

# Quipu Group Accessibility Conformance Report

## WCAG Edition

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version:** ePASS

**Report Date:** 15/04/26

**Product Description:** The ePASS allows customers to manage event tickets, reservation, printing, claiming, etc.

**Contact Information:** help@quipugroup.com

**Notes:** Further versions of VPAT will be released upon product improvement based on the initial evaluation results. This Accessibility Conformance report applies to the ePASS application.

### Evaluation Methods Used:

1. Manual keyboard testing
2. Screen reader testing (VoiceOver on macOS)
3. Browser zoom and reflow testing
4. Automated scanning (WAVE)
5. Responsive layout testing
6. Testing was performed on Google Chrome Version 146

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (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 only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	All meaningful non-text content includes appropriate text alternatives, ensuring that information is accessible to assistive technologies
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	No audio-only or video-only content is present.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Does Not Support	<p>At present, the application does not provide the captions for pre-recorded audio/video content. <b>While audio information is available , captions are not yet supported.</b></p> <p>The identified gaps have been understood and <b>will be addressed</b> to ensure consistent and complete support for this success criterion across the ePass product.</p>
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Partially Supports	<p>Prerecorded videos include audio narration.</p> <p>The narration explains the feature usage, <b>enabling users to understand how to use the product.</b></p> <p>Additional mechanisms, such as <b>enhanced narration</b> or <b>text-based media alternatives</b> that describe key visual information, <b>may be evaluated in future.</b></p>
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Certain pages include visually grouped content where the programmatic structure does not fully convey relationships to assistive technology.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	ePass content is organized to follow a logical sequence when accessed linearly (via screen reader).
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Instructions and user guidance within the ePass do not solely rely on sensory characteristics such as shape, size, visual location or color. Interactive elements are identified through descriptive text and programmatic labels.

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<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	<p>ePass does not solely rely on color to convey information. When color is used to communicate (status, selection or errors) additional non-color cues ( texts, labels , icons etc)are provided to ensure the information is perceivable by all the users (including by those using assistive technology)</p> <p>When the information is being conveyed by images appropriate text-alternatives or programmatic labels are provided so that meaning does not depend on color alone.</p> <p>This area is periodically reviewed to identify improvement areas for better user experience.</p>
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	<p>ePass does not include any audio or video that plays automatically. As no audio is initiated on page load or without user interaction.</p> <p>This criterion is <b>not applicable</b> to the current implementation and does not interfere with the user's ability to access or operate the page.</p>
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	<p>ePass supports keyboard navigation for most primary user interface components(global navigation menu, form controls, buttons and interactive elements).</p> <p>Users can navigate through the content using Tab and Tab+Shift keys and activate controls using standard keyboard commands.</p> <p>However certain dynamically rendered components - including data tables - do not currently allow full keyboard traversal of table entries. <b>The keyboard does not consistently move through individual table rows or cells, which may limit access for keyboard-only users.</b></p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	<p>Based on testing of primary user journeys and core interface components, ePass does not contain known keyboard traps. Users can navigate into and out of</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>tested interactive elements—including global navigation, standard modals, and form controls—using standard keyboard commands (e.g., Tab, Shift+Tab, or Esc).</p> <p>Testing confirmed that:</p> <p><b>Modals/Dialogs:</b> Can be dismissed using the 'Esc' key or a visible 'Close' button accessible via the Tab sequence.</p> <p><b>Focus Management:</b> Focus is logically returned to the triggering element or the next logical step in the workflow once a component is closed.</p>
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Not Applicable	ePass does not implement single-character keyboard shortcut
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	In the current implementation ePass includes session timeouts for security purposes. Currently, users are proactively warned prior to session expiration.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not Applicable	<p>ePass does not include any automatically moving, blinking , scrolling or auto-updating content.</p> <p>All the information presented within the application remains static unless refreshed through intentional user action.</p>
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	<p>ePass does not include flashing content, strobe effects or rapid brightness transitions.</p> <p>Video content and screen changes gradually without exceeding three flashes per second.</p>
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	The application provides structural mechanisms such as headings and navigation elements that allow users to bypass repeated content and navigate efficiently
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	ePass provides a determinable page title via the HTML <title> element. The title identifies the application name.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	In some tables, focus does not move through rows or interactive elements in a logical sequence. Certain rows are not keyboard accessible, limiting navigation for keyboard users.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	All links provide clear and descriptive text that conveys their purpose in context, enabling users to understand the destination or action.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Not Applicable	<p>ePass does not rely on pointer gestures (swipe, pinch, drag or multi finger gesture) to perform application functions.</p> <p>Typical user interaction within ePass includes clicking buttons, selecting options from drop down menus, submitting forms and navigation between the pages.</p> <p>All functionality is operable using single-pointer interactions such as mouse click or single tap without requiring complex gestures.</p>
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	<p>ePass uses standard single-pointer interactions(mouse clicks or traps) for user actions. No functionality is executed on pointer down (touch start or mouse down). Actions are triggered only upon completion of the pointer-up event</p> <p>Hovering over elements does not trigger destructive or irreversible actions.</p>
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	In the standard ePass workflows Interactive controls include accessible names that match their visible labels.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	ePass does not use device motion or user motion (shaking/tilting or any physical gestures)to operate functionality. All actions are performed through standard user interface components such as button, links and form control.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	ePass defines the primary language of each page as English( lang = "en") using the HTML lang attribute on

