



# Horizon Software Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version:** Horizon School Technology Front of House 2020

**Report Date:** 7/13/20

**Product Description:** Horizon School Technology Front of House (HST FOH) offers an easy to use point-of-service solution as well as a management repository of free and reduced meal program qualifications.

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**Notes:** This version of our Accessibility Conformance Report (ACR) dated July 13, 2020 reports our conformance with WCAG 2.0 at Levels A, and AA, and our compliance with Section 508 of the Rehabilitation Act, 1973 based on the VPAT® Version 2.4 Section 508 template published by the Information Technology Industry Council (ITIC) in February 2020.

**Evaluation Methods Used:** The following applications were used to evaluate this product:

- Browsers: Chrome, Internet Explorer, Firefox, and Edge
- Manual testing tools: JAWS 2020, ZoomText 2020, and Keyboard testing
- Automated testing tools: aXe, WAVE, HTML CodeSniffer, WebAIM Color Contrast Checker, DHS Accessible Name and Description Inspector (ANDI), DHS Color and Contrast Analyzer (CCA)

## 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) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: HST FOH provides users with text-based alternatives for non-text components. Image buttons provide meaningful descriptions of content to the user however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>• On the login screen and main page, some images do not have alternative text.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have prerecorded audio-only or video-only content.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have prerecorded captioned content.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have prerecorded audio description or media alternative content.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Partially supports	Web: Most information, structure, and relationships are conveyed accessibly however, there are some exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<ul style="list-style-type: none"> <li>• On the login page, input fields do not have associated labels.</li> <li>• In the “Create Student” section, some input components are not labeled.</li> <li>• On the main page, some lists do not contain proper semantic markup.</li> <li>• In the “Menu Cycle” section, the &lt;th&gt; elements do not have data cells.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: HST FOH components have meaningful reading sequences and the reading order is preserved.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: HST FOH does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: HST FOH does not rely on color alone to convey information.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  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>	Web: Not applicable	Web: HST FOH does not have content that requires audio controls.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:</p>	Web: Partially supports	Web: HST FOH is operable through a keyboard interface however, there are some exceptions:

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>		<ul style="list-style-type: none"> <li>• In the “Modify Tills” section, the date picker is not keyboard accessible.</li> <li>• In the “Archive Students” section, the checklist of items found in the <i>Columns</i> component is not keyboard accessible.</li> </ul>
<u><b>2.1.2 No Keyboard Trap</b></u> (Level A) Also applies to: 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>	Web: Partially supports	Web: HST FOH does not have keyboard traps, however, there are some exceptions: <ul style="list-style-type: none"> <li>• Login form located on the login page.</li> </ul>
<u><b>2.2.1 Timing Adjustable</b></u> (Level A) Also applies to: 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>	Web: Supports	Web: HST FOH provides users the opportunity to extend sessions due to inactivity.
<u><b>2.2.2 Pause, Stop, Hide</b></u> (Level A) Also applies to: 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>	Web: Not applicable	Web: HST FOH does not contain any content that blinks, scrolls, or updates regularly.
<u><b>2.3.1 Three Flashes or Below Threshold</b></u> (Level A) Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have flashing content.
<u><b>2.4.1 Bypass Blocks</b></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web: Does not support	Web: HST FOH does not provide a mechanism to bypass repetitive navigational content.

