

# Comevo Accessibility Conformance Report

## International Edition

VPAT® Version 2.4 (Revised)

**Name of Product/Version:** Launch Online Orientation

**Product Description:** Orientation Software for Higher Education

**Report Date:** August 13, 2025

**Contact Information:** Leslie Coe 800-748-0975 x803

### Evaluation Methods Used:

- Most testing is based on general product knowledge
- Online Testing Tools
  - <https://achecker.ca/checker/index.php>

### Applicable Standards/Guidelines

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

| Standard/Guideline                                       | Included In Report                                 |
|--|--|
| <a href="#">Web Content Accessibility Guidelines 2.0</a> | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (Yes) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a> | Level A (Yes)<br>Level AA (Yes)                    |

|   |                 |
|---|-----------------|
|   | Level AAA (Yes) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>   | (Yes)           |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a> | (Yes)           |

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

NOTES: The following notes also apply to Table 2, Level AA, and Table 3, Level AAA.

Comevo's Launch Online Orientation Software is a cloud-based Software as a Service model (SAAS). Conformance levels for "Web" and "Software" are synonymous. Comevo is addressing the "Authoring Tool", "Electronic Docs", "Web", and "Software" items as one.

**Electronic Docs and Authoring Tool:** In addition, a Content Management System (CMS) tool is included as part of the Launch Management Console. Clients may author their own page content via a WYSIWYG editor, embedded audio and videos, add custom images, upload PDFs, and more with this tool. The tool qualifies as an "Authoring Tool" and the uploads as "Electronic Docs," but these are merely part of the product as a whole. Comevo can recommend best practices to clients but ultimately, client authored content appearing on Launch Online Orientation web pages may or may not adhere to these standards. There are several conformance levels listed below that indicate, "Supports", most of which are compliant on behalf of Launch Online Orientation. Client authored content, however, might make these compliances read as "Supports with Exceptions", but compliance of client authored content is the responsibility of the client and is indicated below where applicable.

**Closed Functionality Software:** No part of the product prevents an end user from attaching any assistive technology. Assistive tools are part of the user's browser and therefore any reference to "Closed Functionality Software" is not applicable and omitted.

The client will own any Electronic Docs that would be available on any given Launch Online Orientation web page, with the exception of the out-of-the-box Certificate of Completion, which is a Microsoft Word document transcoded as a PDF. Because of this, we have omitted the "Electronic Docs" sections.

Completion of the next three tables would not have been possible without help from W3: <https://www.w3.org/TR/UNDERSTANDING-WCAG20/Overview.html>

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <a href="#">1.1.1 Non-text Content</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"><li>9.1.1.1 (Web)</li><li>10.1.1.1 (Non-web document)</li><li>11.1.1.1.1 (Open Functionality Software)</li><li>11.1.1.1.2 (Closed Functionality Software)</li><li>11.8.2 (Authoring Tool)</li><li>12.1.2 (Product Docs)</li><li>12.2.4 (Support Docs)</li></ul> | Supports          | A portion of the Management Console acts as a Content Management System (CMS). Clients can use a WYSIWYG editor to author their own page content and are responsible for its compliance. |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |  |
| <u><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Because clients can author their own content and embed MP3 and videos, Comevo can only recommend best practices. |
| <u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Supports          | Same as explained in 1.2.1.  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <p><u><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b></u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | Same as explained in 1.2.1.  |
| <p><u><b>1.3.1 Info and Relationships</b></u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                               | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and are fully compliant. The WYSIWYG editor in Launch Management Console gives clients the ability to author their own page content. Compliance for this content is the client's responsibility. |
| <p><u><b>1.3.2 Meaningful Sequence</b></u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> </ul>  | Supports          | Same as explained in 1.3.1.  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |   |
| <u>1.3.3 Sensory Characteristics</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Same as explained in 1.3.1.   |
| <u>1.4.1 Use of Color</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>   | Supports          | A portion of the Launch Management Console acts as a Content Management System (CMS). Clients can use a WYSIWYG editor to author their own page content and are responsible for its compliance. The WYSIWYG editor allows for font color changes. |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |   |
| <a href="#">1.4.2 Audio Control</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | MP3 objects do not automatically play unless the client enables this. Clients may embed additional audio objects using the WYSIWYG editor but are encouraged not to auto-play them. |
| <a href="#">2.1.1 Keyboard</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Supports          | All Launch Online Orientation links are navigable with the tab key.   |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          | Same as explained in 2.1.1.   |
| <p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>  | Supports          | Single character key shortcuts do not exist in Launch Online Orientation software.  |
| <p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>   | Supports          | Sections of the Orientation may contain a “Section Timer”. The timer is intended to allow each student time to review the material before taking the section quiz. The intent is to allow a minimum time to review the material, not to enforce a maximum time limit. |



| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |  |
| <a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Launch contains no marquees but supports embedded video. In both cases, there are controls to support this criterion. Clients are discouraged to enable videos to auto-play. |
| <a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1(Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                 | Supports          | Launch Online Orientation does not contain any flashing text features.   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>   |                   |   |
| <p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | The navigation bar atop each page is consistent throughout a section in Launch Online Orientation. A link to “Skip to Main Content” exists on all pages, which allows users to skip over the Navigation bar, straight to the content and onward to the “Back” and “Next” buttons. |
| <p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Supports          | Launch Online Orientation provides context-specific page titles.  |
| <p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>   | Supports          | Addressed in 2.4.1. If the user bypasses the “Skip to Main Content” link, order proceeds through the Navigation links, which act as breadcrumb links.   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |   |
| <p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | A portion of the Launch Management Console acts as a Content Management System (CMS). Clients may create links to external sites within their authored content using the WYSIWYG editor, and are responsible for link compliance. |
| <p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> </ul>   | Supports          | Launch Online Orientation does not have any functionality that uses multipoint or path-based gestures.  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  |                   |   |
| <p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Supports          | Some Launch components have drag-and-drop interactions. These interactions follow WCAG 2.5.2 mechanics—selection (down-event), movement, drop (up-event)—allowing cancellation via releasing outside the target. However, full accessibility depends on content authors using visible labels and providing alternative content, especially for screen reader users. Other Buttons, such as those used for navigation, trigger when the mouse click is released. |
| <p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3 (Open Functionality Software)</li> <li>11.2.5.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply        | Supports          | All label text is presented visually in Launch Online Orientation. If the client creates any labels with the WYSIWYG editor, they will be responsible for compliance within those pages.  |
| <p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> </ul>   | Supports          | Launch Online Orientation does not have any motion activated functionality.   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   |                   |   |
| <p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | By default, Launch Online Orientation uses the html “lang” attribute with value “en-US” on all pages. If a module is created in another language we can update the “lang” attribute as necessary for that module. |
| <p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>             | Supports          | There are no contextual changes when tabbing through user interface elements.   |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                 | Supports          | Unpredictable changes do not occur while interacting with form controls.                                       |
| <b>3.3.1 Error Identification</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Compliance exists and is only applicable on Launch Online Orientation's Quiz, Pathfork, and Intake form pages. |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> </ul>  | Supports          | Compliance exists and is applicable in the same way as stated in 3.3.1.  |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |   |
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Launch Online Orientation uses compliant HTML5 markup. However, clients using the WYSIWYG editor to author their own page content are responsible for its compliance. |
| <p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Not required</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>   | Supports          | Interactive user interface elements are compliant with the use of form labels   |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> |                   |                          |

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

Notes:

