Voluntary Product Accessibility Template® (VPAT®)

WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product: Gale Business Plan Builder

Report Date: July 28, 2023

Evaluation Methods Used:

- **Automated Testing:** Axe automated plugin has been used for the initial scanning of different pages present in the application.
- **Manual Testing:** This report has been generated based on the tests conducted via a paired testing methodology involving two testers, one of them is a non-sighted and the other is a sighted accessibility expert. The tools which have been used for testing are JAWS 2023, NVDA 2023, voiceover (screen readers), Paciello Group's Color Contrast Analyzer, and Text Spacing tool.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	The meaningful images and icons available in the application have equivalent text alternatives. Visually impaired users can perceive information from informative images from their alt text. Additionally, the images solely used for decorative purposes have been hidden from screen reader focus.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only content present in the application.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	There is no pre-recorded multimedia content available in the application.
1.3.1 Info and Relationships (Level A)	Supports	The elements available in the application have been correctly marked up using HTML semantics. Textual identification, allows assistive technologies like screen readers to identify their appropriate structure and relationships conveyed via visual representation.
1.3.2 Meaningful Sequence (Level A)	Supports	The screen reader reads all of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users.
1.3.3 Sensory Characteristics (Level A)	Supports	There are several visual cues/ symbols used in the application that convey some specific meaning, all of those visual cues are provided with equivalent text alternatives for screen reader users. And no such information is available that relies solely upon the Shape, sound, orientation or visual location of the component.
1.4.1 Use of Color (Level A)	Supports	Wherever color is used to convey some meaningful information, it is accompanied by a text-based alternative and meaningful icons that is perceivable to the users without color perception.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Supports	The application has many interactive user interface components like buttons, links, form fields, etc. and most of these elements are operable using a keyboard for screen reader/ keyboard users.
2.1.2 No Keyboard Trap (Level A)	Supports	keyboard focus does not remain trapped anywhere in the application. Motor-impaired users and screen reader users can easily navigate through the application using a keyboard without any difficulties.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Not Applicable	There is no time-based activity available in the application.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	There is no moving, blinking, or auto-updating content available in the application that needs to be paused/stopped for users with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There is no flashing/blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Supports	The 'Skip to main content' link is available on the web pages throughout the application which helps motor-impaired users and screen reader users to skip the repetitive block of header content in a single click.
2.4.2 Page Titled (Level A)	Supports	A meaningful page title is provided for all the webpages available in the application.
2.4.3 Focus Order (Level A)	Supports	The interactive elements available in the application have been implemented with the correct TAB order that preserves their relationship while navigating using the keyboard. Logical keyboard focus has been maintained for the custom dialog windows to assist screen reader users and motor-impaired users.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The links present in the application are provided with sufficient link text, which clearly describes the purpose/ target destination of corresponding links.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not evaluated	This audit does not include touchscreen devices.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Application controls are activated on a UP event. Even if the user accidentally clicks on any control. S/he can

