HPS Global:

Conformance Claim

Revision: 26/April/2024

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Executive Summary

This report describes the conformance of the Health Portal Solutions website with W3C's Web Content Accessibility Guidelines (WCAG). The review process is described in a section below and is based on evaluation described in Accessibility Evaluation Resources.

Based on this evaluation, the website **meets** WCAG 2.1, Conformance Level AA.

Detailed review results are available in a section below.

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Background About Evaluation

Evaluation Date(s)	March – April 2024

Conformance evaluation of web accessibility requires a combination of semi-automated evaluation tools and manual evaluation by an experienced reviewer. The evaluation results in this report are based on evaluation conducted on the evaluation date(s).

The website may have changed since that time.

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Scope of Review

Name of Website	Health Portal Solutions
Purpose of Website	Market portal to businesses and government agencies
Base URL	https://www.hpsglobal.net/
Date Range of Review	March – April 2024
Natural Language of the Website	English (United States)
Guidelines Title, Version and URI	Web Content Accessibility Guidelines 2.1 https://www.w3.org/TR/WCAG21/
Conformance Level Satisfied	Level AA • For Level A conformance (the minimum level of conformance), the Web page satisfies all the Level A Success Criteria, or a conforming alternate version is provided. • For Level AA conformance, the Web page satisfies all the Level A and Level AA Success Criteria, or a Level AA conforming alternate version is provided. • ~~For Level AAA conformance, the Web page satisfies all the Level A, Level AA and Level AAA Success Criteria, or a Level AAA conforming alternate version is provided.~~

Page's Reviewed

Page Name	Page URL	Review Type
About Us	https://www.hpsglobal.net/about-us/	H – Human

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Client Support	https://www.hpsglobal.net/about-us/client-support/	H – Human
Implementation	https://www.hpsglobal.net/about-us/implementation/	H – Human
Success Stories	https://www.hpsglobal.net/about-us/success-stories/	H – Human
Success Story > Single	https://www.hpsglobal.net/project/third-party-administrator-cuts-monthly-invoicing-time-in-half/	H – Human
Technology	https://www.hpsglobal.net/about-us/technology/	H – Human
Blog “Front Page”	https://www.hpsglobal.net/blog/	H – Human
Blog > Category	https://www.hpsglobal.net/category/communication/	H – Human
Blog > Tag	https://www.hpsglobal.net/tag/process-automation/	H – Human
Blog > Author	https://www.hpsglobal.net/author/jwan/	H – Human
Blog > Single	https://www.hpsglobal.net/2020/11/11/posting-text-content-online/	H – Human
Search	https://www.hpsglobal.net/?s=cat	H – Human
Business Tools	https://www.hpsglobal.net/business-tools/	H – Human
Accounting	https://www.hpsglobal.net/business-tools/accounting/	H – Human
Invoice Management	https://www.hpsglobal.net/business-tools/accounting/invoice-management/	H – Human
Business Analysis	https://www.hpsglobal.net/business-tools/business-analysis/	H – Human
Analytical Reporting	https://www.hpsglobal.net/business-tools/business-analysis/analytical-reporting/	H – Human
Prescription Integration	https://www.hpsglobal.net/business-tools/business-analysis/prescription-integration/	H – Human

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Claim Management	https://www.hpsglobal.net/business-tools/claim-management/	H – Human
Appeals & Grievances	https://www.hpsglobal.net/business-tools/claim-management/appeals-grievances/	H – Human
Claim Submission	https://www.hpsglobal.net/business-tools/claim-management/claim-submission/	H – Human
Pre-Authorization Submission	https://www.hpsglobal.net/business-tools/claim-management/pre-authorization-submission/	H – Human
Communication / Customer Service	https://www.hpsglobal.net/business-tools/communication-customer-service/	H – Human
Provider Faxback	https://www.hpsglobal.net/business-tools/communication-customer-service/provider-faxback/	H – Human
Secure Mailbox	https://www.hpsglobal.net/business-tools/communication-customer-service/secure-mailbox/	H – Human
Health Plan Management	https://www.hpsglobal.net/business-tools/health-plan-management/	H – Human
Enrollment	https://www.hpsglobal.net/business-tools/health-plan-management/enrollment/	H – Human
System Integration	https://www.hpsglobal.net/business-tools/system-integration/	H – Human
User Engagement	https://www.hpsglobal.net/business-tools/user-engagement/	H – Human
Control Panel	https://www.hpsglobal.net/business-tools/user-engagement/control-panel/	H – Human
Internationalization	https://www.hpsglobal.net/business-tools/user-engagement/internationalization/	H – Human