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | There are no live streaming features in Launch Online Orientation                  |
| <a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> </ul>  | Supports          | Clients may embed video and MP3 objects. Comevo can recommend only best practices. |



| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |  |
| <p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>            | Supports          | Launch Online Orientation is essentially a website, and it uses responsive stylesheets. Our software does not restrict a user to using one orientation, such as landscape or portrait. |
| <p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5 (Open Functionality Software)</li> <li>11.1.3.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p> | Supports          | The purpose of each input field that is used to collect information about the user can be programmatically determined in our Launch Online Orientation software.                       |
| <p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> </ul>  | Supports          | Launch Online Orientation presents its pages using templates. The product is fully compliant but it is the client's responsibility to adhere to this item in their authored content.   |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |   |
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | The CSS in Launch Online Orientation or any of its plug-ins does not restrict browser zoom.   |
| <p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> </ul>  | Supports          | A scenario may be applicable in client-authored content. The WYSIWYG editor allows for inline images in markup and the client is always responsible for their authored content, including alt tags on images. |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |   |
| <a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10.1 (Open Functionality Software)</li> <li>11.1.4.10.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply        | Supports          | The WYSIWYG editor allows the client to create their own content. There is nothing in our system which restricts the client from their content conforming to this standard.   |
| <a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Supports          | Any part of the template that is created by Comevo will have at least a 3:1 contrast against adjacent colors. If the client creates content with the WYSIWYG editor, they will be responsible for compliance of that content. |
| <a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> </ul>  | Supports          | Compliance exists and is applicable in the same way as stated in 1.4.10.  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  |                   |  |
| <u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   | Supports          | This only applies to the Terms To Know feature in Launch Online Orientation. That feature is compliant.  |
| <u>2.4.5 Multiple Ways</u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | A navigation bar is provided in Launch Online Orientation, but the pages therein are considered “steps in a process”. The nature of the navigation (which allows clicking back to previous pages) renders this criterion inapplicable. |
| <u>2.4.6 Headings and Labels</u> (Level AA)<br>Also applies to:   | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. The WYSIWYG   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   | editor in Launch Management Console gives clients the ability to author their own page content. Compliance for this content is the client's responsibility. |
| <u>2.4.7 Focus Visible</u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | Launch uses a visual indicator to show which element has focus.   |
| <u>3.1.2 Language of Parts</u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> </ul>  | Supports          | Clients may author their own page content. Compliance for this content is the client's responsibility.  |

| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |  |
| <b>3.2.3 Consistent Navigation</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports          | Navigation is part of the template, the client cannot control it, and it is always consistent. In some cases, a page may require user interaction (a form) before the “Next” button is applicable. |
| <b>3.2.4 Consistent Identification</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>  | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. Clients have no way of authoring navigation and forms.  |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |                   |   |
| <b><u>3.3.3 Error Suggestion</u></b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                          | Supports          | Error features are only applicable on the Quiz and Intake form pages, and are compliant.                        |
| <b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          | This is only applicable for our Quiz pages, which are compliant.  |
| <b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria  | Supports          | This applies when a user enters invalid information into an intake field , or misses a quiz question. The error |

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document) – Does not apply</li> <li>11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply |                   | status message can be programmatically determined in this case. |

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

Notes:

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply              | Supports           | Clients can upload and embed MP3 and video files, and will be responsible for this and any additional compliance.  |
| <a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports           | Same exception as 1.2.6.   |
| <a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply          | Supports           | Same exception as 1.2.6.   |
| <a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Not Applicable     | There is no support for live streams in the product. This may not prevent a client from embedding a live streaming video, at which point the client would be responsible for compliance. |
| <a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only)<br>Also applies to:  | Partially Supports | Most regions can be programmatically determined by their landmark roles. There are a few exceptions to this  |



