Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: Guidebook mobile application and Guidebook Web

Report Date: January 2023

Product Description: Our mission is to make it simple to create and manage mobile apps. While we've had a lot of success powering conference apps, corporate meeting apps, and university campus apps, our platform has been used for thousands of different use cases.

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Notes: 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 compliant. All critical functionality is accessible for end users.

Evaluation Methods Used: VoiceOver and native accessibility tools built into iOS software for mobile devices and computers. Voice Assistant and native accessibility tools built into Android 9 software.

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 (Yes)
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 2.0 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 2.0 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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria	Web: Partially supports Software: Does Not Support	Web: Does not fully support. Image file name is read by the screen reader. Improved alt-text options for images and non-text content to be proposed for roadmap.

● 9.1.1.1 (Web) ● 11.1.1.1.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)		Software: Does not support. Non-text content is not identified by a screen reader properly.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.1 (Web) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1 Revised Section 508 ● 501 (Web)(Software)	Web: Partially Supports Software: Partially Supports	Web: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.2 (Web) ● 11.1.2.2 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially Supports Software: Partially Supports	Web: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Guidebook's Tours feature does allow admins to upload or record audio. We recommend the admins provide a transcription of the audio in the description.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 11.1.2.3.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially Supports Software: Partially Supports	Web: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 11.1.3.1.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 11.1.3.2.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Partially Supports	Web: Fully supports Software: Does not fully support. On a tour, the relationship of the number of stops and the time remaining is not conveyed properly through assistive technology.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 11.1.3.3 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 11.1.4.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially Supports Software: Partially Supports	Web: Admins are able to create Schedule Tracks to segment out their master schedule, and those tracks are associated with a color. The colors can be changed by the admin with standard HEX codes. Software: Admins are able to create Schedule Tracks to segment out their master schedule, and those tracks are associated with a color. The colors can be changed by the admin with standard HEX codes.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 11.1.4.2 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Not Applicable Software: Not Applicable	Web: Not Applicable Software: Not Applicable
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 11.2.1.1.1 (Open Functionality Software) Revised Section 508	Web: Partially supports Software: Partially supports	Web: Does not fully support. Cannot navigate full page and content with just keyboard navigation. Improved navigation to be proposed for roadmap. Software: Does not fully support. Minimal compatibility with bluetooth keyboard. Cannot navigate full page and content with just keyboard navigation. Improved navigation to be proposed for roadmap.

● 501 (Web)(Software)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 11.2.1.2 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Partially supports	Web: Does not fully support. Cannot navigate full page and content with just keyboard navigation, allowing for keyboard traps. Improved keyboard navigation to be proposed for roadmap. Software: Certain pop ups do cause a keyboard trap that involves a refresh of the app (through a soft or hard close) due to lack of focus. Accessibility of pop ups is currently being addressed and evaluated for the roadmap.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 11.2.1.4.1 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Not Applicable Software: Not Applicable	Web: Not Applicable Software: Not Applicable
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 11.2.2.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Does Not Support Software: Does Not Support	Web: Does Not Support. Currently, there are occasional error or success toasters that are temporary and do disappear. Software: Does Not Support. As an end-user taking a tour, there is a splash page notifying user of upcoming stop that is temporary and does disappear.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 11.2.2.2 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Not Applicable Software: Supports	Web: Not Applicable Software: Fully supports
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 11.2.3.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Not Applicable Software: Supports	Web: Not Applicable Software: Fully supports
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 11.2.4.1 (Open Functionality Software) – Does not apply Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Web: Does Not Support	Web: Does Not Support. There are no bypass mechanisms in place for the Guidebook Web page header, footer, or navigation menu. They will be repeated when changing views.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) ● 11.2.4.2 (Open Functionality Software) - Does not apply Revised Section 508 ● 501 (Web)(Software)	Web: Supports	Web: Fully Supports
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 11.2.4.3 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Supports	Web: Fully supports Software: Fully supports
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 11.2.4.4 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Supports	Web: A majority of links have a purpose assigned. There are a handful of specific links, like ones in the page footer, that have been identified for improvement on the roadmap. Software: Fully supports

2.5.1 Pointer Gestures (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.1 (Web)
    ● 11.2.5.1 (Open Functionality Software)
Revised Section 508 – Does not apply
	Web: Not Applicable
	
	Software: Supports
		Web: Not Applicable
		
		Software: Guidebook's Tour feature supports.

2.5.2 Pointer Cancellation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.2 (Web)
    ● 11.2.5.2 (Open Functionality Software)
Revised Section 508 – Does not apply
	Web: Not Applicable
	
	Software: Supports
		Web: Not Applicable
		
		Software: Guidebook's Tour feature supports.