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>		
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Supports	Web: Pages have unique titles.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: There is a logical tab order and visible tab stops throughout HST FOH, however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>In the “Create Teacher” area, some components are not in logical tab order.</li> <li>In the “Student Records” area, some components are not in logical tab order.</li> <li>In the “Recipes” area, keyboard focus does not remain within the <i>Add Item</i> modal dialog.</li> <li>In the “Master Inventory” area, keyboard focus does not remain within the “<i>Remove Vendor</i>” modal dialog.</li> </ul>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: The purpose of most links can be determined from the link text alone, or from the link text together with its programmatically determined link context, however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>On the login page some links do not have discernible text.</li> </ul>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: 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>	Web: Supports	Web: The language in HOST FOH is programmatically identified.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  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>	Web: Partially supports	Web: HST FOH does not have components that cause an unexpected change of context when focused on, however, there are some exceptions: <ul style="list-style-type: none"> <li>• In the “Applications” section, if the user changes focus via keyboard of <i>filter by</i>, there is an unexpected change to the table displayed.</li> </ul>
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: No components within HST FOH cause an unexpected change of context when interacted with by the user.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: If an input error is automatically detected in HST FOH, the item that is in error is identified and the error is described to the user in text.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)  Also applies to:  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>	Web: Supports	Web: HST FOH has labels or instructions for all fields.
<p><b><u>4.1.1 Parsing</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Web: Supports	Web: Elements have complete start and end tags, do not contain duplicate attributes, have unique id attributes, and are nested appropriately.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: In HST FOH for most cases, the name, role, state, and value of elements is programmatically determinable and accurate, and can be programmatically set where applicable; however, there are some exceptions</p> <ul style="list-style-type: none"> <li>On the login page, input fields do not have labels.</li> <li>In the “Create Student” section, some input components are not labeled.</li> <li>In the “Letters” section some components do not have accessible names.</li> <li>In the “System options” section, some input components are not labeled.</li> </ul>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have content that requires live captions.
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: 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>	Web: Not applicable	Web: HST FOH does not have content that requires pre-recorded audio descriptions.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: HST FOH has sufficient contrast between the foreground and background colors of text and images however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>• On the login page, some components do not have sufficient color contrast.</li> <li>• On the main page, some components in “Today’s Menu”, “Leftovers”, and on the calendar do not have sufficient color contrast.</li> <li>• In the “POS Items” section some components do have sufficient color contrast.</li> </ul>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Does not support	Web: HST FOH does not allow the browser zoom to resize text up to 200 percent without loss of content or functionality.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Supports	Web: In HST FOH, text is used to convey information rather than images of text.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Does not support	Web: HST FOH does not provide a search function to help users find content.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports	Web: HST FOH headings and labels are descriptive.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Partially supports	<p>Web: HST FOH has some components that have a visible indication of focus, however, there are some exceptions:</p> <ul style="list-style-type: none"> <li>On the login page, there are some components that do not receive focus.</li> <li>On the main page there are some components in the navigation menu that do not receive focus.</li> <li>In the “Recipe” section there are some components that do not receive focus.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Supports	Web: HST FOH does not contain text with a change in language.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Supports	Web: HST FOH navigational elements occur in the same order throughout the application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: 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>	Web: Supports	Web: HST FOH components have accessible names and descriptions that are consistent throughout the software application.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: In HST FOH, if an input error is automatically detected, suggestions for correction are provided to the user.

Criteria	Conformance Level	Remarks and Explanations
<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><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: 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>	Web: Supports	Web: HST FOH gives users the opportunity to change inputted information prior to submitting or activating a button.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.2.6 Sign Language (Prerecorded)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.2.7 Extended Audio Description (Prerecorded)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.2.8 Media Alternative (Prerecorded)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.2.9 Audio-only (Live)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.4.6 Contrast (Enhanced)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.4.7 Low or No Background Audio</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.4.8 Visual Presentation</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>1.4.9 Images of Text (No Exception)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<b><u>2.1.3 Keyboard (No Exception)</u></b> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.3 No Timing</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.2.4 Interruptions</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.4.8 Location</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">2.4.10 Section Headings</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.1.3 Unusual Words</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.1.5 Reading Level</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.2.5 Change on Request</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.3.5 Help</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Revised Section 508 – Does not apply	Web: Not evaluated	Web: Not evaluated

# Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	<p>HST FOH can be used by users without vision with some exceptions. These exceptions are summarized below from this WCAG 2.0 report:</p> <ul style="list-style-type: none"><li>• 1.3.1 Info and Relationships: Some, input fields do not have associated labels, some input components are not labeled, some lists do not contain proper semantic markup, and some &lt;th&gt; elements do not have data cells.</li><li>• 2.1.1 Keyboard: Some datepickers are not keyboard accessible and some checklists of items are not keyboard accessible.</li><li>• 2.1.2 No Keyboard Trap: There is a keyboard trap.</li><li>• 2.4.1 Bypass Blocks:</li></ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>An option for skipping past repetitive content is not provided.</p> <ul style="list-style-type: none"> <li>2.4.3 Focus Order: Some components are not in logical tab order and keyboard focus of some components do not remain within the modal dialog</li> <li>4.1.2 Name, Role, Value: Some input fields do not have labels, some input components are not labeled, and some components do not have accessible names.</li> </ul>
302.2 With Limited Vision	Partially supports	<p>HST FOH can be used by users with limited vision with an exception. This exception is summarized below from this WCAG 2.0 report:</p> <ul style="list-style-type: none"> <li>1.4.4 Resize text: HST FOH does not allow the browser zoom to resize text up to 200 percent without loss of content.</li> </ul>
302.3 Without Perception of Color	Supports	HST FOH can be used by users without perception of color.
302.4 Without Hearing	Supports	Audio-only functionality is not required in HST FOH.
302.5 With Limited Hearing	Supports	Audio-only functionality is not required in HST FOH.
302.6 Without Speech	Supports	Speech access is not required in HST