| Criteria  | Conformance Level | Remarks and Explanations   |
|---|-------------------|--|
| EN 301 549 Criteria– Does not apply<br>Revised Section 508 – Does not apply   |                   | in our software, which are in the process of being updated.  |
| <b><u>1.4.6 Contrast Enhanced</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                     | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. The clients may author their own content using the WYSIWYG editor, which allows for color variety. The client would be responsible for compliance of this content.  |
| <b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply            | Supports          | Our software does not have any background audio unless the client adds content with audio. Clients can upload and embed audio or video files and will be responsible for this compliance.  |
| <b><u>1.4.8 Visual Presentation</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                   | Supports          | Explanation in 1.4.6 applies.  |
| <b><u>1.4.9 Images of Text (No Exception) Control</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports          | Inline styles applied by the WYSIWYG editor may change fonts, colors and sizes, and images as letters are fully supported. (For example, an old-English character.) The CSS already in place does not prohibit the resizing of said images representing text.  |
| <b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply               | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. Client-authored content may violate this compliance and it would be the client’s responsibility to conform. This scenario, however, presently does not exist, as all client-authored content is essentially textual, not interactive. |
| <b><u>2.2.3 No Timing</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                             | Supports          | An example of this item is a timed test. Launch Online Orientation does not currently implement this type of negative-impact timed interaction.  |
| <b><u>2.2.4 Interruptions</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply   | Does not Support  | There is one scenario in Launch Online Orientation where such a timeout and change of context may occur, causing a failure of this compliance. At the end of a   |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| Revised Section 508 – Does not apply   |                   | section with a quiz and an enforced timer, the “QuizWait” view will count down until the timer reaches 0 and automatically refresh the page, showing the quiz.   |
| <b><u>2.2.5 Re-authenticating</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                    | Supports          | In the event of an expired session, the system will redirect the user to the Intake Form. There is no data lost after re-authentication.   |
| <b><u>2.2.6 Timeouts</u></b> (Level AAA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                    | Supports          | After 60 minutes of inactivity, a user is alerted that their session will time out if they do not take an action. No data is lost when the user is timed out, and they will be presented with a link to re-enter orientation.  |
| <b><u>2.3.2 Three Flashes</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Supports          | Launch Online Orientation does not contain any flashing text features.   |
| <b><u>2.3.3 Animation from Interactions</u></b> (Level AAA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports          | Launch Online Orientation does not contain any motion animation which is triggered by interaction.   |
| <b><u>2.4.8 Location</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                             | Supports          | An authenticated user has navigation, which acts as a breadcrumb trail.  |
| <b><u>2.4.9 Link Purpose (Link Only)</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply             | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. Client-authored content may contain links to external sites. Compliance for these links will be the client’s responsibility.  |
| <b><u>2.4.10 Section Headings</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                    | Supports          | Launch Online Orientation page layouts are templated, controlled by Comevo, and compliant. Pages contain a <heading> section, main content section, and <footer> section. Each have controlled use of <h#> tags. Client-authored content renders in the main content section |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
|  |                   | and may contain additional headings. Compliance for these links will be the client's responsibility.   |
| <b><u>2.5.5 Target Size</u></b> (Level AAA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                 | Supports          | The targets within Launch Online Orientation are all at least 44x44 pixels. If the client creates any targets in their content with the WYSIWYG editor, they will be responsible for compliance of that content.   |
| <b><u>2.5.6 Concurrent Input Mechanisms</u></b> (Level AAA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports          | Launch Online Orientation does not restrict the use of input modalities.   |
| <b><u>3.1.3 Unusual Words</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Supports          | The "Terms to Know" feature is configurable in the Launch Management Console and handled entirely by the Launch Online Orientation page templates and in the client-authored content. It is the client's responsibility to define all words fitting this category in "Terms to Know". In Launch, these words render as definition lists. |
| <b><u>3.1.4 Abbreviations</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Supports          | Abbreviations are definable words and handled by the "Terms to Know" feature, covered in section 3.1.3 above.  |
| <b><u>3.1.5 Reading Level</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Supports          | There may be scenarios where client-authored content contains advanced vocabulary. It is the client's responsibility to utilize the "Terms to Know" tool to meet this compliance.  |
| <b><u>3.1.6 Pronunciation</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                        | Supports          | Explanation in 3.1.5 applies.  |
| <b><u>3.2.5 Change on Request</u></b> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                    | Supports          | The Launch Online Orientation product fully supports this compliancy. No current scenarios of client-authored content violate this compliancy.   |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <a href="#">3.3.5 Help</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                   | Supports          | Title attributes and label handle context-sensitive help on the relevant Intake Form, Quiz, and Navigate pages. |
| <a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply | Supports          | Only applicable for Quiz pages.   |