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Preventative Care Reminders	https://www.hpsglobal.net/business-tools/user-engagement/preventative-care-reminders/	H – Human
Web Forms Manager	https://www.hpsglobal.net/business-tools/user-engagement/web-forms/	H – Human
Wellness	https://www.hpsglobal.net/business-tools/user-engagement/wellness/	H – Human
Careers	https://www.hpsglobal.net/careers/	H – Human
Contact	https://www.hpsglobal.net/contact/	H – Human
Cookie Policy	https://www.hpsglobal.net/cookie-policy/	H – Human
Home	https://www.hpsglobal.net/	H – Human
Privacy Policy	https://www.hpsglobal.net/privacy-policy/	H – Human
Schedule a Demo	https://www.hpsglobal.net/demo/	H – Human
Site Map	https://www.hpsglobal.net/site-map/	H – Human
Solutions	https://www.hpsglobal.net/solutions/	H – Human
Employers	https://www.hpsglobal.net/solutions/employers/	H – Human
Government Payers	https://www.hpsglobal.net/solutions/medicare-medicaid-administrators/	H – Human
Health Plans	https://www.hpsglobal.net/solutions/health-plans/	H – Human
Health Trusts	https://www.hpsglobal.net/solutions/health-trusts/	H – Human
International Insurance Carriers	https://www.hpsglobal.net/solutions/international-insurance-carriers/	H – Human
Third Party Administrators	https://www.hpsglobal.net/solutions/third-party-administrators/	H – Human

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Training	https://www.hpsglobal.net/training/	H – Human
Training Single Post	https://www.hpsglobal.net/training/assigning-data-restrictions/	H – Human

Page's Not Reviewed

Page Name	Page URL
	I did not review every single blog post but I did spot checks and fixed any template-based concerns.

Technologies Used but not Relied Upon

A list of the specific technologies that are " used but not relied upon."

Type	Name	Used?
Web Browsers	Chrome	Yes
Web Browsers	Firefox	Yes
Web Browsers	Edge	Yes
Devices	Windows Desktop Computer	Yes
Devices	MacMini	
Devices	iPhoneX	
Devices	iPad	Yes
Devices	Samsung S22	Yes
Devices	Samsung Tablet	Yes
Devices	Braille Reader	

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Devices	Keyboard	Yes
Devices	Mouse	Yes
Devices	Speakers / Headset	

User Agents

A list of user agents, including assistive technologies that were used to test the content.

Name	Used?
Narrator bundled with Windows	Yes
ChromeVox / “Screen Reader” extension for Chrome	
NVDA for Windows	
VoiceOver bundled with MacOS and iOS	
TalkBack bundled with Android.	
Jaws for Windows	

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Reviewer(s)

<table>
<tr><td>Name of Reviewer or Review Team</td><td>Ellice Sanchez</td></tr>
<tr><td>Organization with which Reviewer(s) is/are affiliated</td><td>Health Portal Solutions</td></tr>
<tr><td>Contact Information for Reviewer(s) or Reviewer(s) Organization</td><td>private</td></tr>
<tr><td>Reviewer(s) areas of expertise, by reference to “expertise of review teams” in Using Combined Expertise to Evaluate Web Accessibility]</td><td>https://www.w3.org/WAI/test-evaluate/combined-expertise/
<table>
<tr><th>Type</th><th>Used?</th></tr>
<tr><td>Web technologies</td><td>Yes</td></tr>
<tr><td>Validation tools for Web technologies</td><td>Yes</td></tr>
<tr><td>Web Content Accessibility Guidelines and Techniques</td><td>Yes</td></tr>
<tr><td>Approaches for evaluating Web accessibility</td><td>Yes</td></tr>
<tr><td>Use of a variety of evaluation tools for Web site accessibility</td><td>Yes</td></tr>
<tr><td>Disability barriers, assistive technologies, and adaptive strategies</td><td>Yes</td></tr>
<tr><td>Involvement of people with disabilities in evaluation</td><td></td></tr>
</table></td></tr>
<tr><td>Natural Language(s) with which Reviewer(s) is/are Fluent or Familiar</td><td>• English / Fluent
• Spanish / Familiar</td></tr>
</table>

