conformance Level	Remarks and Explanations
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601.1 Scope		
<a href="#">602 Support Documentation</a>	See 602.2-602.4	
602.2 Accessibility and Compatibility Features	Supports	All features are <a href="#">documented in the Reach 360 user guide</a> . Additional knowledge base articles can be <a href="#">found on our support site</a> .
602.3 Electronic Support Documentation	Supports	You can find all of our documentation in electronic format at <a href="https://articulate.com">https://articulate.com</a> . See our <a href="#">accessibility policy</a> regarding WCAG conformance.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	<a href="#">Reach 360 features</a> are documented electronically.
<a href="#">603 Support Services</a>	See 603.2-603.3	
603.2 Information on Accessibility and Compatibility Features	Supports	We provide support via <a href="#">emails</a> , <a href="#">live text-based chats</a> , <a href="#">forum discussions</a> , <a href="#">training webinars</a> , <a href="#">user guides</a> , and <a href="#">knowledge base articles</a> .
603.3 Accommodation of Communication Needs	Supports	Although this report covers the Reach 360 Learn platform, we strive to accommodate everyone's communication needs. We can be reached 24/7 via <a href="#">email</a> .

		Let us know if you have specific communication requirements.
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## EN 301 549 Report

Notes: Reach 360 supports applicable EN 301 549 accessibility guidelines, as described in the following tables.

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

Notes: The learner experience in Reach 360 supports or partially supports all applicable criteria in the following table.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Reach 360 supports screen readers and keyboard navigation for most interface elements.
4.2.2 Usage with limited vision	Partially Supports	Reach 360 supports screen readers and keyboard navigation for most interface elements, making it accessible to learners with limited vision.
4.2.3 Usage without perception of colour	Supports	Reach 360 can be used by learners who do not perceive color.
4.2.4 Usage without hearing	Supports	Reach 360 does not use an audible mode of operation.

4.2.5 Usage with limited hearing	Supports	Reach 360 does not use an audible mode of operation.
4.2.6 Usage with no or limited vocal capability	Supports	Reach 360 does not require speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Learners with limited dexterity can use Reach 360 for most interface elements.
4.2.8 Usage with limited reach	Supports	Reach 360 allows mouse, keyboard, and touchscreen navigation.
4.2.9 Minimize photosensitive seizure triggers	Supports	Reach 360 does not have photosensitive seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The learner experience in Reach 360 provides a simple, intuitive interface and supports screen readers and keyboard navigation for most interface elements.
4.2.11 Privacy	Supports	Reach 360 privacy is consistent for all users.

## Chapter [5: Generic Requirements](#)

Notes: This chapter is not applicable to Reach 360 since it is not closed or self-contained and supports standard assistive technologies.

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

Notes: This chapter is not applicable to Reach 360 since it does not offer two-way voice communication.

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

Notes: This chapter is not applicable to Reach 360 since it does not offer two-way voice communication.

## Chapter [8: Hardware](#)

Notes: This chapter is not applicable to Reach 360 since it does not include video content.

## Chapter [9: Web](#)

Notes: (see [WCAG 2.1 section](#))

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

Notes: This chapter is not applicable to Reach 360 since it does not include non-web documents.

## Chapter [11: Software](#)

Notes: This chapter is not applicable to Reach 360 since it applies to platform software, such as Microsoft Windows and Google Chrome. We provide a list of [supported browsers](#).

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

Notes: Reach 360 features are documented electronically, and we strive to support everyone according to their communication needs.

Criteria	Conformance Level	Remarks and Explanations
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<b>12.1 Product documentation</b>		
12.1.1 Accessibility and compatibility features	Supports	All features are documented in the <a href="#">Reach 360 user guide</a> . Additional knowledge base articles can be found on our <a href="#">support site</a> .
12.1.2 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section
<b>12.2 Support Services</b>		
12.2.2 Information on accessibility and compatibility features	Supports	We provide support via <a href="#">emails</a> , <a href="#">live text-based chats</a> , <a href="#">forum discussions</a> , <a href="#">training webinars</a> , <a href="#">user guides</a> , and <a href="#">knowledge base articles</a> .
12.2.3 Effective communication	Supports	Although this report covers the Reach 360 Learn platform, we strive to accommodate everyone's communication needs. We can be reached 24/7 via <a href="#">email</a> . Let us know if you have specific communication requirements.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.1</a> section	See information in WCAG 2.1 section

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

Notes: This chapter is not applicable to Reach 360.