# Revised Section 508 Report

Notes:

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

Notes:

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| 302.1 Without Vision   | Supports          | Launch Online Orientation is a software service provided as a website. Support for screen readers is dependent on the browser.   |
| 302.2 With Limited Vision                                      | Supports          | Explanation in 302.1 applies.  |
| 302.3 Without Perception of Color                              | Supports          | We work with the client to come up with a template color scheme that meets these requirements.   |
| 302.4 Without Hearing  | Supports          | Clients may embed video and MP3 objects; Comevo can recommend only best practices. Embedded video supports closed captioning; the client is responsible for this compliance. |
| 302.5 With Limited Hearing                                     | Supports          | Explanation in 302.4 applies.  |
| 302.6 Without Speech   | Supports          | There is no microphone dependent feature in Launch Online Orientation.   |
| 302.7 With Limited Manipulation                                | Supports          | See Chapter 3 NOTES above.   |
| 302.8 With Limited Reach and Strength                          | Supports          | See Chapter 3 NOTES above.   |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports          | See Chapter 3 NOTES above.   |

## Chapter 4: [Hardware](#)

Notes: Launch Online Orientation is a web application and Comevo does not provide any hardware as a service. This table is not applicable.

## Chapter 5: [Software](#)

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations   |
|--|--------------------------------------|--|
| 501.1 Scope – Incorporation of WCAG 2.0 AA                     | See <a href="#">WCAG 2.1</a> section | See information in WCAG section  |
| <a href="#">502 Interoperability with Assistive Technology</a> | Heading cell – no response required  | Heading cell – no response required  |
| 502.2.1 User Control of Accessibility Features                 | Supports                             | See Chapter 5 NOTES section above.   |
| 502.2.2 No Disruption of Accessibility Features                | Supports                             | Launch Online Orientation does not inhibit Assistive Technologies.   |
| <b>502.3 Accessibility Services</b>                            | Heading cell – no response required  | Heading cell – no response required  |
| 502.3.1 Object Information                                     | Supports                             | A portion of the Launch Management Console acts as a Content Management System (CMS). Clients can use a WYSIWYG editor to author their own page content and are responsible for its compliance. The templated portions of Launch Online Orientation are compliant. |
| 502.3.2 Modification of Object Information                     | Supports                             | Launch Online Orientation does not prevent or restrict Assistive Technologies.   |
| 502.3.3 Row, Column, and Headers                               | Supports                             | Presentation of table data is legacy HTML and not present outside of client-authored content. It is the client's responsibility to adhere to this item if they use table data.   |
| 502.3.4 Values   | Supports                             | Launch Online Orientation does not prevent or restrict Assistive Technologies.   |

| Criteria                           | Conformance Level | Remarks and Explanations  |
|------------------------------------|-------------------|---|
|                                    |                   | Field values on the applicable pages are not pre-filled and therefore do not apply. Comevo can add a "Placeholder" attribute to inputs to further supplement this requirement.  |
| 502.3.5 Modification of Values     | Supports          | Explanation in 502.3.4 applies.   |
| 502.3.6 Label Relationships        | Supports          | All form input fields have associated labels where appropriate. WCAG 2.1, Table 1 item 2.4.6 addresses this in more detail.   |
| 502.3.7 Hierarchical Relationships | Supports          | All Launch Online Orientation links are navigable with the tab key. WCAG 2.1, Table 1 item 2.1.1 addresses this in more detail.   |
| 502.3.8 Text                       | Supports          | There are no user-editable text sections on pages in Launch Online Orientation outside of the Intake Form and Quiz pages. Some fields enforce input masks (formatting) but generally, text boxes do not restrict method of input. |
| 502.3.9 Modification of Text       | Supports          | Explanation in 502.3.8 applies.   |
| 502.3.10 List of Actions           | Supports          | Launch Online Orientation does not contain any controls out of the ordinary executable actions.   |
| 502.3.11 Actions on Objects        | Supports          | See Chapter 5 NOTES section above.  |