2.5.3 Label in Name (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.3 (Web)
    ● 11.2.5.3.1 (Open Functionality Software)
Revised Section 508 – Does not apply
	Web: Supports
	
	Software: Partially Supports
		Web: Fully supports
		
		Software: Partially supports. A small number of button names are to be updated to more properly reflect their action.

2.5.4 Motion Actuation (Level A 2.1 only)
Also applies to:
EN 301 549 Criteria
    ● 9.2.5.4 (Web)
    ● 11.2.5.4 (Open Functionality Software)
Revised Section 508 – Does not apply
	Web: Not Applicable
	
	Software: Supports
		Web: Not Applicable
		
		Software: Guidebook's Tour feature supports.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.1 (Web)
    ● 11.3.1.1.1 (Open Functionality Software)
Revised Section 508
    ● 501 (Web)(Software)
	Web: Supports
	
	Software: Supports
		Web: Fully supports
		
		Software: Fully supports

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.1 (Web)
    ● 11.3.2.1 (Open Functionality Software)
Revised Section 508
    ● 501 (Web)(Software)
	Web: Partially supports
	
	Software: Partially supports
		Web: Focus is accurate for all critical functionality but is not entirely seamless across the product. In general, shifting focus should not shift context. We plan to evaluate and improve accessibility focus for better full compliance.
		
		Software: Focus is accurate for all critical functionality but is not entirely seamless across the product. In general, shifting focus should not shift context. We plan to evaluate and improve accessibility focus for better full compliance

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.2 (Web)
    ● 11.3.2.2 (Open Functionality Software)
Revised Section 508
    ● 501 (Web)(Software)
	Web: Supports
	
	Software: Supports
		Web: Fully supports
		
		Software: Fully supports

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.3.1 (Web)
    ● 11.3.3.1.1 (Open Functionality Software)
Revised Section 508
    ● 501 (Web)(Software)
	Web: Partially supports
	
	Software: Partially supports
		Web: Errors are identified, but not always readable by assistive technology.
		
		Software: Error messages are identified, but not always readable by assistive technology.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.3.3.2 (Web)
    ● 11.3.3.2 (Open Functionality Software)
Revised Section 508
    ● 501 (Web)(Software)
	Web: Supports
	
	Software: Supports
		Web: Fully supports
		
		Software: Fully supports

4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.1 (Web)	Web: Supports Software: Supports	Web: Fully suppords Software: Fully supports

Criteria	Conformance Level	Remarks and Explanations
● 11.4.1.1.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 11.4.1.2.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports

Table 2: Success Criteria, Level AA

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) ● 11.1.2.4 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Partially supports	Web: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 11.1.2.5 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Partially supports	Web: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Software: Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video.. Guidebook's Tours feature does allow admins to upload or record audio. We recommend the admins provide a transcription of the audio in the description.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 11.1.3.4 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Supports Software: Does Not Meet	Web: Fully supports Software: Guidebook does not orient to landscape mode
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 11.1.3.5.1 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 11.1.4.3 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Partially supports	Web: The color scheme of a standard Guidebook Web page may not meet contrast requirements. Branded App clients are able to change the theme of their Guidebook Web page to better serve accessibility contrast. Software: The color scheme of the Guidebook flagship app may not meet contrast requirements. Branded App clients are able to change the theme of their app to better serve accessibility contrast.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 11.1.4.4.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Partially supports	Web: Fully supports Software: Description box text can be enlarged
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 11.1.4.5.1 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully Supports Software: Fully supports
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web)	Web: Partially Supports Software: Partially supports	Web: Minimal functionality loss when at 400% browser zoom. Software: Description box text can be enlarged.

● 11.1.4.10 (Open Functionality Software) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 11.1.4.11 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Partially supports Software: Partially supports	Web: The color scheme of a standard Guidebook Web page may not meet contrast requirements. Branded App clients are able to change the theme of their Guidebook Web page to better serve accessibility contrast. Software: The color scheme of the Guidebook flagship app may not meet contrast requirements. Branded App clients are able to change the theme of their app to better serve accessibility contrast.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.12 (Web) ● 11.1.4.12 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
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) ● 11.1.4.13 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Supports Software: Not Applicable	Web: Fully supports Software: Not Applicable
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 11.2.4.5 (Open Functionality Software) – Does not apply Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Fully supports
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 11.2.4.6 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 11.2.4.7 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 11.3.1.2 (Open Functionality Software) – Does not apply Revised Section 508 ● 501 (Web)(Software)	Web: Supports Software: Supports	Web: Fully supports Software: Fully supports
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 11.3.2.3 (Open Functionality Software) – Does not apply Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Fully supports
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web)	Web: Supports	Web: Fully supports

