The Mailbox® Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: *The Mailbox*

Product Description: *The Mailbox (https://themailbox.infobase.com/)* is a web platform aimed at pre-k through grade 6 teachers. It offers teachers downloadable lesson plans, worksheets, and other educational activities.

Report Date: March 2022

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Evaluation Methods Used: The following main testing tools and methods were used but were not limited to WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, and Colour Contrast Analyser from the Paciello Group, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

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)

Standard/Guideline	Included In Report
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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 2.1 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes: This report shows the results of accessibility testing of only *The Mailbox*'s initial landing page, various secondary topics, and search result pages. This report is exclusively an evaluation of the accessibility guidelines of the web interface platform of *The Mailbox* (https://themailbox.infobase.com/). The platform's primary materials, downloadable PDFs, were not evaluated.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most images and non-text content have appropriate alternative text, labels, descriptions, or figure captions. Some current exceptions are: • Descriptive text in buttons is not always defined or missing. • Some form controls may be missing associated labels. • Some non-text content, i.e., directional arrows used as navigational controls of the slide carousels, do not have a programmatic name describing their purpose. • Some third-party icons and logos (i.e., Google Classroom circle icon) may be missing alt-text attributes. Test method: Manual visual evaluation and testing tools.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)	Supports	*The Mailbox* web platform does not host video-only or audio-only content on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	*The Mailbox* web platform does not host videos on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	*The Mailbox* web platform does not host videos or audio-visual media on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	*The Mailbox* makes every effort to code semantic HTML. ARIA labels provide programmatic information on specific page elements when standard HTML is insufficient. Still, at this time, not all information and structure have been programmatically determined. The following are exceptions where programmatic information may not be conveyed: • Form control input elements and lists may be marked up correctly but not keyboard accessible or programmatically determined. • ARIA role attributes may be missing required children elements, making accessibility functions not work as intended, e.g., Asset Type radio buttons in the advanced search. Test method: Manual visual evaluation and testing tools.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is presented in a way where, when necessary, the correct sequence can be programmatically determined. The meaningful sequence is done primarily through the HTML structure of the page. Test method: Manual visual evaluation and testing tools.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions for understanding and operating content do

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Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		not rely on sensory characteristics. Typically, plain text instructions and labels are provided. Test method: Manual visual evaluation and testing tools.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only means of conveying information. For example, color may emphasize or highlight specific links or controls, but it is usually in addition to other visual cues. Test method: Manual visual evaluation and testing tools.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software)	Supports	*The Mailbox* web platform does not host audio content on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The keyboard supports fundamental functions, including navigation, search, and browsing downloadables. There are some exceptions where keyboard access exists but doesn't always work as intended. The following list of keyboard issues is not exhaustive: • Modal dialogs may have ambiguous keyboard functionality as the keyboard focus can leave the modal without warning. • The arrow key on the *You may also like...* links slider carousels don't work well with the keyboard and the JAWS screen reader. • The hamburger menu does not work with the keyboard when using JAWS or NVDA in Chrome is activated. • Many form controls such as "dropdown" menus, dialog alerts popups in the page tools, and corresponding modals such as *Save, Share,* and *Cite* do not always work as expected with the keyboard at this time. • *Make & Print Tools* and *Lesson Plan Builder* are areas that have keyboard navigation issues,

Criteria	Conformance Level	Remarks and Explanations
		such as no keyboard access to some radio, dropdown, and other form buttons. Test method: Manual visual evaluation and testing tools.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The keyboard can tab through all content, and the focus does not get trapped. Please note no keyboard traps were detected during accessibility checks. However, significant keyboard navigation issues have been addressed in 2.1.1 Keyboard criteria. Testing method: Manual visual checks
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	*The Mailbox* web platform does not use or have character key shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to:	Supports	Content within *The Mailbox* does not have set time limits.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Test method: Manual visual evaluation and testing tools.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	*The Mailbox* does not have any moving, blinking, scrolling, or auto-updating content. Test method: Manual visual evaluation and testing tools.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool)	Supports	*The Mailbox* does not contain anything that flashes more than permitted. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Skip to Main Content bypass link is available on all pages. Test method: Manual visual evaluation and testing tools.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All web pages include titles that describe the topic or purpose. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content that receives focus is logical and in an intuitive order that preserves meaning. Test method: Manual visual evaluation and testing tools.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Many links in *The Mailbox* correctly indicate their purpose programmatically and in context to screen readers. However, some links do not programmatically reveal their particular actions, such as announcing a new dialog box opening or providing instructions for a menu list. Test method: Manual visual evaluation and testing tools.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software)	Not Applicable	*The Mailbox* does not have any multipoint or path-based gesture interaction elements.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*The Mailbox* does not override the default behavior of controls. Therefore, for instance, all functionality used by a mouse can be canceled using the browser or operating system.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Interface components such as links or buttons mostly have the same accessible name as the visible text. Current exceptions may include empty and missing labels in form controls, links, and buttons. Test method: Manual visual evaluation and testing tools.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software)	Not Applicable	*The Mailbox* does not have any functionality that can be operated by device motion or user motion. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	The default language English is currently not set programmatically. The HTML "lang" attribute will be added in future updates. Test method: Manual visual evaluation and testing tools.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Components of *The Mailbox* do not initiate a change of context when receiving focus. Test method: Manual visual evaluation and testing tools.
3.2.2 On Input (Level A) Also applies to:	Supports	Adjusting the settings of user interface components