| Criteria  | Conformance Level                    | Remarks and Explanations  |
|---|--------------------------------------|---|
| 502.3.12 Focus Cursor   | Does Not Support                     | Launch does not prevent native behaviors in browsers for tab focus nor mouse hover. WCAG 2.1, Table 2 item 2.4.7 explains this.           |
| 502.3.13 Modification of Focus Cursor   | Supports                             | See Chapter 5 NOTES section above.  |
| 502.3.14 Event Notification   | Does not Support                     | There is a single scenario where an event occurs without notification of change. This failure is similar to WCAG 2.1, Table 3 item 2.2.4. |
| 502.4 Platform Accessibility Features   | Supports                             | See Chapter 5 NOTES section above.  |
| <b><u>503 Applications</u></b>  | Heading cell – no response required  | Heading cell – no response required   |
| 503.2 User Preferences  | Supports                             | See Chapter 5 NOTES section above.  |
| 503.3 Alternative User Interfaces   | Supports                             | See Chapter 5 NOTES section above.  |
| <b><i>503.4 User Controls for Captions and Audio Description</i></b>                | Heading cell – no response required  | Heading cell – no response required   |
| 503.4.1 Caption Controls  | Supports                             | Discussed in WCAG 2.1, Table 1 item 1.2.2   |
| 503.4.2 Audio Description Controls  | Supports                             | Discussed in WCAG 2.1, Table 1 item 1.2.3   |
| <b><u>504 Authoring Tools</u></b>   | Heading cell – no response required  | Heading cell – no response required   |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.1</a> section | See information in WCAG 2.1 section   |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | See <a href="#">WCAG 2.1</a> section | See information in WCAG section   |



| Criteria           | Conformance Level | Remarks and Explanations   |
|--------------------|-------------------|--|
| 504.2.2 PDF Export | Does Not Support  | At the end of an orientation, the client can choose to present the end user with a certificate of completion. This certificate is a Microsoft Word document authored by the client and converted to PDF before presentation to the user. It is the client's responsibility to provide a compliant document. The PDF conversion tool, Spire.pdf, supports ISO standard (ISO 32000-2) but currently converts to PDF Version 1.5. |
| 504.3 Prompts      | Does Not Support  | Explanation in 504.2.1 applies.  |
| 504.4 Templates    | Supports          | Clients may author their own content and are therefore responsible for its compliance.   |

## Chapter 6: [Support Documentation and Services](#)

Notes:

| Criteria   | Conformance Level                   | Remarks and Explanations  |
|--|-------------------------------------|---|
| <b>601.1 Scope</b>   | Heading cell – no response required | Heading cell – no response required   |
| <b><a href="#">602 Support Documentation</a></b>                 | Heading cell – no response required | Heading cell – no response required   |
| 602.2 Accessibility and Compatibility Features                   | Not Applicable                      | See Chapter 6 NOTES above.  |
| 602.3 Electronic Support Documentation                           | Not Applicable                      | See Chapter 6 NOTES above.  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable                      | See Chapter 6 NOTES above.  |
| <b><a href="#">603 Support Services</a></b>                      | Heading cell – no response required | Heading cell – no response required   |
| 603.2 Information on Accessibility and Compatibility Features    | Does Not Support                    | Comevo does not currently publish any documentation regarding accessibility and compatibility features of Launch Online |

| Criteria                                   | Conformance Level | Remarks and Explanations                                  |
|--|-------------------|---|
|  |                   | Orientation. The software functions as a typical website. |
| 603.3 Accommodation of Communication Needs | Not Applicable    | See Chapter 6 NOTES above.                                |

# EN 301 549 Report

NOTES: Explanations for this report found here: [http://www.etsi.org/deliver/etsi\\_en/301500\\_301599/301549/01.01.02\\_60/en\\_301549v010102p.pdf](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf)

