

Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Patron Point

Report Date: April 6, 2026

Product Description: Marketing automation platform for driving patron engagement.

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Notes:

Evaluation Methods Used: SiteImprove, WAVE, MacOS VoiceOver screenreader, keyboard-only accessibility 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) 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)

Standard/Guideline	Included In Report
	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 for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: All images other than decorative images are accompanied by alternative text by default. It is up to the editor's discretion to apply best accessible practices when creating/editing public emails and webpages. Electronic Docs: All images other than decorative images are accompanied by alternative text by default. Authoring Tool: There are some areas that have images that aren't accompanied by alternative accessible text: ● Profile images in Users page ● Plugin images in the Plugins page ● The Patron Point logo in the portal's Software roles and access pages ● Patron images in Patrons' pages ● Image icons in the Assets page ● In Form edit page, the required vs not-required icons do not have accessible names An internal ticket has been filed for the above issues.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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) ● 11.8.2 (Authoring Tool)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point doesn't contain audio- or video-only content.

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)		
<u>1.2.2 Captions (Prerecorded)</u> (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)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	Web, Authoring Tool: Patron Point doesn't contain audio- or video-only content. Electronic Docs: Both short-form and long-form training videos on our training site are captioned.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point, our help docs, and the authoring tool do not contain synchronized media.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria	Web: Partially Supports Electronic Docs: Supports	Web: The following issues have been documented:

Criteria	Conformance Level	Remarks and Explanations
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)	Authoring Tool: Partially Supports	- The public form does not have a H1 heading. The form skips heading levels and has H4 headings - The public email does not include any headings It is up to the editor's discretion to apply best accessible practices when creating/editing public emails and webpages. Electronic Docs: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Authoring Tool: The following issues have been documented: - Heading levels are not in sequential hierarchical order in the DOM structure across multiple pages - The tabs used throughout the pages do not use the correct semantic HTML roles. - Some pages contain empty lists - The Users page's datatable's second column is missing content - On Edit Form page, there are empty H3 headings - The Email Builder includes elements with role="gridcell" that aren't semantically correct - Pages that use the Chosen plugin to generate multiselect input fields contain empty lists on load - Some pages contain semantically incorrect use of the listitem role An internal ticket has been filed for the above issues.

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.2 Meaningful Sequence</u> (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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Patron Point pages are structured to provide users with the correct reading sequence.
<u>1.3.3 Sensory Characteristics</u> (Level A) 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: There are no instructive elements in Patron Point that rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.
<u>1.4.1 Use of Color</u> (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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Authoring Tool: The following issues have been documented: ● The Recent Activity sections with the Created by "USER NAME" links are part of a body of text and are identifiable only by color

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		In the Dashboard page, the “Preview”, “Save”, and “Delete” links per pre-defined dashboards are only identifiable by color
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) 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)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	Web, Authoring Tool: There are no audio portions of the default Patron Point interface. Electronic Docs: Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: We fully support keyboard navigation. Authoring Tool: The following issues have been documented: - The drag-and-drop Landing Page and Email Builders do not support keyboard navigation - The Campaign Builder is not accessible through keyboard controls - Some sections of the Focus Builder are not keyboard accessible - The ribbon buttons in the rich text editor (CKEditor) are not accessible through keyboard navigation - The tooltip help icons are not accessible through keyboard navigation - The toggle switches in the datatables are not accessible through keyboard navigation - The color picker tools are not keyboard accessible. There is an alternative way to

Criteria	Conformance Level	Remarks and Explanations
		update the color without relying on the color picker UI • Unable to use the resort drag-and-drop features on several “Edit” pages • Some toggles are not keyboard accessible, such as the toggle switch in Portal -> Company Settings -> Activate two-factor authentication • Unable to navigate to the “Send form results” modal’s Message body with templates when editing a Form’s details • In the View Campaign page, the Map controls are not keyboard accessible • The calendar datepicker is not keyboard accessible An internal ticket has been filed for these issues.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) 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)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs: As Patron Point is all web-based, browser shortcuts apply, but are not altered or controlled by Patron Point.

