

Cloverleaf – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Cloverleaf Automated Coaching Version 1.0

Report Date: February 2025

Product Description: Cloverleaf Automated Coaching® is a platform designed to boost team performance by delivering personalized coaching insights directly within your team's workflow. This VPAT/ACR focuses on the end-user experience of the platform and does not include the administrative portion of the experience. It integrates with tools like Slack, Microsoft Teams, and Google Workspace to provide real-time feedback and actionable advice based on individual and team assessments. This helps improve communication, collaboration, and overall team dynamics.

Contact Information: accessibility@cloverleaf.me

Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Levels A and AA. Level Access (Level) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- NVDA/Chrome
- ZoomText
- Accessible Color Picker

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - No
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

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 Level AAA.

WCAG 2.2 Report

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

- 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 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose. Exceptions include:</p> <ul style="list-style-type: none"> • Images do not have the required alt attribute. The alt attribute must be present on all images whether it is populated or not. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Teams • Decorative images have unnecessary textual equivalents. Location: Trial Onboarding Flow, Invitation Onboarding Flow, Assessment Advertising Flow, Existing user sign in, Dashboard, My Assessments, My Coaching Network • Images have insufficiently descriptive textual equivalents. Location: Invitation Onboarding Flow, Existing user sign in, Dashboard

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text. Exceptions include:</p> <ul style="list-style-type: none"> • There are <table> elements used for layout purposes, but they are not marked as presentational. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Account • Content functions as a heading but does not use heading markup. Location: Trial Onboarding Flow, Invitation Onboarding Flow • Content appears as a list but does not use list markup. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Account, Dashboard • Required fields are not visually or programmatically indicated. Location: Trial Onboarding Flow, Invitation Onboarding Flow • The "Main" Landmark is missing on the page. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Account, Dashboard, My Assessments, My Coaching Network, My Teams, Organization Directory, My Organizations • Headings have levels that do not match their visual levels on the page. Location: Assessment Advertising Flow, Dashboard, Your daily coaching, Organization Reports

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response. Exceptions include:</p> <ul style="list-style-type: none"> • Inline links use color alone to visually indicate that they are links. Location: Trial Onboarding Flow, Invitation Onboarding Flow, Existing user sign in, Your daily coaching

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The product does not include audio that plays automatically for more than 3 seconds.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In some instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator. Exceptions include:</p> <ul style="list-style-type: none"> • Interactive controls cannot be navigated and operated with the keyboard. Location: Trial Onboarding Flow, Dashboard, Your daily coaching, My Assessments, My Coaching Network, My Teams, My Account • Tabs on the My Organization page cannot be properly navigated to using the keyboard - the tab controls are not accessible using the left/right arrow keys. Location: My Organizations, My Account

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain time-limited or time-dependent content.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	<p>In most instances, the product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages. Exceptions include:</p> <ul style="list-style-type: none"> • There is no available method to bypass repeated blocks of content and go directly to the beginning of the main content. Location: Dashboard
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Pages of the product provide titles that adequately describe their topic or purpose.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order. Exceptions include:</p> <ul style="list-style-type: none"> • After activating the "CREATE ACCOUNT" button, the focus does not move to the "Email" edit field in error. Location: Trial Onboarding Flow, Invitation Onboarding Flow • Focus is not trapped within the modal. Location: Your daily coaching
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context. Exceptions include:</p> <ul style="list-style-type: none"> • Links have insufficiently descriptive accessible names. Location: My Account • Links do not have accessible names. Location: My Teams, My Assessments
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Supports	<p>The product does not require multipoint or path-based gestures for operation.</p>

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not contain functionality that uses a pointer for operation, or the down-event of the pointer is not used to execute any part of the functionality.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The product does not contain functionality that requires device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product ensures that the default human language used on each page can be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only) Revised Section 508 – Does not apply	Supports	Help mechanisms occur in the same order relative to other page content in the product.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input. Exceptions include: <ul style="list-style-type: none"> Form fields do not have persistent visual labels. Location: My Teams
3.3.7 Redundant Entry (Level A 2.2 only) Revised Section 508 – Does not apply	Supports	The product does not request redundant user-entered information in multi-step processes.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Apply	Does Not Apply

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value, where applicable, can be programmatically set. Exceptions include:</p> <ul style="list-style-type: none"> • Form controls have visual labels that are not programmatically associated with the control. Location: Trial Onboarding Flow, Invitation Onboarding Flow • There are tabs in which focus moves to all the tabs using the tab key instead of left/right arrow key. Location: My Account, Organization Reports • The state of the 'My dashboard' link, whether its content is selected/current, is not programmatically defined. Location: Dashboard • The state of the Behavior: Enneagram, whether its content is collapsed or expanded, is not announced by the screen reader. Location: My Assessments, My Teams • Custom select controls do not have appropriate names. Location: My Coaching Network, Organization Directory • Combo boxes do not have appropriate name, role, and/or state information. Location: My Organizations • There are tooltips without corresponding name and role information. Location: Organization Reports, My Account

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 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Supports	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Supports	The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Supports	The product does not restrict its view and operation to a single display orientation, such as portrait or landscape.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors. Exceptions include:</p> <ul style="list-style-type: none"> Text does not meet the required minimum color contrast ratio with its background. Location: Trial Onboarding Flow, Invitation Onboarding Flow, Existing user sign in, Dashboard, Your daily coaching, My Assessments, My Coaching Network, My Teams, Organization Directory, My Organizations

