



# Nomos One Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** OneLease Knowledge Base (using HelpJuice)

**Report Date:** April 2025

**Product Description:** This is an online knowledge base that customers can use in conjunction with our product in order to understand additional context, self-serve help documentation etc.

**Contact Information:** [design@nomosone.com](mailto:design@nomosone.com)

**Notes:** n/a

**Evaluation Methods Used:** Testing is based on knowledge of the product functionality and testing with VoiceOver.

## 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 (Yes)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (Yes)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(Yes)

## Terms

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

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

# WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x 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: For the purpose of this assessment I've classed OneLease as Web and Software, as it is a web application that has a lot of behaviour that software applications have, so we're wanting to make sure all bases are covered.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1.1 (Open Functionality Software)</li> <li>11.1.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>Does not support</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>All non-text content that is presented doesn't have a text alternative that serves the equivalent purpose.</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>Not applicable</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>	<p>Software <b>Not applicable</b>  Web/Electronic Docs: <b>We don't currently have anywhere that has audio-only or video-only within the knowledge base.</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>All video content has captions available</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.3 (Web)</li> <li>10.1.2.3 (Non-web document)</li> <li>11.1.2.3.1 (Open Functionality Software)</li> <li>11.1.2.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>All videos have corresponding text in the articles</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.1 (Web)</li> <li>10.1.3.1 (Non-web document)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Closed: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>In some places information, structure, and relationships conveyed through presentation can't be programmatically</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Authoring Tool: <b>Not applicable</b>	<p>determined or are available in text. Semantic HTML is used for headings, but roles and aria landmarks or aria-labelledby details aren't used, the table of contents aren't a list of links etc.</p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Partially Supports</b></p> <p>Software: <b>Not applicable</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>In all places when the sequence in which content is presented affects its meaning, the correct reading sequence is programmatically determined. I've marked this is partially supports due to how paragraph text is coded, each word is in "" which means that the content isn't read in full, you need to work through each word. There is also an issue going from the table of contents on a full width page to the specific content with assisted technology.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Supports</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, colour, size, visual location, orientation, or sound.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>1.4.1 Use of Color</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.4.2 Audio Control</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Partially Supports</b></p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>The knowledge base is accessible via keyboard, but a lack of focus states or obvious focus states make it impossible to determine where you are.</b></p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Supports</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Keyboard users don't get stuck - although note 2.1.1 that there is no way of visibly seeing location via focus.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Character key shortcuts are not used in the knowledge base</b></p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: <b>Not applicable</b>	Authoring Tool: <b>Not applicable</b>
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>There are no details that change without the user's action.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>There is no moving, blinking, scrolling, or auto-updating information.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Not applicable</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Pages don't 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.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Partially Supports</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Web: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Most places there aren't repeated content, but the knowledge base doesn't have skip to main navigation or skip to content links.</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Supports</b></p>	<p>Software: <b>Not applicable</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Authoring Tool: <b>Not applicable</b>	Web/Electronic Docs: <b>Has &lt;title&gt; element in the &lt;head&gt; section that defines in a simple phrase the purpose of the document</b> Authoring Tool: <b>Not applicable</b>
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Focusable components receive focus in an order that preserves meaning and operability.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The purpose of each link can be determined from the link text alone, or from the link text with its programmatically determined link context</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>2.5.1 Pointer Gestures</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>No functionality that uses multipoint or path-based gestures for operation.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>2.5.2 Pointer Cancellation</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Actions (i.e. button selection) the completion of the function is on the up-event, so can be aborted by moving the cursor away from the selected items.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>2.5.3 Label in Name</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>In the contact form, the elements with labels that include text, don't have</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	the name containing the text that is presented visually. Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>2.5.4 Motion Actuation</b> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>There is no functionality that can be operated by device motion or user motion.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>3.1.1 Language of Page</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Does Not Support</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The knowledge base language tag is set but not to a valid option (en_US).</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>Supports</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>When any UI component receives focus, it doesn't initiate a change of context.</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>Supports</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b>  Web/Electronic Docs: <b>Changing the setting of any UI component doesn't automatically cause a change of context unless the user has been advised of the behaviour before using the component.</b>  Closed: <b>Not applicable</b>  Authoring Tool: <b>Not applicable</b></p>
<p><b>3.2.6 Consistent Help</b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p>	<p>Web: <b>Supports</b></p>	<p>Web: <b>Contact Support button available at the top of every page in the header which takes you to a</b></p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		form, and the phone contact details are available on the footer of all pages
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The contact form is the only area with inputs that error. When an input error is detected on submit, the item that is in error is identified and the error is described to the user in text. It only indicates the first item in error, and for some of the fields the assisted tech only lets you know the error, it doesn't indicate the context i.e. Name field, it just says "please fill in this field".</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>3.3.2 Labels or Instructions</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>For all controls associated with data entry, labels or instructions are provided when content requires user input.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>3.3.7 Redundant Entry</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply	Web: <b>Not applicable</b>	Web: <b>There's no duplication of data entry required in the knowledge base.</b>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b>4.1.1 Parsing</b> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Semantic HTML is used, but often classes are the only information for non-semantic HTML or to give further context. Accessible details using Aria or roles are not assigned. So not all user interface components have it so 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.</b> Authoring Tool: <b>Not applicable</b>