Criteria	Conformance Level	Remarks and Explanations
		move away from its target area & lift up his pointer to abort its action.
2.5.3 Label in Name (Level A 2.1 only)	Supports	The visible text label of interactive controls matches their accessible names. Motor-impaired users can activate all of the interactive elements by calling their visible text labels using a speech recognition tool like 'Dragon'.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	This audit does not include the device that has motion sensors.
3.1.1 Language of Page (Level A)	Supports	Application content is available in the English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the webpages.
3.2.1 On Focus (Level A)	Supports	No change of context is observed in the application when any UI element receives keyboard focus.
3.2.2 On Input (Level A)	Supports	No change of context is observed in the application on changing the settings of any user interface component.
3.3.1 Error Identification (Level A)	Supports	All the error/feedback messages available in the application are in a textual format that are accessible to all users including users using assistive technologies.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Most of the form fields available in the application have been associated with meaningful text labels that describe the purpose of these fields. However, there is an exception, where a text label is missing for a form field. Exception: 1. [Global] Plan Builder > Companies and Organization > Why do I want to start a business? edit button > Dialog > Visual label is not provided to the text field.
4.1.1 Parsing (Level A)	Supports	This criterion has been validated using the aXE tool to ensure that the elements have been properly implemented as per the specification that allows assistive technologies and user agents to accurately interpret and parse the content. While scanning the web pages using this tool, we did not find such issues that could cause parsing errors.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the interactive components present in the application have meaningful accessible name, role, state, and value that helps screen reader user to know the actual purpose and nature of these components. However, there are a few exceptions, where some of the elements do not have these accessible properties. **Few Exceptions:** 1. Entrepreneur Profile Worksheet > Screen reader reads whole modal content on launching the Email modal. 2. Screen reader reads incorrect accessible name for 'Profile' dropdown using TAB and ARROW keys. 3. [Global] Entrepreneur Profile Worksheet > Why do I want to start a business? > Edit > Screen reader reads whole modal content on navigating to "Riche Text Area" using TAB.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content present in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no multimedia content present in the application.
1.3.4 Orientation (Level AA 2.1 only)	Not Evaluated	This audit does not include mobile/ tablet devices to test this criterion.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	The form fields collecting user's personal information like Name, Email, have been provided with appropriate HTML "autocomplete" attribute That helps users with language and memory related disabilities to fill their personal information by using the browser autofill service. Additionally, familiar icons have been provided for all the input fields.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Supports	Application has sufficient contrast ratio i.e., 4.5:1 for all the color combinations used for text and its background across all the web pages.
1.4.4 Resize text (Level AA)	Supports	The web pages available in the application are perceivable and operable in magnified view after resizing the page content up to 200% browser zoom.
1.4.5 Images of Text (Level AA)	Supports	Images of text are not used anywhere in the application to convey any meaningful information. Regular text, HTML and CSS are used to achieve various visual presentations.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	Most of the web pages available in the application properly reflow to the vertical single column when view port width is set to 320p. However, the content on "Expenses, Company & Organization, Language dialog" is still not properly accessible when 320p breakpoint triggers while resizing the text up to 400% browser zoom.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	Application provides sufficient contrast (>=3:1) for all the non-text user interface components like graphics, buttons, form fields etc. to the adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	Most of the content is properly readable and operable after adjusting the spacing between lines, paragraphs, words, letters, using Steve Faulkner's text spacing bookmarklet. Users with low vision and reading disabilities can access most of the content without any difficulties. However, there are a few exceptions, where some of the content is not properly perceivable after applying the text spacing effect. **Few Exceptions:** 1. Entrepreneurial Profile Worksheet > Why do I want to start a business? [dialog]> Text is getting truncated at the bottom of the dialog. 2. Entrepreneurial Profile Worksheet > What do I love to do? [dialog]> Text is getting truncated at the bottom of the dialog.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Wherever the application displays additional content on pointer hover or keyboard focus, that content is

Criteria	Conformance Level	Remarks and Explanations
		persistent, and users can dismiss/hover it without removing the focus.
2.4.5 Multiple Ways (Level AA)	Supports	Application consists of many pages like dashboard, Entrepreneur Profile, and so on. Users can access these pages from the navigation panel and Sitemap page.
2.4.6 Headings and Labels (Level AA)	Supports	All the headings available in various pages of the application are descriptive enough to understand their context and purpose, and sufficient labels are available for all the user interface components.
2.4.7 Focus Visible (Level AA)	Supports	All the interactive elements receive a clear visual focus indicator while using the keyboard. Users can identify the currently focused element while navigating the page using tab key.
3.1.2 Language of Parts (Level AA)	Not Applicable	Application uses only one language "English" throughout web pages. There is no passage or phrase available in other language that needs to be defined using the appropriate lang attribute.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple pages in the application are identified with same label and same role.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages are descriptive enough for cognitive impaired users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	We did not come across any form with financial or legal risk in this application during our evaluation process, where mechanism of error prevention is necessary to avoid the immediate losses prior to final submission of such forms.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	At most of the instances, screen reader programmatically notifies the dynamic changes occurring on the web pages like progress/completion status of various tasks and loading state of the web

