

## General VPAT Information

This document was created to give an overview of Guidebook’s current state of accessibility in light of the VPAT’s criteria.

The general rule is that Guidebook is accessible because it uses the native accessibility function of the parent device (like VoiceOver for iOS). The vast majority of our product is accessible, however there are a few things that are not – like ratings. All critical functionality is accessible for end users.

### APPENDIX A: Suggested Language Guide

<b>Summary Table Voluntary Product Accessibility Template</b>		
<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	Guidebook Gears, iOS app, Android app, Amazon. Guidebook is native on these mobile devices and the content management system is web based.
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	Guidebook Web. Web version of the mobile app, available on most recent version of all browsers.
Section 1194.23 Telecommunications Products	Not Applicable	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports	Accessibility is fully supported where

		applicable for the functional performance criteria.
Section 1194.41 Information, Documentation and Support	Supports	Support information and documentation can be provided in alternate formats.

**Section 1194.21 Software Applications and Operating Systems - Detail**  
**Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Text labels are available, native device keyboard for entering text. All critical features have text labels.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Guidebook does not disrupt or disable features of other products.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports with Exceptions	This is determined by the operating system, not the Guidebook application. Android 4.0 and above supports this.

<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with Exceptions</p>	<p>Majority of features are supported. Ratings feature, search icon, and contextual menu do not have text.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Fully supported.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Not applicable</p>	<p>All plain text.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Guidebook does not override any contract and color selections.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>No animations</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>Guidebook does not use color as the only means to convey or distinguish information.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Guidebook does not allow color or contrast adjustments within the app.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Guidebook does not use flashing or blinking text or elements.</p>

(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports when combined with Compatible AT	Forms work with voice over function native to devices. Android 4.0 and higher and iOS 7.
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**Section 1194.22 Web-based intranet and Internet information and applications - Detail Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	This is not the case for everything within Guidebook.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Client (not Guidebook) controls and determines the content, Guidebook does not create content or multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Nothing on Guidebook is strictly based on color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Client (not Guidebook) controls and determines the content.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Not Applicable
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Guidebook has Indoor Maps feature and Outdoor Maps feature, however the Client (not Guidebook) uploads and determines the map content.

(g) Row and column headers shall be identified for data tables.	Supports	All labeled. Schedules/Custom Lists are Guidebook features for data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	Not Applicable
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Exceptions	A majority of frames on the website are titled with text. All critical content is labeled.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Guidebook supports this.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the textonly page shall be updated whenever the primary page changes.	Not Applicable	Guidebook is a platform where the user can provide content. If there is a need to provide a text only page, it will live outside of guidebook.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with Exceptions	Results are displayed as text on page (Javascript). This depends on the assistive technology.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not Applicable	Most up to date browser is all that is needed to access Guidebook Web.

(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not Support	At this time, Guidebook does not support forms on Guidebook Web.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	We do not have required repetitive action.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	We do not have any features that require a timed response.

### **Section 1194.31 Functional Performance Criteria – Detail Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports when combined with Compatible AT	App is accessible via VoiceOver functionality provided by device operating system. User may sequentially highlight items on screen or move finger around screen and a synthesized voice announces their contents.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports when combined with Compatible AT	App is accessible via VoiceOver functionality provided by device operating system. Alternatively, screen zoom functionality (user may selectively zoom in on parts of the screen) provided by device operating system may be used.

(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not Applicable	Hearing is not necessary to use the application. There is no element of our product that uses audio.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	Audio information is not necessary for the use of the product.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	Speech is not necessary for the use of the product.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports when combined with Compatible AT	App is accessible via assisted interaction functionality provided by the device operating system. User may sequentially highlight items on screen that can be activated through an adaptive accessory.

**Section 1194.41 Information, Documentation and Support – Detail  
Voluntary Product Accessibility Template**

<i>Criteria</i>	<b>Level of Support &amp; Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports when combined with Compatible AT	Support articles can be provided in alternative formats. Articles can be sent via web pages that employ the use of their device's voiceover

		capabilities.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports when combined with Compatible AT	Native device accessibility features used. Guidebook works with the accessibility features that are native to iOS and Android devices.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports when combined with Compatible AT	Native device accessibility + Content Management System affects this. Guidebook supports end users utilizing the native features on the app. Client has control of content through the provided content management system and has control to accommodate for end-users as well. Guidebook's support team can provide alternate means of support including articles and email that take advantage of device accessibility functions.

**APPENDIX A** (of the DoS VPAT/GPAT Checklist)

**Suggested Language for Filling out the VPAT/GPAT**

In order to simplify the task of conducting market research assessments for procurement officials or customers, ITIC (Information Technology Industry Council) has developed suggested language for use when filling out a VPAT/GPAT. You may choose to employ all or some of the language below. Once you determine what language you intend to use, we recommend that use is consistent throughout all of your VPAT/GPATs.

**Supporting Features (Column 2 on VPAT/GPAT)**

**Supports**

Use this language when you determine the product fully meets the letter and intent of the Criteria.

**Supports with Exceptions**

Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.



**Supports through Equivalent Facilitation**

Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.

**Supports when combined with Compatible AT**

Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

**Does not Support**

Use this language when you determine the product does not meet the letter or intent of the Criteria.

**Not Applicable**

Use this language when you determine that the Criteria do not apply to the specific product.

**Not Applicable - Fundamental Alteration Exception Applies**

Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").