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Review Process

Identify WCAG 2.1 Level for which Conformance was Tested	AA
Identify Evaluation and Validation Tools Used, and Versions Thereof	HTML5 Outliner (Chrome Extension) Web Developer (Chrome Extension) Chrome Vox (Chrome Extension) Windows Narrator https://webaim.org/resources/contrastchecker/
Description of Manual Reviews	Checked each page for contrast issues Checked for ALT tags Checked keyboard flow Checked different view ports

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Results and Recommended Actions

Interpretative Summary of Review Results	• This website appears to meet WCAG 2.1 AA • Accessibility features in which this site is strong include: Contrast, keyboard flow, added “user preferences” to turn off or alter the user’s visual screen. • Recommended to double check any new pages/posts upon publication to maintain certification.
Detailed Results, Structured According to WCAG 2.1	Itemized checklist is in further pages and is a substantial page count of this report.
Describe or Point to a Suggested Program of On-Going Monitoring of Website Accessibility	Follow up with NextGen Gallery. I removed all galleries because they did not allow the keyboard-only users to pause the slideshow. I put in static images in place of the galleries.

Itemized findings as follows (1 – 4)...

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1. Perceivable§

Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives§

Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Success Criterion 1.1.1 Non-text Content§

(Level A)

All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.

Controls, Input

If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)

Time-Based Media

If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)

Test

If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.

Sensory

If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.

CAPTCHA

If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.

Decoration, Formatting, Invisible

If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments

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1.1.1	A	Yes	16/April/2024	ES	

Guideline 1.2 Time-based Media§

Provide alternatives for time-based media.

Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)§

(Level A)

For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:

Prerecorded Audio-only

An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.

Prerecorded Video-only

Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.1	A	Yes	16/April/2024	ES	No audio-only or silent video used.

Success Criterion 1.2.2 Captions (Prerecorded)§

(Level A)

Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.2	A	Yes	16/April/2024	ES	The YouTube Videos have AI generated captions. Recommend reviewing the captions manually.

Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)§

(Level A)

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An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.3	A	Yes	25/April/2024	ES	https://www.hpsglobal.net/training/ Recommend typing up the steps of each video for users who do not want to see a video, don't have the bandwidth for a video, video motion is too overwhelming mentally, or maybe can't use audio due to their location.

Success Criterion 1.2.4 Captions (Live)§

(Level AA)

Captions are provided for all live audio content in synchronized media.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.4	AA	Yes	16/April/2024	ES	N/A

Success Criterion 1.2.5 Audio Description (Prerecorded)§

(Level AA)

Audio description is provided for all prerecorded video content in synchronized media.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.5	AA	Yes	25/April/2024	ES	Since the captions are AI generator, someone will have to manually write-in audio-descriptions into YouTube videos, where applicable.

Success Criterion 1.2.6 Sign Language (Prerecorded)§

(Level AAA)

Sign language interpretation is provided for all prerecorded audio content in synchronized media.

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Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.6	AAA	No	16/April/2024	ES	

Success Criterion 1.2.7 Extended Audio Description (Prerecorded)§

(Level AAA)

Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.7	AAA	No	16/April/2024	ES	

Success Criterion 1.2.8 Media Alternative (Prerecorded)§

(Level AAA)

An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.8	AAA	No	16/April/2024	ES	

Success Criterion 1.2.9 Audio-only (Live)§

(Level AAA)

An alternative for time-based media that presents equivalent information for live audio-only content is provided.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.2.9	AAA	No	16/April/2024	ES	

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Guideline 1.3 Adaptable§

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Success Criterion 1.3.1 Info and Relationships§

(Level A)

Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.3.1	A	Yes	16/April/2024	ES	

Success Criterion 1.3.2 Meaningful Sequence§

(Level A)

When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.3.2	A	Yes	16/April/2024	ES	

Success Criterion 1.3.3 Sensory Characteristics§

(Level A)

Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.3.3	A	Yes	16/April/2024	ES	Buttons have supplementary icons, but all buttons are text-labeled.

NOTE

For requirements related to color, refer to Guideline 1.4.

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Success Criterion 1.3.4 Orientation§

(Level AA)

Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.

NOTE

Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.3.4	AA	Yes	16/April/2024	ES	I have optimized the mobile-screen sized header, so smaller screens can see more content.