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		
2.2.1 Timing Adjustable (Level A) Also applies to: 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)	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point does not contain timed elements. The editor may include third-party widgets or custom code that contain timed elements on their Landing pages.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Patron Point does not contain any moving, blinking, scrolling, or auto-updating information. The editor may include third-party widgets or custom code that contain elements that move, blink, scroll, or auto-update on their Landing pages.
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)	Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point does not contain elements that flash. The editor may include third-party widgets or custom code that contain elements that flash on their Landing pages.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (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)		
<u>2.4.1 Bypass Blocks</u> (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	Web: Supports Electronic Docs: Supports Authoring Tool: Does Not Support	Web: The web interface can be configured by the editors using our Landing Page Builder tool to include a bypass block. Electronic Docs: Our help docs contain a bypass block to help users skip repeated navigation links. Authoring Tool: Our authoring tool does not contain a bypass block (skip to main content link) to help users bypass repeated page navigation menus. An internal ticket has been filed for the above issue.
<u>2.4.2 Page Titled</u> (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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The public forms do not have page titles. Electronic Docs, Authoring Tool: All pages have meaningful page titles. An internal ticket has been filed for the above issue.

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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: If a web page can be navigated sequentially and the navigation sequence affects meaning or operation, focusable components receive focus in an order that preserves meaning and operability. Authoring Tool: The following issues have been documented: ● When a new modal is opened, the focus is not updated to the first action item in the modal ● Focus is not updated to the "Filter" (funnel button) or "Reset" button in the datatable filter section. The user will need to navigate all the way through the page to get to the "reset" and "apply selected" buttons An internal ticket has been filed for the above issues.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. On the public web pages, editors can add an alt text for images with links through the Builder tools. Authoring Tool: The following issues have been documented: ● All datatables' pagination image links (prev, next, first page, last page) are missing alt texts ● The Patron Point link/logo in the header is missing an accessible name/label ● The icons' links on the header are missing accessible names/labels ● In the Dashboard page, the vertical 3-dots menu buttons are missing accessible names/labels

Criteria	Conformance Level	Remarks and Explanations
		- In the View Patrons pages, the Details toggle button on the History tab is missing an accessible name/label - On the Edit Landing Page details page, the template image button is missing an accessible name/label An internal ticket has been filed for the above issues.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) 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) 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) 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	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2) 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Label names contain the same text that is presented visually.

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		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: There are no features that contain functionality that relies on device motion.
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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Does Not Support	Web: The public forms do not have a default language declared. It is possible for the editor to update the HTML to include a default lang attribute through the Landing Page Builder tools. Electronic Docs: The default language of each page is declared in the appropriate HTML lang attribute. Authoring Tool: All pages do not have a default language set. An internal ticket has been filed for the above issues.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: There are no elements that change context on focus in Patron Point.

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)		
3.2.2 On Input (Level A) Also applies to: 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Support	Web, Electronic Docs, Authoring Tool: Form elements that can trigger a change of context (like submit buttons) have values that clearly describe the action/change.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Webpage editors can place custom help links in their public webpages through our Webpage Builder tool.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs, Authoring Tool: If an input error is automatically detected, the item that is in error is identified, and the error is described to the user in text. Authoring Tool: The following issues have been noted: Screen Readers do not announce the required field input messages when a form is submitted without filling out the required fields An internal ticket has been filed for the above issues.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
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) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring: Labels or instructions are provided when content requires user input. Web, Authoring Tool: The following minor exception has been noted The required fields are indicated with a red asterisk next to the label names. Ideally, there should be additional notes on the forms to instruct users that “Required fields are marked with an asterisk.”
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Our editors can include a widget or iframe that contains input fields such as name, email, or phone. It is up to the editor’s discretion to apply best accessible practices when including such widgets and iframes.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply 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)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Web, Electronic Docs: For all user interface components, the name and role can be