## Chapter 4: Functional Performance Statements (FPS)

Notes:

| Criteria  | Conformance Level | Remarks and Explanations  |
|---|-------------------|---|
| 4.2.1 Usage without vision                        | Supports          | See item 302.1  |
| 4.2.2 Usage with limited vision                   | Supports          | See item 302.2  |
| 4.2.3 Usage without perception of colour          | Supports          | See item 302.3  |
| 4.2.4 Usage without hearing                       | Supports          | See item 302.4  |
| 4.2.5 Usage with limited hearing                  | Supports          | See item 302.5  |
| 4.2.6 Usage without vocal capability              | Supports          | See item 302.6  |
| 4.2.7 Usage with limited manipulation or strength | Supports          | See item 302.7 and item 302.8   |
| 4.2.8 Usage with limited reach                    | Supports          | See item 302.8  |
| 4.2.9 Minimize photosensitive seizure triggers    | Supports          | See WCAG 2.1 Table 1: Success Criteria, Level A, Item 2.3.1   |
| 4.2.10 Usage with limited cognition               | Supports          | See item 302.9  |
| 4.2.11 Privacy                                    | Not Applicable    | Launch Online Orientation is essentially a website. Usage of headphones, for example, in lieu of speakers, or the restriction of one or the other, would be by the device on which the individual user views the orientation. |

## Chapter 5: Generic Requirements

NOTES: The following describe how the following section is not applicable.

- Launch Online Orientation does not prohibit Assistive Technologies. The device on which Launch Online Orientation is used would be responsible for the restriction of Assistive Technologies. Sections 5.1-5.4 are not applicable as they address only Closed Functionality.
- Sections 5.5-5.6 are not applicable because Launch Online Orientation is not a tactile product. Any inclusion or exclusion of said features would rest on the device used to view the orientation.

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

NOTES: Chapter 6 does not apply to Launch Online Orientation; there are no Two-Way voice or video communication features.

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

NOTES: WCAG 2.1 Report section 1.2.1 addresses items 7.1-7.3. Clients have the capability to upload audio and video files for embedding. The client is responsible for conformance of all authored content.

## Chapter [8: Hardware](#)

NOTES: Addressed earlier in Chapter 5, Comevo does not provide any hardware as a service. Items 8.1.1-8.5 are not applicable.

## Chapter [9: Web](#) (see [WCAG 2.1 section](#))

NOTES: WCAG 2.1 addressed items 9.1-9.3 above.

## Chapter [10: Non-Web Software](#)

NOTES: WCAG 2.1 covered the majority of this section, 10.2.1-10.2.38.

| Criteria                  | Conformance Level                    | Remarks and Explanations  |
|---------------------------|--------------------------------------|---|
| <b>10.0 General</b>       | Heading cell – no response required  | Heading cell – no response required   |
| 10.1.1.1 through 10.4.1.3 | See <a href="#">WCAG 2.1</a> section | See information in WCAG section   |
| 10.5 Caption positioning  | Supports                             | Client authored videos may or may not contain captions. It is the client's responsibility to ensure compliance. |

| Criteria                      | Conformance Level | Remarks and Explanations   |
|-------------------------------|-------------------|--|
| 10.6 Audio description timing | Supports          | Client authored videos may or may not contain additional descriptive audio tracks. It is the client's responsibility to ensure compliance. |