Success Criterion 1.3.5 Identify Input Purpose§

(Level AA)

The purpose of each input field collecting information about the user can be programmatically determined when:

- The input field serves a purpose identified in the Input Purposes for User Interface Components section; and
- The content is implemented using technologies with support for identifying the expected meaning for form input data.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.3.5	AA	Yes	16/April/2024	ES	Switched off opinionated styling of NinjaForms for WCAG conformance.

Success Criterion 1.3.6 Identify Purpose§

(Level AAA)

In content implemented using markup languages, the purpose of User Interface Components, icons, and regions can be programmatically determined.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments

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1.3.6	AAA	No	16/April/2024	ES	The icons are inserted using shortcodes which do not compensate for any sort of text label on the icon itself. The shortcodes can be swapped for HTML, but this might make updating the website impossible for users who do not know HTML. All icons do sit next to text which indicates the action.

Guideline 1.4 Distinguishable§

Make it easier for users to see and hear content including separating foreground from background.

Success Criterion 1.4.1 Use of Color§

(Level A)

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

NOTE

This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.1	A	Yes	16/April/2024	ES	

Success Criterion 1.4.2 Audio Control§

(Level A)

If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.

NOTE

Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

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Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.2	A	Yes	16/April/2024	ES	There is no auto-starting audio on the website,

Success Criterion 1.4.3 Contrast (Minimum)§

(Level AA)

The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:

Large Text

Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;

Incidental

Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.

Logotypes

Text that is part of a logo or brand name has no contrast requirement.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.3	AA	Yes	16/April/2024	ES	Tested with https://webaim.org/resources/contrastchecker/ . Some colour alterations were needed.

Success Criterion 1.4.4 Resize text§

(Level AA)

Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.4	AA	Yes	16/April/2024	ES	Originally I had a +/- button on the page, which visually appeared to work, but considering it has a “doing it

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					wrong" WP query advisory, I took it out to mitigate any future compatibility issues.

Success Criterion 1.4.5 Images of Text§

(Level AA)

If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:

Customizable

The image of text can be visually customized to the user's requirements;

Essential

A particular presentation of text is essential to the information being conveyed.

NOTE

Logotypes (text that is part of a logo or brand name) are considered essential.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.5	AA	Yes	16/April/2024	ES	Generally, text is not in any image unless needed to convey a specific idea (like a pie chart). Some text may be in images as part of a screenshot, user-interface mock-up, but that text is not in anyway meant to be read directly.

Success Criterion 1.4.6 Contrast (Enhanced)§

(Level AAA)

The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:

Large Text

Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1;

Incidental

Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.

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Logotypes
Text that is part of a logo or brand name has no contrast requirement.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.6	AAA	No	16/April/2024	ES	While there is high contrast on many text/GUI objects, the orange headings on the white background would not satisfy this requirement. Making it darker would make it dull aesthetically. I also tried it as blue, but the page looked too cold without the orange.

Success Criterion 1.4.7 Low or No Background Audio§
(Level AAA)

For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:

No Background
The audio does not contain background sounds.

Turn Off
The background sounds can be turned off.

20 dB
The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.

NOTE
Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.7	AAA	Yes	16/April/2024	ES	No audio-only content on the website.

Success Criterion 1.4.8 Visual Presentation§
(Level AAA)

For the visual presentation of blocks of text, a mechanism is available to achieve the following:

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- Foreground and background colors can be selected by the user.
- Width is no more than 80 characters or glyphs (40 if CJK).
- Text is not justified (aligned to both the left and the right margins).
- Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.
- Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.8	AAA	No	16/April/2024	ES	Text is not justified

Success Criterion 1.4.9 Images of Text (No Exception)§

(Level AAA)

Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.

NOTE

Logotypes (text that is part of a logo or brand name) are considered essential.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.9	AAA	Yes	17/April/2024	ES	There is a small chance some of the very old blog articles do this because I did not check every single old blog post.

Success Criterion 1.4.10 Reflow§

(Level AA)

Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:

- Vertical scrolling content at a width equivalent to 320 CSS pixels;
- Horizontal scrolling content at a height equivalent to 256 CSS pixels.

Except for parts of the content which require two-dimensional layout for usage or meaning.

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NOTE
Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom.

NOTE
Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.10	AA	Yes	17/April/2024	ES	The page scrolls down, but I don't think the page every scrolling left-right.

Success Criterion 1.4.11 Non-text Contrast§

(Level AA)

The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):

User Interface Components

Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;

Graphical Objects

Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.11	AA	Yes	17/April/2024	ES	I had to edit the colours a few places, but every colour should pass now.