Criteria	Conformance Level	Remarks and Explanations
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) – 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)	Authoring Tool: Partially Supports	programmatically determined as described in the guidelines. Web: Editors can populate the title attribute for custom iframes they add to their webpage through our editor. However, this title field is not required, so it is up to the editor’s discretion to follow best accessibility practices when they include iframes in their webpages. Authoring Tool: The following issue has been documented: ● Some datatable elements are missing accessible labels ○ Checkboxes are missing accessible labels ○ “Results per page” select dropdowns are missing accessible labels ○ Toggle buttons are missing accessible labels ● Some image links are missing accessible names/labels ○ Patron Point logo link in the header ○ Image icon links in the header ● Some input fields are missing accessible labels throughout the admin pages ● In Portal -> Company Settings -> Activate two-factor authentication toggle is missing an accessible label ● Multiple input fields are missing accessible labels in the Landing Page/Email Builder tool An internal ticket has been filed for the above issues.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (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)	Web: Not Applicable Electronic Docs: Partially Supports Authoring Tool: Not Applicable	Web, Authoring Tool: Patron Point does not natively contain videos or support video uploads. Video content can be embedded from 3rd party sites, but captioning is governed by the 3rd party site. Electronic Docs: We provide captions for our shorter documentation videos, but we do not provide concomitant closed captioning for our live webinar sessions.
<u>1.2.5 Audio Description (Prerecorded)</u> (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) ● 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point does not contain prerecorded video/synchronized media.
<u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2) 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Does Not Support	Web, Electronic Docs: Patron Point does not restrict users to viewing content in portrait or landscape mode, and functions in either view. Authoring Tool: Patron Point does not support mobile-sized views and can only be used through the desktop.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply 1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) 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	Web: Supports Electronic Docs: Supports Authoring Tool: Does Not Support	Electronic Docs: Our help docs include appropriate autocomplete attributes for name, email, and phone input fields in registration forms. Web: Our Form Builder includes the ability for editors to add autocomplete attributes to the public form fields. Editors can add these custom-built forms to their landing pages through the Landing Page Builder, which includes any updates they’ve made to the custom input fields. Authoring Tool: The following issues have been documented: ● The logged-in Account User’s profile’s First Name, Last Name, and Email fields do not have the autocomplete attributes ● Most input fields have an invalid autocomplete attribute value set to “false” An internal ticket has been filed for the above issues.
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 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: The visual presentation of text and images of text has a contrast ratio of 4.5:1. Web: It is possible to customize all CSS in the Patron Point public interface through the authoring tool. We recommend that the authoring tool editors use good accessibility practices when designing the public interface. Authoring Tool: The following issues have been documented: ● The “Delete” button in Delete Confirmation modals has a contrast ratio of 3.19:1 ● The contrast ratio for the “X” close button on modals is low ● The “Authorize App” button in the Plugins page has a contrast ratio of 3.54:1

Criteria	Conformance Level	Remarks and Explanations
		• The Portal's Team's Users page's Email Info section has low contrast • Some Pages (Segment, Assets, Forms, Email/Landing Page Builders, Focus, Stages) have sections with text that have low contrast An internal ticket has been filed for the above issues.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Does Not Support	Web, Electronic Docs: Except for captions and images of text, text can be resized without assistive technology up to 200% without loss of content or functionality. Authoring Tool: The viewport element on all pages prevents users from zooming in or scaling text content. When tested with Chrome, the pages were zoomable, but certain UI elements were cut off at 200% zoom. An internal ticket has been filed for the above issue.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Authoring Tool: Patron Point does not utilize images of text. It's possible to upload a custom banner image, which could include text as part of a logo – this is customizable and also includes accompanying descriptive text. Electronic Docs: Our help docs will sometimes include screenshots, which include text to label screenshot elements; these are always accompanied by text information within the same page.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to:	Web: Supports Electronic Docs: Supports	Web, Electronic Docs: Content can be presented without loss of information or functionality, and