## Table 2: Success Criteria, Level AA

Notes: For the purpose of this assessment I've classed OneLease as Web and Software, as it is a web application that has a lot of behaviour that software applications have, so we're wanting to make sure all bases are covered.

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">1.2.4 Captions (Live)</a></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>We don't currently have anywhere that has audio-only or video-only within the knowledge base.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b><a href="#">1.2.5 Audio Description (Prerecorded)</a></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Although actions are clearly described in the videos there isn't an audio description that provides information about actions, characters, scene changes, on-screen text, and other visual content.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

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>		
<b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Content isn't locked to either portrait or landscape presentation.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>For the name and email fields, the name, type and autocomplete are set.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.4.3 Contrast (Minimum)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The table of contents links, and links within the little inline notification messages don't have a contrast ratio of at least 4.5:1. Everything else does.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>1.4.4 Resize text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Except for captions and images of text, text can be resized without assistive technology up to 200% without loss of content or functionality.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.4.5 Images of Text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The knowledge base has product screenshots in it. Where ever there are screenshots, there is always supporting explanation around concepts, steps etc to give context.</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>All content can be enlarged (1280px 400%) without loss of information or functionality and without requiring scrolling in 2 dimensions (except for parts which require 2 dimensional layout for usage/meaning).</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Partially supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>In some areas the visual presentation of UI components and graphical objects have a contrast ratio of at least 3:1 against adjacent colours. The search bar on the white background, contact us form inputs and default button state don't.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>For all content implemented using markup languages that support text style properties, users can adjust text spacing and the content adapts without loss of content or functionality.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Not applicable</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>No additional content is available on hover/focus.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Supports</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Web: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Users can get to content in multiple ways through search, following content paths, and tags</b></p> <p>Authoring Tool: <b>Not applicable</b></p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> </ul>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Supports</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>	<p>Software: <b>Not applicable</b></p> <p>Web/Electronic Docs: <b>Pages content provides descriptive headings and labels.</b></p> <p>Closed: <b>Not applicable</b></p> <p>Authoring Tool: <b>Not applicable</b></p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>2.4.7 Focus Visible</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Does not support</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>The keyboard navigable UI elements don't have a visible focus, and some that do are not very visible given the colour/thickness.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>When a UI component receives keyboard focus, the component is not entirely hidden.</b>
<b>2.5.7 Dragging Movements</b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>No drag functionality in the knowledge base.</b>
<b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>The size of target for pointer inputs is at least 24x24 CSS pixels.</b>
<b>3.1.2 Language of Parts</b> (Level AA) Also applies to:	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b>	Software: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Authoring Tool: <b>Not applicable</b>	Web/Electronic Docs: <b>The knowledge base doesn't have multiple languages in the content, it is only the default of English</b> Authoring Tool: <b>Not applicable</b>
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supports</b> Authoring Tool: <b>Not applicable</b>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>The use of design patterns means that navigation and location follows consistent patterns throughout the knowledge base. There isn't a "Skip to navigation" (end of each page) or "Skip to main content/Skip navigation" (first link on every page) link.</b> Authoring Tool: <b>Not applicable</b>
<b><u>3.2.4 Consistent Identification</u></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> </ul>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Authoring Tool: <b>Not applicable</b>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>The use of design patterns means that identification, language, and behaviour follows consistent patterns throughout the knowledge base.</b> Authoring Tool: <b>Not applicable</b>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – 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>		
<b>3.3.3 Error Suggestion</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Supports</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>Not applicable</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>	Software: <b>Not applicable</b> Web/Electronic Docs: <b>The knowledge base doesn't cause legal commitments or financial transactions to occur, or modify or delete user controllable data in data storage systems, or that submit user test responses.</b> Closed: <b>Not applicable</b> Authoring Tool: <b>Not applicable</b>