Success Criterion 1.4.12 Text Spacing§

(Level AA)

In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:

- Line height (line spacing) to at least 1.5 times the font size;

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- Spacing following paragraphs to at least 2 times the font size;
- Letter spacing (tracking) to at least 0.12 times the font size;
- Word spacing to at least 0.16 times the font size.

Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.12	AA	Yes	17/April/2024	ES	I tested this in Chrome inspector and everything looked okay.

Success Criterion 1.4.13 Content on Hover or Focus§

(Level AA)

Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:

Dismissable

A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;

Hoverable

If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;

Persistent

The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.

Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.

NOTE

Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute.

NOTE

Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.

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Item	Level	Achieved?	Last Verified	Tester	Optional Comments
1.4.12	AA	Yes	17/April/2024	ES	I can't think of any place that reveals more content other than the main navigation, which keeps the sub menu visible until focus/hover is ceased.

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2. Operable§

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible§

Make all functionality available from a keyboard.

Success Criterion 2.1.1 Keyboard§

(Level A)

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.

NOTE

This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.

NOTE

This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.1.1	A	Yes	17/April/2024	ES	I have tested this with the keyboard on my Windows 11 computer. Menus, forms, links, buttons work. I enhanced some of the focused states for enhanced visibility. The pause button on the NextGen image slider was not keyboard operable, so I removed the galleries and put in static images.

Success Criterion 2.1.2 No Keyboard Trap§

(Level A)

If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.

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NOTE
Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.1.2	A	Yes	17/April/2024	ES	

Success Criterion 2.1.3 Keyboard (No Exception)§

(Level AAA)

All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.1.3	AAA	Yes	17/April/2024	ES	Nothing requires timings.

Success Criterion 2.1.4 Character Key Shortcuts§

(Level A)

If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:

Turn off

A mechanism is available to turn the shortcut off;

Remap

A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc);

Active only on focus

The keyboard shortcut for a user interface component is only active when that component has focus.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.1.4	A	Yes	17/April/2024	ES	Keyboard shortcuts are generally not used in the website, but some may be

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					used on YouTube videos, when the video is focused.

Guideline 2.2 Enough Time§

Provide users enough time to read and use content.

Success Criterion 2.2.1 Timing Adjustable§

(Level A)

For each time limit that is set by the content, at least one of the following is true:

Turn off

The user is allowed to turn off the time limit before encountering it; or

Adjust

The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or

Extend

The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or

Real-time Exception

The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or

Essential Exception

The time limit is essential and extending it would invalidate the activity; or

20 Hour Exception

The time limit is longer than 20 hours.

NOTE

This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.1	A	Yes	17/April/2024	ES	No time limits apply to website guests.

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Success Criterion 2.2.2 Pause, Stop, Hide§

(Level A)

For moving, blinking, scrolling, or auto-updating information, all of the following are true:

Moving, blinking, scrolling

For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and

Auto-updating

For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.

NOTE

For requirements related to flickering or flashing content, refer to Guideline 2.3.

NOTE

Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

NOTE

Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.

NOTE

An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.2	A	Yes	17/April/2024	ES	The NextGen image gallery did slide / animate by default and had a pause button, but that pause button was not keyboard operable, so I removed the gallery all together.

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Success Criterion 2.2.3 No Timing§

(Level AAA)

Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.3	AAA	Yes	17/April/2024	ES	

Success Criterion 2.2.4 Interruptions§

(Level AAA)

Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.4	AAA	Yes	17/April/2024	ES	No interruptions inserted

Success Criterion 2.2.5 Re-authenticating§

(Level AAA)

When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.5	AAA	Yes	17/April/2024	ES	It is very rare that guests login, but being logged out would not hinder anyone.

Success Criterion 2.2.6 Timeouts§

(Level AAA)

Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.

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NOTE
Privacy regulations may require explicit user consent before user identification has been authenticated and before user data is preserved. In cases where the user is a minor, explicit consent may not be solicited in most jurisdictions, countries or regions. Consultation with privacy professionals and legal counsel is advised when considering data preservation as an approach to satisfy this success criterion.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.2.6	AAA	Yes	17/April/2024	ES	Default log out happens at 48 hours. User can “remember me” and stay logged in for 14 days.

Guideline 2.3 Seizures and Physical Reactions§

Do not design content in a way that is known to cause seizures or physical reactions.