● 11.3.2.4 (Open Functionality Software) – Does not apply Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 11.3.3.3 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Partially supports Software: Partially supports	Web: Not all error messages provide a suggested resolution. Software: Not all error messages provide a suggested resolution.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 11.3.3.4 (Open Functionality Software) Revised Section 508 ● 501 (Web)(Software)	Web: Not Applicable Software: Not Applicable	Web: Not Applicable Software: Not Applicable
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 11.4.1.3 (Open Functionality Software) Revised Section 508 – Does not apply	Web: Does Not Support	Web: Does not support. Currently, there are occasional error or success toasters that are not read by screen reader.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Videos possess accessibility features of admin control within external services.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Videos possess accessibility features of admin control within external services.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Videos possess accessibility features of admin control within external services.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Videos possess accessibility features of admin control within external services.
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully supports
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does Not Support	Web: The color scheme of a standard Guidebook Web page may not meet contrast requirements. Branded App clients are able to change the theme of their Guidebook Web page to better serve accessibility contrast.
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully supports
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not applicable	Web: Not applicable
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially supports	Web: Does not fully support. Cannot navigate full page and content with just keyboard navigation. Improved navigation to be proposed for roadmap.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Supports
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: Not Applicable

Revised Section 508 – Does not apply		
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: No flashing involved in web product.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully Supports
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully Supports
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully Supports
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Fully Supports
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	Web: Not Applicable
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially supports	Web: Revision ability for forms on Guidebook Web is at the discretion of the survey creator

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The general rule is that Guidebook is accessible because it uses the native accessibility function of the parent device (like VoiceOver for iOS).
302.2 With Limited Vision	Partially Supports	The general rule is that Guidebook is accessible because it uses the native accessibility function of the parent device (like VoiceOver for iOS).
302.3 Without Perception of Color	Partially Supports	The color scheme of the Guidebook flagship app may not meet contrast requirements. Branded App clients are able to change the theme of their app to better serve accessibility contrast.
302.4 Without Hearing	Partially Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Guidebook's Tours feature does allow admins to upload or record audio. We recommend the admins provide a transcription of the audio in the description.
302.5 With Limited Hearing	Partially Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video. Guidebook's Tours feature does allow admins to upload or record audio. We recommend the admins provide a transcription of the audio in the description.
302.6 Without Speech	Supports	Speech not required for functionality of product
302.7 With Limited Manipulation	Supports	Guidebook does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Guidebook is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Guidebook is designed to be generally user-friendly, but admins self-input content, so compliance would differ.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	Product is compatible with native assistive technology.
502.2.2 No Disruption of Accessibility Features	Supports	Product is compatible with native assistive technology.
502.3 Accessibility Services		
502.3.1 Object Information	Supports	Product is compatible with native assistive technology.
502.3.2 Modification of Object Information	Supports	Product is compatible with native assistive technology.
502.3.3 Row, Column, and Headers	Not Applicable	Tables are not a feature of the product.
502.3.4 Values	Supports	Product is compatible with native assistive technology.
502.3.5 Modification of Values	Supports	Product is compatible with native assistive technology.
502.3.6 Label Relationships	Supports	Product is compatible with native assistive technology.
502.3.7 Hierarchical Relationships	Supports	Product is compatible with native assistive technology.
502.3.8 Text	Supports	Product is compatible with native assistive technology.
502.3.9 Modification of Text	Supports	Product is compatible with native assistive technology.
502.3.10 List of Actions	Supports	Product is compatible with native assistive technology.
502.3.11 Actions on Objects	Supports	Product is compatible with native assistive technology.
502.3.12 Focus Cursor	Supports	Product is compatible with native assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Product is compatible with native assistive technology.
502.3.14 Event Notification	Supports	Product is compatible with native assistive technology.
502.4 Platform Accessibility Features	Partially Supports	Does not meet all requirements under 502.4. Audio tours is the only functionality of our product that includes audio and we recommend admins provide a transcript in the description field (within our product; not including external links used by admins)
503 Applications		
503.2 User Preferences	Partially Supports	Device text size does not apply to the full product. Other accessibility settings, like contrast, may not reflect properly, as well.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Partially Supports	Guidebook embeds videos from third-party services (YouTube, Zoom, Vimeo, etc.) that are responsible for the accessibility options of the video.
503.4.2 Audio Description Controls	Not Applicable	Guidebook's Tours feature does allow admins to upload or record audio. We recommend the admins provide a transcription of the audio in the description.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	See this document

602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is electronic
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Support article on VPAT
603.3 Accommodation of Communication Needs	Supports	Support article on VPAT

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