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		does not generally cause a change of context. Test method: Manual visual evaluation and testing tools.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When input errors are detected, the item causing the error is identified, and the error is described in the text. Test method: Manual visual evaluation and testing tools.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool)	Partially Supports	Instructions and labels are provided when user inputs are required. Some current exceptions are: • Page tool modals and menus such as Save, Share, and Cite are missing corresponding form labels, which affects the announcement of some

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		form label information with assistive technology. Test method: Manual visual evaluation and testing tools.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most pages conform to modern HTML/XHTML web standards. The validator: https://validator.w3.org/ found some parsing errors, but not significant enough to prevent accessing *The Mailbox* in an accessible way. Exceptions may include duplicate IDs within page elements, missing alt-text in images, and incorrect autocomplete attributes in input elements. These mentioned exceptions can interfere with screen reader functionality. Test method: Manual visual evaluation and testing tools.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	*The Mailbox* uses semantic HTML, which facilitates accessibility. ARIA is used to enhance accessibility when HTML is not sufficient. Exceptions: • Many small page tool icon buttons, such as the folder, share to, and quotes, do not have discernable text. Test method: Manual visual evaluation and testing tools.

Table 2: Success Criteria, Level AA

Notes: This report shows the results of accessibility testing of only *The Mailbox*'s initial landing page, various secondary topics, and search result pages. This report is exclusively an evaluation of the accessibility guidelines of the web interface platform of *The Mailbox* (https://themailbox.infobase.com/). The platform's primary materials, downloadable PDFs, were not evaluated.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Live content is not offered in *The Mailbox*. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	*The Mailbox* web platform does not host videos on its platform. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.)

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*The Mailbox* orientation on mobile devices is not restricted to only portrait or landscape. Test method: Manual visual evaluation and testing tools.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	*The Mailbox* allows standard user interface components such as contact forms to auto-fill in the fields for usernames, passwords, and e-mail addresses. Some form fields may not have appropriate autocomplete values at this time. If HTML 5.2 autocomplete attributes are present, they are disabled as autocomplete="off"; see H98: Using HTML 5.2 autocomplete attributes for more information. Test method: Manual visual evaluation and testing tools.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	The visual presentation of text has a contrast ratio of at least 4.5:1. Footer text, "Access is provided by," has low contrast but is considered incidental or decoration text. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized up to 200 percent without loss of content or functionality. Test method: Manual visual evaluation and testing tools.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No images of text alone are used. Instead, an appropriate alt attribute is used for images with text as part of the image, such as logotype or content branding in banners. Test method: Manual visual evaluation and testing tools.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Supports	*The Mailbox* is responsive. There is no loss of content, functionality, or horizontal scrolling when content is zoomed in at 400 percent.

Criteria	Conformance Level	Remarks and Explanations
9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Test method: Manual visual evaluation and testing tools.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*The Mailbox* primarily uses a contrast ratio of at least 3:1 for differentiating graphical objects and interface components. Test method: Manual visual evaluation and testing tools.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	*The Mailbox* can accommodate many user preferences concerning text spacing without clipping and overlapping. Test method: Manual visual evaluation and testing tools.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web)	Supports	*The Mailbox* database does not have additional content presented on hover or keyboard focus. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	There are multiple ways to navigate through *The Mailbox* to find any page, such as browsing, searching, or direct links. Test method: Manual visual evaluation and testing tools.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Most heading structures and form labels are informative and compliant with accessibility standards. As mentioned, many elements are labeled using ARIA. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The focus indicator ring is visible throughout the site while using the keyboard to navigate. Exceptions: • Input checkboxes and sort dropdowns throughout the category pages of *Make & Print Tools*, and in the *Lesson Plans on Demand,* the focus indicator is not present. • The *Download* modal also loses the focus ring indicator during keyboard navigation. • Page dialog modals have little to no focus indicator rings appearing on elements. • Form input elements don't receive focus in *My Content, Profile*, and *Account Settings*. Test method: Manual visual evaluation and testing tools.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	There is no non-English content on *The Mailbox*. Since there is no content to which this criterion applies, this criterion is satisfied. (See Understanding Conformance.) Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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 repeated navigational mechanisms, such as the header and search options, are repeated in the same relative order. Test method: Manual visual evaluation and testing tools.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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 with the same functionality are identified in the same way. Test method: Manual visual evaluation and testing tools.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document)	Supports	When input errors are detected, suggested corrections are provided. Test method: Manual visual evaluation and testing tools.

Criteria	Conformance Level	Remarks and Explanations
11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	*The Mailbox* does not conduct legal commitments or financial transactions on its platform. Therefore, since there is no content to which this criterion applies, this criterion is satisfied.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Components with the same functionality are always identified the same way within the platform.