Criteria	Conformance Level	Remarks and Explanations
		pages. However, there is an exception, where the screen reader does not notify such changes. **Few Exceptions:** 1. [Accessibility] Plan Builder > Companies and Organization > Email modal window > The screen reader does not read success message when user clicks on send button. 2. Lean Business Plan > Addresses > Create Address form > Notification not available on saving the form. 3. Screen reader does not notify the "invalid Email" status while submitting invalid Email in 'Forgot Password' dialog.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Application has good support for the visually impaired users as they can access most of the application content/functionalities using the screen readers. However, there are a few exceptions where visually impaired users find difficult to access some of the application content. **Few Exceptions**: 1. Entrepreneur Profile Worksheet > Screen reader reads whole modal content on launching the Email modal. 2. Screen reader reads incorrect accessible name for 'Profile' dropdown using TAB and ARROW keys. 3. [Global] Entrepreneur Profile Worksheet > Why do I want to start a business? > Edit > Screen reader reads whole modal content on navigating to "Riche Text Area" using TAB. 4. [Accessibility] Plan Builder > Companies and Organization > Email modal window > The screen reader does not read success message when user clicks on send button. 5. Lean Business Plan > Addresses > Create Address form > Notification not available on saving the form. 6. Screen reader does not notify the "invalid Email" status while submitting invalid Email in 'Forgot Password' dialog.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Most of the application content is perceivable and operable for low vision users without major difficulties. Color contrast is sufficient for all the content, user interface components, non-text elements, and webpages are accessible after resizing the text up to 200% browser zoom. However, there are a few exceptions, where application content does not reflow in a single vertical column after setting viewport width of 320p, and some content truncates on applying text spacing effect. **Few Exceptions:** 1. Entrepreneurial Profile Worksheet > Why do I want to start a business? [dialog]> Text is getting truncated at the bottom of the dialog. 2. Entrepreneurial Profile Worksheet > What do I love to do? [dialog]> Text is getting truncated at the bottom of the dialog.
302.3 Without Perception of Color	Supports	Wherever color is used to convey some meaningful information, it is accompanied with a text-based alternative that does not rely on color to interpret the same information.
302.4 Without Hearing	Not Applicable	There is no multimedia content available in the application.
302.5 With Limited Hearing	Not Applicable	There is no multimedia content available in the application.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in the application.
302.7 With Limited Manipulation	Not Applicable	There are no such complicated keyboard actions required in the application to perform any task, which requires simultaneous actions or fine motor control.
302.8 With Limited Reach and Strength	Supports	Application has many interactive user interface components like buttons, links, form fields etc. and all of these elements are operable using a keyboard for screen reader/ keyboard users.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Most of the application content has good support for user with cognitive disabilities due to following reasons: 1. Application does not have any moving text/images/animations, which disrupts reading. 2. Application does not have any multimedia, which plays automatically and confuse the user. 3. Application does not have any flashing object, which causes seizure for the persons with photosensitive epilepsy. However, there are a few exceptions, that could create difficulties for users with memory and learning disabilities. **Few Exceptions:** 1. [Global] Plan Builder > Companies and Organization > Why do I want to start a business? edit button > Dialog > Visual label is not provided to the text field.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the application is provided.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information through the digital medium and it allows user to access the Contact Us feature for further help regarding the digital content and documentation, there is no such requirement of alternate formats for non-electronic support

Criteria	Conformance Level	Remarks and Explanations
		documentation as help center services are available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	There is an Accessibility link present in the footer section where all the information regarding accessibility and compatibility of the application is provided. In addition, users can call or email customer support regarding any other information.
603.3 Accommodation of Communication Needs	Supports	There is an Accessibility link present in the footer section, which provides information regarding customer support or any other accessibility documentation. Users can e-mail or call Customer Service regarding any assistance that they may require.