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially supports	FOH. HST FOH can be used by users with limited manipulation with some exceptions. These exceptions are summarized below from this WCAG 2.0 report: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard: Some datepickers are not keyboard accessible and some checklists of items are not keyboard accessible.</li> <li>• 2.1.2 No Keyboard Trap: There is a keyboard trap.</li> <li>• 2.4.1 Bypass Blocks: An option for skipping past repetitive content is not provided.</li> <li>• 2.4.3 Focus Order: Some components are not in logical tab order and keyboard focus of some components do not remain within the modal dialog.</li> </ul>
302.8 With Limited Reach and Strength	Partially supports	HST FOH can be used by users with limited reach and strength with some exceptions. These exceptions are summarized below from this WCAG 2.0



Criteria	Conformance Level	Remarks and Explanations
		report: <ul style="list-style-type: none"> <li>• 2.1.1 Keyboard: Some datepickers are not keyboard accessible and some checklists of items are not keyboard accessible.</li> <li>• 2.1.2 No Keyboard Trap: There is a keyboard trap.</li> <li>• 2.4.1 Bypass Blocks: An option for skipping past repetitive content is not provided.</li> <li>• 2.4.3 Focus Order: Some components are not in logical tab order and keyboard focus of some components do not remain within the modal dialog.</li> </ul>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	HST FOH can be used by users with limited language, cognitive, and learning abilities.

## Chapter 4: [Hardware](#)

Notes: HST FOH is a web-based application and is not subject to the requirements of this section.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
402.2.1 Information Displayed On-Screen		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General		
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General		
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General		
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General		
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		

Criteria	Conformance Level	Remarks and Explanations
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General		
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General		
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General		
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones		
412.2.2 Volume Gain for Non-Wireline ICT		
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		

Criteria	Conformance Level	Remarks and Explanations
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Partially supports	See information in WCAG 2.0 section
<b><u>502 Interoperability with Assistive Technology</u></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	HST FOH is not considered a platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Supports	HST FOH is compatible with operating systems and browser accessibility features configured by the user.
<b><u>502.3 Accessibility Services</u></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	HST FOH uses WAI-ARIA attributes to make content more accessible. Attributes described are descriptions, states, and roles.
502.3.2 Modification of Object Information	Supports	HST FOH uses HTML and WAI-ARIA to make content accessible for assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	HST FOH uses HTML to identify row, columns, and headers.
502.3.4 Values	Supports	HST FOH uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.5 Modification of Values	Supports	HST FOH uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.6 Label Relationships	Partially supports	HST FOH uses standard HTML to describe label relationships. In some cases, labels are not correctly identified for the assistive technology user.
502.3.7 Hierarchical Relationships	Supports	HST FOH uses HTML for hierarchical relationships.
502.3.8 Text	Supports	HST FOH plain text values are accessible through HTML for assistive technologies.
502.3.9 Modification of Text	Supports	HST FOH plain text values are accessible through HTML for assistive technologies.
502.3.10 List of Actions	Supports	HST FOH uses HTML and WAI-ARIA to make content accessible for assistive technologies.
502.3.11 Actions on Objects	Supports	HST FOH uses HTML and WAI-ARIA to make content accessible for

Criteria	Conformance Level	Remarks and Explanations
		assistive technologies.
502.3.12 Focus Cursor	Partially supports	HST FOH sometimes displays an indicator to display focus on components.
502.3.13 Modification of Focus Cursor	Supports	HST FOH utilizes HTML with cursor controls for user input.
502.3.14 Event Notification	Supports	HST FOH has time out alerts.
502.4 Platform Accessibility Features	Not applicable	HST FOH is not considered a platform software as defined by Section 508.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	HST FOH is compatible with user preferences for assistive technologies.
503.3 Alternative User Interfaces	Not applicable	There are no alternative user interfaces within HST FOH.
<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	HST FOH does not have media content for caption controls.
503.4.2 Audio Description Controls	Supports	HST FOH does not have media content for audio description controls.
<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”)	Not applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

## 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	There are no accessibility features discussed in the support documentation.
602.3 Electronic Support Documentation	Supports	Horizon FOH support documentation is provided electronically.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Documentation for HST FOH is provided electronically.
<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	Supports	The Horizon Accessibility team can answer questions about accessibility.
603.3 Accommodation of Communication Needs	Supports	The Horizon Accessibility team can answer questions about accommodations.

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