Table 3: Success Criteria, Level AAA

Notes: *The Mailbox* is not being evaluated for Level AAA conformance.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	*The Mailbox* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels and lists may cause identification challenges with AT.
302.2 With Limited Vision	Partially Supports	*The Mailbox* supports browser magnification up to 200% and can be accessed with AT. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels and lists may cause identification challenges with AT.
302.3 Without Perception of Color	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
302.4 Without Hearing	Supports	There is no audio on *The Mailbox* web platform. This site is accessible to users with total hearing impairment.
302.5 With Limited Hearing	Supports	There is no audio on *The Mailbox* web platform. This site is accessible to users with limited hearing impairment.
302.6 Without Speech	Not Applicable	*The Mailbox* web platform has no spoken mode of operation, e.g., speech input.
302.7 With Limited Manipulation	Partially Supports	*The Mailbox* web platform supports most standard input mechanisms, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
302.8 With Limited Reach and Strength	Partially Supports	*The Mailbox* web platform supports most standard input

Criteria	Conformance Level	Remarks and Explanations
		mechanisms, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	*The Mailbox* web platform has no timed response limits. Also, most content does follow a clear and logical order. Error indications and suggestions are provided in most cases.

Chapter 4: Hardware

Notes: *The Mailbox* web platform is not being evaluated for Level AAA conformance

Chapter 5: Software

Notes*: The Mailbox* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter 6: Support Documentation and Services

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	Supports	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports are available in *The Mailbox* help center.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate documentation formats are required, they can be made available upon request.
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	Supports	Documentation of accessibility and compatibility features are available in *The Mailbox* help center. Support is also provided over e-mail, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	*The Mailbox* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	*The Mailbox* content can be accessed with Assistive Technology (AT), such as JAWS or NVDA screen reader applications. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels and lists may cause identification challenges with AT.
4.2.2 Usage with limited vision	Partially Supports	*The Mailbox* supports browser magnification up to 200% and can be accessed with AT. However, some missing alternative text attributes in images, form labels, and non-programmatically determined heading levels and lists may cause identification challenges with AT.
4.2.3 Usage without perception of colour	Supports	Color may be used to emphasize or highlight specific links or controls, but it is usually in addition to other visual cues.
4.2.4 Usage without hearing	Supports	There is no audio on *The Mailbox* web platform. This site is accessible to users with total hearing impairment.
4.2.5 Usage with limited hearing	Supports	There is no audio on *The Mailbox* web platform. This site is accessible to users with limited hearing impairment.
4.2.6 Usage with no or limited vocal capability	Not Applicable	*The Mailbox* web platform has no spoken mode of

Criteria	Conformance Level	Remarks and Explanations
		operation, e.g., speech input.
4.2.7 Usage with limited manipulation or strength	Partially Supports	*The Mailbox* web platform supports most standard input mechanisms, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
4.2.8 Usage with limited reach	Partially Supports	*The Mailbox* web platform supports most standard input mechanisms, but broader manual keyboard support is needed for people with limited reach and limited strength to operate comfortably.
4.2.9 Minimize photosensitive seizure triggers	Supports	The pages of this product do not contain anything that flashes.
4.2.10 Usage with limited cognition, language, or learning	Supports	*The Mailbox* web platform has no timed response limits. Also, most content does follow a clear and logical order. Error indications and suggestions are provided in most cases.
4.2.11 Privacy	Supports	*The Mailbox* does not stop users from using their own privacy tools when interacting with the content.

Chapter 5: Generic Requirements

Notes: *The Mailbox* supports standard input mechanisms and assistive technology devices and software. Therefore, *The Mailbox* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 6: ICT with Two-Way Voice Communication

Notes: *The Mailbox* website does not offer two-way voice communication in any way. Therefore, *The Mailbox* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 7: ICT with Video Capabilities

Notes: *The Mailbox* website does not offer videos or audio content on demand. Therefore, *The Mailbox* is not subject to the criteria standards of this chapter as published in the ETSI EN 301 549 report.

Chapter 8: Hardware

Notes: *The Mailbox* is a website and is not subject to the requirement of this section.

Chapter 9: Web *(see WCAG 2.1 section)*

Chapter 10: Non-Web Software

Notes: *The Mailbox* website does not include non-web documents. Therefore, *The Mailbox* website is not subject to the requirements of this section.

Chapter 11: Software

Notes*: The Mailbox* is a web-only platform and is not subject to non-web software criteria since they have been addressed (in the above) WCAG 2.1 and Revised Section 508 conformance tables.

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Documentation on accessibility and compatibility features, compliance statements, statements on accessibility, and VPAT reports are available in *The Mailbox* help center.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	All support documentation is available electronically or can be printed. If alternate documentation formats are required, they can be made available upon request.
12.2.3 Effective communication	Supports	*The Mailbox* support team can be contacted for assistance via e-mail, phone, or live chat. In addition, other methods can be made available upon request.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG 2.1 section

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

Notes: *The Mailbox* does not provide any relay services. There is also no access to Emergency Services from within *The Mailbox.*

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