Success Criterion 2.3.1 Three Flashes or Below Threshold§

(Level A)

Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.

NOTE
Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.3.1	A	Yes	17/April/2024	ES	No flashes inserted.

Success Criterion 2.3.2 Three Flashes§

(Level AAA)

Web pages do not contain anything that flashes more than three times in any one second period.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.3.2	AAA	Yes	17/April/2024	ES	

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Success Criterion 2.3.3 Animation from Interactions§

(Level AAA)

Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.3.3	AAA	Yes	17/April/2024	ES	WP Accessibility plug-in allows to pause CSS animations.

Guideline 2.4 Navigable§

Provide ways to help users navigate, find content, and determine where they are.

Success Criterion 2.4.1 Bypass Blocks§

(Level A)

A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.1	A	Yes	17/April/2024	ES	

Success Criterion 2.4.2 Page Titled§

(Level A)

Web pages have titles that describe topic or purpose.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.2	A	Yes	17/April/2024	ES	

Success Criterion 2.4.3 Focus Order§

(Level A)

If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.

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Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.3	A	Yes	17/April/2024	ES	

Success Criterion 2.4.4 Link Purpose (In Context)§

(Level A)

The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.4	A	Yes	17/April/2024	ES	

Success Criterion 2.4.5 Multiple Ways§

(Level AA)

More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.5	AA	Yes	17/April/2024	ES	Main menu, site map, parent pages link to child pages.

Success Criterion 2.4.6 Headings and Labels§

(Level AA)

Headings and labels describe topic or purpose.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.6	AA	Yes	17/April/2024	ES	

Success Criterion 2.4.7 Focus Visible§

(Level AA)

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Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.7	AA	Yes	17/April/2024	ES	I thickened the focus to be 2px. Some places I have enhanced the focus state for easy visibility, like the main menu, form inputs, and buttons.

Success Criterion 2.4.8 Location§

(Level AAA)

Information about the user's location within a set of Web pages is available.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.8	AAA	No	17/April/2024	ES	Breadcrumbs are in the Blog and Training areas, but not in the standard pages.

Success Criterion 2.4.9 Link Purpose (Link Only)§

(Level AAA)

A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.9	AAA	Yes	17/April/2024	ES	

Success Criterion 2.4.10 Section Headings§

(Level AAA)

Section headings are used to organize the content.

NOTE

"Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content.

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NOTE
This success criterion covers sections within writing, not user interface components. User Interface components are covered under Success Criterion 4.1.2.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.4.10	AAA	Yes	17/April/2024	ES	

Guideline 2.5 Input Modalities§

Make it easier for users to operate functionality through various inputs beyond keyboard.

Success Criterion 2.5.1 Pointer Gestures§

(Level A)

All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.

NOTE
This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.1	A	Yes	17/April/2024	ES	

Success Criterion 2.5.2 Pointer Cancellation§

(Level A)

For functionality that can be operated using a single pointer, at least one of the following is true:

No Down-Event
The down-event of the pointer is not used to execute any part of the function;

Abort or Undo
Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;

Up Reversal
The up-event reverses any outcome of the preceding down-event;

Essential
Completing the function on the down-event is essential.

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NOTE
Functions that emulate a keyboard or numeric keypad key press are considered essential.

NOTE
This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.2	A	Yes	17/April/2024	ES	

Success Criterion 2.5.3 Label in Name§

(Level A)

For user interface components with labels that include text or images of text, the name contains the text that is presented visually.

NOTE
A best practice is to have the text of the label at the start of the name.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.3	A	Yes	17/April/2024	ES	

Success Criterion 2.5.4 Motion Actuation§

(Level A)

Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:

Supported Interface

The motion is used to operate functionality through an accessibility supported interface;

Essential

The motion is essential for the function and doing so would invalidate the activity.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.4	A	Yes	17/April/2024	ES	There are no motion based triggers.

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Success Criterion 2.5.5 Target Size§

(Level AAA)

The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when:

Equivalent

The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels;

Inline

The target is in a sentence or block of text;

User Agent Control

The size of the target is determined by the user agent and is not modified by the author;

Essential

A particular presentation of the target is essential to the information being conveyed.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.5	AAA	Yes	17/April/2024	ES	Adjusted CSS so inputs are chubbier. A tag buttons are thick enough.

Success Criterion 2.5.6 Concurrent Input Mechanisms§

(Level AAA)

Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
2.5.6	AAA	Yes	17/April/2024	ES	

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3. Understandable§

Information and the operation of user interface must be understandable.