## Chapter [11: Software](#)

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations                      |
|--|--------------------------------------|---|
| <b>11.0 General</b>  | Heading cell – no response required  | Heading cell – no response required           |
| 11.1.1.1 through 11.4.1.3  | See <a href="#">WCAG 2.1</a> section | See information in WCAG 2.1 section           |
| <b>11.5 Interoperability with assistive technology</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.1 Closed functionality (informative)</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.2 Accessibility services</b>   | Heading cell – no response required  | Heading cell – no response required           |
| <b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b> | See 11.5.2.5 through 11.5.2.17       | See information in 11.5.2.5 through 11.5.2.17 |
| <b>11.5.2.2 Platform accessibility service support for assistive technologies</b>                  | See 11.5.2.5 through 11.5.2.17       | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services   | Supports                             | See Chapter 11 NOTES regarding ATs above.     |
| 11.5.2.4 Assistive technology  | Supports                             | See Chapter 11 NOTES regarding ATs above.     |
| 11.5.2.5 Object information  | Supports                             | See item 502.3.1                              |
| 11.5.2.6 Row, column, and headers  | Supports                             | See item 502.3.3                              |
| 11.5.2.7 Values  | Supports                             | See item 502.3.4                              |
| 11.5.2.8 Label relationships   | Supports                             | See item 502.3.6                              |
| 11.5.2.9 Parent-child relationships  | Supports                             | See item 502.3.7                              |
| 11.5.2.10 Text   | Supports                             | See item 502.3.8                              |
| 11.5.2.11 List of available actions  | Supports                             | See item 502.3.10                             |

| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
| 11.5.2.12 Execution of available actions   | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| 11.5.2.13 Tracking of focus and selection attributes                               | Does Not Support                     | See item 502.3.12 for possible solution.  |
| 11.5.2.14 Modification of focus and selection attributes                           | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| 11.5.2.15 Change notification  | Does Not Support                     | See item 502.3.14 for possible solution.  |
| 11.5.2.16 Modifications of states and properties                                   | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| 11.5.2.17 Modifications of values and text   | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| <b>11.6 Documented accessibility usage</b>   | Heading cell – no response required  | Heading cell – no response required   |
| 11.6.1 User control of accessibility features                                      | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| 11.6.2 No disruption of accessibility features                                     | Supports                             | See Chapter 11 NOTES regarding ATs above.   |
| 11.7 User preferences  | Supports                             | See Chapter 11 NOTES regarding ATs above. In addition, these features would all depend on the user's browser and device.  |
| <b>11.8 Authoring tools</b>  | Heading cell – no response required  | Heading cell – no response required   |
| <b>11.8.1 Content technology</b>   | Heading cell – no response required  | Heading cell – no response required   |
| 11.8.2 Accessible content creation (if not authoring tool, enter "not applicable") | See <a href="#">WCAG 2.1</a> section | See information in WCAG 2.1 section   |
| 11.8.3 Preservation of accessibility information in transformations                | Does Not Support                     | See item 504.2.1  |
| 11.8.4 Repair assistance   | Does Not Support                     | The WYSIWYG editor used in the Launch Management Console fully supports Accessibility in and of itself, but does not make suggestions nor correct any client authored markup. |
| 11.8.5 Templates   | Supports                             | See item 504.4  |

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

Notes:

| Criteria   | Conformance Level                   | Remarks and Explanations  |
|--|-------------------------------------|---|
| <b>12.1 Product documentation</b>                              | Heading cell – no response required | Heading cell – no response required   |
| 12.1.1 Accessibility and compatibility features                | Not Applicable                      | No documentation provided; software essentially functions as a typical website.   |
| 12.1.2 Accessible documentation                                | Not Applicable                      | See item 12.1.1   |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required | Heading cell – no response required   |
| 12.2.2 Information on accessibility and compatibility features | Does Not Support                    | Comevo does not currently publish any documentation regarding accessibility and compatibility features of Launch Online Orientation. The product functions like a typical website.  |
| 12.2.3 Effective communication                                 | Not Applicable                      | Launch Online Orientation is essentially a website. The end-users are typically students or employees of the organization providing the orientation. We at Comevo provide the software as a service to a client, and that client is our direct user base. There is no interaction between Comevo and the end-users. |
| 12.2.4 Accessible documentation                                | Not Applicable                      | Launch Online Orientation is essentially a website. The end-users are typically students or employees of the organization providing the orientation. We at Comevo provide the software as a service to a client, and that client is our direct user base. There is no interaction between Comevo and the end-users. |

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

NOTES: Chapter 13 does not apply to Launch Online Orientation. There are no Two-Way voice or video communication features.