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>		
<b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>Authentication not required to view documentation.</b>
<b>4.1.3 Status Messages</b> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: <b>Not applicable</b> Web/Electronic Docs: <b>Partially Supported</b> Authoring Tool: <b>Not applicable</b>	Web: <b>Not applicable</b> Web/Electronic Docs: <b>If the contact form is submitted and returns a validation error, it is read out by assisted technology, and takes you to that field to make the update. The search results do not give mechanism for assisted tech to announce the number of results returned etc.</b> Authoring Tool: <b>Not applicable</b>

### Table 3: Success Criteria, Level AAA

Notes: For the purpose of this assessment I've classed OneLease as Web and Software, as it is a web application that has a lot of behaviour that software applications have, so we're wanting to make sure all bases are covered.

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.6 Sign Language (Prerecorded)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>Not applicable</b>
<b>1.2.7 Extended Audio Description (Prerecorded)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not Supported</b>	Web: <b>See 1.2.5</b>
<b>1.2.8 Media Alternative (Prerecorded)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>An alternative for time-based media is provided for all prerecorded synchronised media and for all prerecorded video-only media.</b>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>See above</b>
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web: <b>Partially Supports</b>	Web: <b>In content implemented using markup languages, the purpose of UI components, icons, and regions can't always be programmatically determined. Some semantic HTML is used, but there aren't accessible details such as roles, aria details etc to give context to regions, content etc.</b>
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Partially Supports</b>	Web: <b>Some of the visual presentation of text and images of text has a contrast ratio of at least 7:1. See comments in 1.4.3.</b>
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>Not applicable</b>
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>For the visual presentation of blocks of text, the knowledge base meets text display requirements or supports user's adjusting them.</b>
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>See 1.4.6 comment</b>
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Partially Supports</b>	Web: <b>See 2.1.1</b>
<a href="#">2.2.3 No Timing</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>Timing is not an essential part of the event or activity presented by the content.</b>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.4 Interruptions</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>Content is only updated from user behaviour.</b>
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>Authentication not required to view documentation.</b>
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>There is no potential data loss from inactivity.</b>
<a href="#">2.3.2 Three Flashes</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not Applicable</b>	Web: <b>Pages don't contain anything that flashes more than three times in any one second period.</b>
<a href="#">2.3.3 Animation from Interactions</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Does Not Support</b>	Web: <b>Motion animation triggered by interaction (unless the animation is essential to the functionality or the information being conveyed) can't be disabled. Helpjuice don't have the 'prefers-reduced-motion' CSS Media Query setup to handle this.</b>
<a href="#">2.4.8 Location</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>Information about the user's location within a set of web pages is available.</b>
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>Purpose of the link can be identified from link text alone.</b>
<a href="#">2.4.10 Section Headings</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>Where content is organised in sections, section headings are used.</b>
<a href="#">2.4.12 Focus Not Obscured (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>When a UI component receives keyboard focus, no part of the component is hidden by content.</b>
<a href="#">2.4.13 Focus Appearance</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply	Web: <b>Partially Supports</b>	Web: <b>See 2.4.7 comments</b>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<a href="#">2.5.5 Target Size</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Partially Supports</b>	Web: <b>Not all sizes of target for pointer inputs are at least 44x44 CSS pixels i.e. thumbs up/down, search tags on an article.</b>
<a href="#">2.5.6 Concurrent Input Mechanisms</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>The knowledge base content does not restrict use of input modalities available</b>
<a href="#">3.1.3 Unusual Words</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>The knowledge base provides explanation for words in context for areas/terms that are specific to the software, there is also a glossary.</b>
<a href="#">3.1.4 Abbreviations</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>In most cases we don't use abbreviations, where we have, we either have in context help, we've explained the term in full before the acronym, or have more detail in the glossary.</b>
<a href="#">3.1.5 Reading Level</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Partially Supports</b>	Web: <b>The information in the knowledge base strives to be easy to read and understand in all of its content. Although there are key concepts and terms that do require accounting knowledge due to the nature of the accounting concepts. Where we have discovered confusion, in context help or supporting documentation has been extended.</b>
<a href="#">3.1.6 Pronunciation</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>There are no words where the meaning of the words, in context, is ambiguous without knowing the pronunciation.</b>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.2.5 Change on Request</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>Changes of context are initiated only by user request i.e. all navigation is triggered by a user action.</b>
<a href="#">3.3.5 Help</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>The knowledge base is all around helping customers with our product. For the contact form, we also provide an indication of required vs optional fields in the labels and extra help through placeholder text.</b>
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Supports</b>	Web: <b>The only page that requires a user to submit information, is the contact form, and the data is checked for input errors on submission.</b>
<a href="#">3.3.9 Accessible Authentication (Enhanced)</a> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: <b>Not applicable</b>	Web: <b>See 3.3.8</b>