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality. Exceptions include:</p> <ul style="list-style-type: none"> • Content disappears when viewing the page at 200% browser zoom and a 1280-pixel viewport width. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Account, Dashboard • The user-scalable parameter set to "no"/maximum-scale less than 5 within the <meta name="viewport"> tag is disabling zooming on the page. Location: Trial Onboarding Flow, Assessment Advertising Flow, My Account, Dashboard, My Coaching Network, Organization Directory, Organization Reports • Content is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width. Location: My Coaching Network, Organization Directory

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, the product uses text instead of images of text, or the images of text can be visually customized to user viewing requirements. Exceptions include:</p> <ul style="list-style-type: none"> • Text is created with images of text rather than actual text elements styled with CSS. Location: Trial Onboarding Flow, Invitation Onboarding Flow

<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions [except where scrolling is required for two-dimensional content such as tables, diagrams, or maps]. Exceptions include:</p> <ul style="list-style-type: none"> • Content disappears and requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. Location: Trial Onboarding Flow • Content disappears when the page has a viewport width of 320 CSS pixels. Location: Trial Onboarding Flow, Invitation Onboarding Flow • Content requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. Location: Trial Onboarding Flow, My Organizations, Organization Reports • Content overlaps when the page has a viewport width of 320 CSS pixels. Location: Invitation Onboarding Flow, My Account, Dashboard • Content overlaps and requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. Location: My Assessments, My Teams • Content is cut off and requires horizontal scrolling to view when the page has a viewport width of 320 CSS pixels. Location: My Coaching Network, Organization Directory
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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s). Exceptions include: <ul style="list-style-type: none"> Graphical objects have a color contrast ratio below 3.00:1. Location: Trial Onboarding Flow, Invitation Onboarding Flow, My Assessments, My Coaching Network, My Teams User interface components have a contrast ratio below 3.00:1. Location: My Organizations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality. Exceptions include: <ul style="list-style-type: none"> Content is cut off when viewing the page with custom text spacing. Location: My Account, Dashboard, My Assessments
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In most instances, content triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content. Exceptions include: <ul style="list-style-type: none"> Content appears on hover and focus, obscures other content, and cannot be dismissed without moving focus or the, My Assessments cursor. Location: Assessment Advertising Flow, My Teams, Organization Reports

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The product provides multiple ways to navigate through pages in the product.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The product uses headings and labels that describe their topic or purpose in most instances. Exceptions include:</p> <ul style="list-style-type: none"> • Buttons have insufficiently descriptive accessible names. Location: Dashboard, Your daily coaching, My Teams

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exceptions include: <ul style="list-style-type: none"> • Interactive controls do not have a visible keyboard focus indicator. Location: Trial Onboarding Flow, My Assessments
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	When user interface components receive keyboard focus, they are at minimum, partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	The product does not use dragging movements for interactive functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	The size of the target meets the requirements of this criterion in some instances.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pages of the product present content in a single language.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The product ensures that components with the same functionality are identified consistently across pages of the product.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In most instances, input fields in the product that identify input errors also provide suggestions for correcting each error. Exceptions include:</p> <ul style="list-style-type: none"> • Error messages provide no suggestions on how to fix the issue. Location: Trial Onboarding Flow

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The product does not cause financial transactions or legal commitments to occur. User-controllable data is checked before submission and can be reversed or revised after submission.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) Revised Section 508 – Does not apply	Supports	The product does not require an authentication process.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus. Exceptions include: <ul style="list-style-type: none"> • Error messages appear but are not announced by the screen reader. Location: Trial Onboarding Flow, Invitation Onboarding Flow, Existing user sign in • Status messages appear but are not announced by the screen reader. Location: My Account

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none">• 1.1.1 Non-text Content• 1.3.1 Info and Relationships• 1.4.1 Use of Color• 2.1.1 Keyboard• 2.4.1 Bypass Blocks• 2.4.3 Focus Order• 2.4.4 Link Purpose (In Context)• 4.1.2 Name, Role, Value• 2.4.6 Headings and Labels

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 1.4.3 Contrast (Minimum) • 1.4.4 Resize Text • 1.4.5 Images of Text • 2.4.6 Headings and Labels • 2.4.7 Focus Visible
302.3 Without Perception of Color	Partially Supports	<p>The product's features mostly allow users without perception of color to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> • 1.4.1 Use of Color • 1.4.3 Contrast (Minimum)

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Partially Supports	<p>The product is mostly usable by people without hearing except as disclosed in:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content
302.5 With Limited Hearing	Partially Supports	<p>The product is usable by people with limited hearing except as disclosed in:</p> <ul style="list-style-type: none"> 1.1.1 Non-text Content
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>The product features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in:</p> <ul style="list-style-type: none"> 2.1.1 Keyboard 2.4.1 Bypass blocks 2.4.3 Focus order 2.4.4 Link purpose (in context) 4.1.2 Name, role, value 2.4.6 Headings and labels 2.4.7 Focus visible
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text Content • 1.3.1 Info and Relationships • 1.4.1 Use of Color • 2.1.1 Keyboard • 2.4.1 Bypass Blocks • 2.4.3 Focus Order • 2.4.4 Link Purpose (In Context) • 3.3.2 Labels or Instructions • 4.1.2 Name, Role, Value • 1.4.5 Images of Text • 2.4.6 Headings and Labels • 2.4.7 Focus Visible

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in the scope of this evaluation.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in the scope of this evaluation.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in the scope of this evaluation.