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 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	Authoring Tool: Does Not Support	without requiring scrolling in two dimensions for vertical scrolling content at a width equivalent to 320px and horizontal scrolling content at a height equivalent to 256px. Authoring Tool: The viewport element on all pages prevents users from zooming in or scaling text content. When tested with Chrome, the pages were zoomable, but certain UI elements were cut off at 200% zoom. The admin pages do not support mobile views.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: User interface components and graphical objects meet this contrast ratio requirement. It's possible to customize all CSS elements in the public interface, and care should be taken to remain in compliance. Electronic Docs, Authoring Tool: Elements in our documentation and authoring tool meet this contrast requirement.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Patron Point's text spacing conforms to these requirements. It's possible to customize all CSS elements in the public interface, and care should be taken to remain in compliance.
<u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, that content is dismissible, hoverable, and persistent.

Criteria	Conformance Level	Remarks and Explanations
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The editor may include a set of navigational links in their custom Landing Pages using the Builder tool. Electronic Docs: More than one way is available to locate a Web page within a set of Web pages, except where the Web Page is the result of, or a step in, a process. Authoring Tool: The admin pages have a consistent set of navigational links in the left navbar. There is also a search tool in the header that allows users to access different admin pages. There is an exception with the Landing Page/Email Builder tools and the Landing Page/Form/Email preview pages.
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) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: The public forms and emails do not have any H1 headings. Electronic Docs: Headings and labels describe the topic/purpose of each page/piece of content within the page. Authoring Tool: The following issues have been observed: All admin pages have headings that are not in sequential order. Heading levels are skipped An internal ticket has been filed for the above issues.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.7 Focus Visible</u> (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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: Any keyboard-operable user interface has a mode of operation where the keyboard focus indicator is visible. Authoring Tool: The following issues have been observed: ● There is no focus outline for the left navigation menu's collapse/expand button. ● On Patron Point -> Blogs -> Edit Post page, the focus outlines for the collapsible container buttons (Settings, Featured Image, Post Tags) are missing. ● On Patron Point -> Websites page, there is no visible focus indicator for the Website Settings and Look & Feel buttons. An internal ticket has been filed for the above issues.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: There are no contents or elements that rely on dragging movements.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All target points have a minimum size of 24 by 24 pixels.
<u>3.1.2 Language of Parts</u> (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	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: It is possible to update the HTML contents of the Landing Pages through the Landing Page builder. The Email Builder does not support this functionality. Electronic Docs: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, or words or phrases that have become part of the vernacular of the immediately surrounding text.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Authoring Tool: Patron Point only currently supports native English and contains only English words.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: It is possible to include a set of navigational links in the Landing Pages using the Landing Page Builder. Electronic Docs: Navigational mechanisms that repeat are always presented in the same relative order. Authoring Tool: There is an exception where the common navigation layout is not available for the Builder tools. There is a button on the Builder tools that will allow the user to exit the Builder interfaces.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Components that have the same functionality within a set of web pages are identified consistently.
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) 11.3.3.3 (Open Functionality Software)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Electronic Docs: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

Criteria	Conformance Level	Remarks and Explanations
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)		Web, Authoring Tool: Required Input Field error notifications are not announced through Screen Readers in some cases. An internal ticket has been filed for the above issue.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (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)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: Patron Point does not handle legal or financial data.
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: There is no authentication for the public web interface.
<u>4.1.3 Status Messages</u> (Level AA 2.1 and 2.2) 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	Web: Does Not Support Electronic Docs: Supports Authoring Tool: Partially Supports	Electronic Docs: Status messages are presented using roles and can be presented without receiving focus. Web: The screen reader does not announce the status message when a form has been submitted through the public form pages. The status message does not have the appropriate aria role of “status” or “alert”. Authoring Tool: The following issues have been documented: There is a minor exception where the real-time search text filter for datatables does not

Criteria	Conformance Level	Remarks and Explanations
		announce the number of search results returned. • Success and error messages are not announced through the screenreaders. An internal ticket has been filed for the above issues.