Guideline 3.1 Readable§

Make text content readable and understandable.

Success Criterion 3.1.1 Language of Page§

(Level A)

The default human language of each Web page can be programmatically determined.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.1	A	Yes	17/April/2024	ES	

Success Criterion 3.1.2 Language of Parts§

(Level AA)

The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.2	AA	Yes	17/April/2024	ES	

Success Criterion 3.1.3 Unusual Words§

(Level AAA)

A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.3	AAA	Yes	17/April/2024	ES	We don't have any words used in unusual ways.

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Success Criterion 3.1.4 Abbreviations§

(Level AAA)

A mechanism for identifying the expanded form or meaning of abbreviations is available.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.4	AAA	No / Not Sure	17/April/2024	ES	It is possible we say “HIPAA” somewhere. We do say “COBRA” and “FSA/HAS/HRA” on the biz tools page, which I added HTML to but there could be other places.

Success Criterion 3.1.5 Reading Level§

(Level AAA)

When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.5	AAA	Not Sure	17/April/2024	ES	I am not sure how educated one needs to be to interpret HPS wording.

Success Criterion 3.1.6 Pronunciation§

(Level AAA)

A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.1.6	AAA	Not Sure	17/April/2024	ES	Not sure if any words fall into this category.

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Guideline 3.2 Predictable§

Make Web pages appear and operate in predictable ways.

Success Criterion 3.2.1 On Focus§

(Level A)

When any user interface component receives focus, it does not initiate a change of context.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.2.1	A	Yes	17/April/2024	ES	

Success Criterion 3.2.2 On Input§

(Level A)

Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.2.2	A	Yes	17/April/2024	ES	

Success Criterion 3.2.3 Consistent Navigation§

(Level AA)

Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.2.3	AA	Yes	17/April/2024	ES	

Success Criterion 3.2.4 Consistent Identification§

(Level AA)

Components that have the same functionality within a set of Web pages are identified consistently.

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Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.2.4	AA	Yes	17/April/2024	ES	

Success Criterion 3.2.5 Change on Request§

(Level AAA)

Changes of context are initiated only by user request or a mechanism is available to turn off such changes.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.2.5	AAA	Yes	17/April/2024	ES	

Guideline 3.3 Input Assistance§

Help users avoid and correct mistakes.

Success Criterion 3.3.1 Error Identification§

(Level A)

If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.3.1	A	Yes	17/April/2024	ES	

Success Criterion 3.3.2 Labels or Instructions§

(Level A)

Labels or instructions are provided when content requires user input.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.3.2	A	Yes	17/April/2024	ES	Contact Form, Demo Form, Case Study Unlock have instructions.

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Success Criterion 3.3.3 Error Suggestion§

(Level AA)

If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.3.2	A	Yes	17/April/2024	ES	No suggestions reasonable from our forms.

Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)§

(Level AA)

For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:

Reversible

Submissions are reversible.

Checked

Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

Confirmed

A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.3.4	AA	Yes	17/April/2024	ES	No legal commitments are made.

Success Criterion 3.3.5 Help§

(Level AAA)

Context-sensitive help is available.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments

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3.3.5	AAA	Yes	17/April/2024	ES	Context-sensitive help only needs to be provided when the label is not sufficient to describe all functionality.

Success Criterion 3.3.6 Error Prevention (All)§

(Level AAA)

For Web pages that require the user to submit information, at least one of the following is true:

Reversible

Submissions are reversible.

Checked

Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.

Confirmed

A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
3.3.6	AAA	No	17/April/2024	ES	Forms send without a secondary final check screen. This check can be added, but may be cumbersome for trying to quickly get users info for sales.

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4. Robust§

Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible§

Maximize compatibility with current and future user agents, including assistive technologies.

Success Criterion 4.1.1 Parsing§

(Level A)

In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.

NOTE

Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
4.1.1	A	Yes	17/April/2024	ES	

Success Criterion 4.1.2 Name, Role, Value§

(Level A)

For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

NOTE

This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
4.1.2	A	Yes	17/April/2024	ES	

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Success Criterion 4.1.3 Status Messages§

(Level AA)

In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

Item	Level	Achieved?	Last Verified	Tester	Optional Comments
4.1.3	AA	Yes	25/April/2024	ES	There are no status changes. Doing a search loads a new page entirely.

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