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		the root <html> element . This enables the assistive technologies to correctly interpret and render the page content.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	In ePass, moving focus to user interface elements (e.g button) does not automatically trigger actions or change of context.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	ePass does not trigger actions automatically based on user input. Entering or selecting information does not immediately cause changes. Actions such as saving data, submitting forms or navigating to another page occur only after the user intentionally activates a control ( for example , clicking a Save or Submit button)
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	ePass provides a Help mechanism accessible via the right-side navigation menu. The help link is positioned at the <b>same location across all the pages</b> where the navigation menu appears . This enables predictable and consistent access to Help section
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	In the current release certain form fields (Phone, Patron Age) may not provide validation feedback when input does not match the expected format requirements.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Partially Supports	In the current implementation some form input fields do not expose programmatic labels to assistive technologies. This may reduce clarity for assistive readers.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Supports	ePass avoids requiring users to re-enter information previously provided within the same process. In most workflows , previously entered data is retained or pre-populated where required.
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, 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> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Based on the core workflows most components expose correct name, role, and value; however, some form

Criteria	Conformance Level	Remarks and Explanations
		controls lack proper label association, resulting in incomplete announcements by assistive technologies.

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	ePass does not contain, host, or support live synchronized media (live audio or live video content). Therefore, this criterion is not applicable.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Supports	ePass provides pre-recorded instructional videos that include audio narration describing the steps, actions and relevant on-screen elements which are necessary to understand the content. The narration conveys essential information which is required to complete a task.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	In the current implementation ePass supports portrait and landscape orientations.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	Common user information fields such as postal code, name and email are programmatically identified to support browser autofill and personalization features.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	Text and images of text within the ePass application maintain sufficient contrast against their background, meeting the minimum contrast ratio requirements. This ensures readability for users with low vision and supports accessibility across different viewing conditions.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	ePass supports text resizing using standard browser zoom functionality without the loss of content. When text is enlarged, content remains readable, interactive elements remain operable and no essential information is truncated or obscured.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	ePass does not use images in place of text for conveying meaningful content. All the information text in the user interface is rendered as HTML text which ensures that content can be easily understood by assistive technologies.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	Content is designed to adapt to different viewport sizes, allowing users to access information and functionality without loss of content or functionality when viewed at smaller screen widths.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	User interface components and graphical elements provide sufficient contrast to ensure visibility and usability for users with low vision.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	<p>ePass content remains readable and functional when the user will apply increased spacing (or line height, paragraph spacing , letter spacing or word spacing).</p> <p>When the user over-rides the style , text will not overlap or become truncated.</p> <p>This ensures clear readability and supports users with low vision or users who rely on customized text spacing.</p>
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Not Applicable	ePass does not implement functionality where additional content appears solely on hover or keyboard focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	Users can access core work flows through a global navigation menu and contextual links within related pages.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	ePass provides descriptive headings and labels that clearly identify sections,navigation elements and form controls.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	ePass provides visible keyboard focus indicators for interactive elements. However in some scenarios focus did not land on expected elements.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	ePass provides visible keyboard focus indicators for interactive elements.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Applicable	ePass does not require drag-and-drop interaction for any critical functionality.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	Interactive controls in ePass are generally designed with sufficient spacing and padding to provide clickable areas that meet or exceed the recommended 24*24 CSS pixel minimum in most standard workflows.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The primary language of ePass is programmatically identified using the lang="en" attribute on the HTML element. Content is presented consistently in English.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	ePass generally maintains consistent navigation order across the pages. The top navigation bar and primary side menu appear in the order and location throughout the application.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	User interface components that are repeated across multiple pages such as navigation menus, search control , action buttons (save) are consistently identified with the same labels and icons throughout the project. This enables predictable recognition and facilitates ease of use for all users .
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Partially Supports	Error messages do not always provide guidance on how to correct input. When invalid data is submitted, users may not receive suggestions for resolving the issue.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	ePass does not process any financial transactions, create legal commitments or submit irreversible use data requiring enhanced error prevention mechanisms.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	ePass uses standard authentication methods consisting of username and password entry. The product does not require visual , cognitive or logic based challenges to complete authentication.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially Supports	In the current implementation search results are displayed visually following user interaction, however, dynamic status updates (e.g result counts) are not consistently conveyed to assistive technologies. Screen

Criteria	Conformance Level	Remarks and Explanations
		readers may need to manually navigate to perceive updated information.

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Evaluated	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Evaluated	
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Not Evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Not Evaluated	
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.4.8 Location</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Not Evaluated	
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only)	Not Evaluated	
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2)	Not Evaluated	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Not Evaluated	
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not Evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.5 Help</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not Evaluated	
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only)	Not Evaluated	

## Legal Disclaimer

*This Accessibility Conformance Report (ACR) covers the degree of conformance for ePASS products as of April 2026. This document is provided for informational purposes only and does not constitute a legal certification or warranty of compliance. While Quipu Group makes every effort to ensure the accuracy of this report, accessibility standards and product features may change over time. Quipu Group reserves the right to update this report and the product's features at any time without notice.*