Table 3: Success Criteria, Level AAA

Notes: Patron Point has not been evaluated against Level AAA conformance.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	We have tested all elements of the Patron Point interface using VoiceOver, SiteImprove, and WAVE. Page content can generally be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without Vision. The headings in the Patron Point's pages are not in hierarchical order and skip heading levels. Some content in the Patron Point admin interface are not keyboard accessible. The Patron Point Landing Page and Email Builder tools are not keyboard accessible.
302.2 With Limited Vision	Supports	Patron Point can be used with limited vision.
302.3 Without Perception of Color	Supports	Patron Point generally does not rely on color to convey meaning.
302.4 Without Hearing	Supports	Patron Point by default does not have any video or audio recordings.
302.5 With Limited Hearing	Supports	Patron Point by default does not have any video or audio recordings.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	Patron Point does not require speech to function.
302.7 With Limited Manipulation	Partially Supports	The public web interface can be navigated using keyboard controls. Some content in the Patron Point admin interface are not keyboard accessible. The Patron Point Landing Page and Email Builder tools are not keyboard accessible.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Patron Point's public forms have clear labels and instructions. The public form submission alert (success/error) messages are not announced through screenreaders. Success and error messages are not announced through screenreaders in the Patron Point admin interface.

Chapter 4: [Hardware](#)

Notes: Not applicable to Patron Point.

Chapter 5: [Software](#)

Notes: Not applicable to Patron Point as Patron Point is all web-based. See The [Section 508 501.1 Scope](#) for more details.

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	The documentation for Patron Point lists and explains the compatibility features of the product.
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	Does Not Support	Our documentations are all web-based.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Our support team can answer questions about the accessibility of Patron Point through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of Patron Point through our support channels.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	We have tested all elements of the Patron Point interface using VoiceOver, SiteImprove, and WAVE. Page content can generally be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without Vision. The headings in the Patron Point's pages are not in hierarchical order and skip heading levels. Some content in the Patron Point admin interface is not keyboard accessible. The Patron Point Landing Page and Email Builder tools are not keyboard accessible.
4.2.2 Usage with limited vision	Supports	Patron Point can be used with limited vision.
4.2.3 Usage without perception of colour	Supports	Patron Point generally does not rely on colour to convey meaning.
4.2.4 Usage without hearing	Supports	Patron Point does not contain audio/video elements by default.
4.2.5 Usage with limited hearing	Supports	Patron Point does not contain audio/video elements by default.

4.2.6 Usage with no or limited vocal capability	Not Applicable	Patron Point does not require speech to function.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The public web interface can be navigated using keyboard controls. Some content in the Patron Point admin interface are not keyboard accessible. The Patron Point Landing Page and Email Builder tools are not keyboard accessible.
4.2.8 Usage with limited reach	Not Applicable	Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users.
4.2.9 Minimize photosensitive seizure triggers	Supports	Patron Point does not have any elements or components that flash.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Patron Point's public forms have clear labels and instructions. The public form submission alert (success/error) messages are not announced through screenreaders. Success and error messages are not announced through screenreaders in the Patron Point admin interface.
4.2.11 Privacy	Supports	Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.

Clause [5: Generic Requirements](#)

Notes: Does not apply to Patron Point as Patron Point is all web-based.

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

Notes: Not applicable to Patron Point.

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

Notes: Not applicable to Patron Point.

Chapter [8: Hardware](#)

Notes: LibCal is not considered a hardware product. Clause [8: Hardware](#)

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

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

Notes: Refers to downloadable documents.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	Patron Point does not have downloadable videos.
10.6 Audio description timing	Not Applicable	Patron Point does not have downloadable videos.

Clause [11: Software](#)

Notes: Does not apply to Patron Point as Patron Point is all web-based and not a mobile app. Requirements for web-based contents are defined in Clause 9.

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

Notes:

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	We offer an accessibility statement available on our website as per 12.1.1 Note 3.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x 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	Our support team can answer questions about the accessibility of Patron Point through our support channels.
12.2.3 Effective communication	Supports	Our support team can answer questions about the accessibility of Patron Point through our support channels.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: Not applicable to Patron Point.

Legal Disclaimer (Springshare)

Our Accessibility Statement can be found at <https://www.springshare.com/accessibility>