# Revised Section 508 Report

Notes: For the purpose of this assessment I've classed OneLease as Web and Software, as it is a web application that has a lot of behaviour that software applications have, so we're wanting to make sure all bases are covered.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Assistive technology can be use with the knowledge base but not necessarily easily. Video recordings have captions but not full audio descriptions see WCAG assessment 1.2.5
302.2 With Limited Vision	Partially Supports	See above
302.3 Without Perception of Color	Supports	See WCAG assessment 1.4.1
302.4 Without Hearing	Supports	See WCAG assessment 1.2.1, 1.2.2, 1.2.3, 1.2.5, 1.3.3, 1.4.2
302.5 With Limited Hearing	Supports	See above
302.6 Without Speech	Not Applicable	Speech isn't used for input, control or operation
302.7 With Limited Manipulation	Supports	Fine motor control or simultaneous manual operations are not required
302.8 With Limited Reach and Strength	Supports	The knowledge base is not device specific so limited reach and strength can be supported by whatever input devices the user chooses to use
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The knowledge base uses plain language, unless a concept is directly relevant to the particular area (financial concept etc), but offers additional help etc. We try to reduce cognitive load with consistent navigation, clear instructions, and easy

Criteria	Conformance Level	Remarks and Explanations
		recovery states. We also have assistive tech support by ensuring keyboard navigation and screen reader compatibility. There are some improvement areas still (see WCAG compliance assessments above).

## Chapter 4: [Hardware](#)

Notes: The Nomos One knowledge base does not have any hardware associated with it.

## Chapter 5: [Software](#)

Notes: The Nomos One knowledge base is not considered software.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>		
<b><a href="#">602 Support Documentation</a></b>		
602.2 Accessibility and Compatibility Features	Does Not Support	Our help pages and user guides don't include information about built-in accessibility options i.e. screen reader support (we don't have keyboard shortcuts).
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	We only provide digital documentation, and users can't request accessible formats (e.g. braille, large print, or audio).
<b><a href="#">603 Support Services</a></b>		

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Customer Support don't know about OneLease's accessibility features - i.e. they aren't trained to assist screen reader users, keyboard only users etc
603.3 Accommodation of Communication Needs	Does Not Support	Support services don't accommodate users with disabilities (e.g. TTY, ASL, interpretation) - if live chat/phone support, ensure users with disabilities can contact us



# EN 301 549 Report

Notes: For the purpose of this assessment I've classed OneLease as Web and Software, as it is a web application that has a lot of behaviour that software applications have, so we're wanting to make sure all bases are covered.

## Chapter [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	See <b>302.1</b>
4.2.2 Usage with limited vision	Partially Supports	See <b>302.1</b>
4.2.3 Usage without perception of colour	Supports	See WCAG assessment 1.4.1
4.2.4 Usage without hearing	Supports	See <b>302.4</b>
4.2.5 Usage with limited hearing	Supports	See <b>302.5</b>
4.2.6 Usage with no or limited vocal capability	Not Applicable	See <b>302.6</b>
4.2.7 Usage with limited manipulation or strength	Supports	Fine motor control or simultaneous manual operations are not required, and the knowledge base is not device specific so limited reach and strength can be supported by whatever input devices the user chooses to use
4.2.8 Usage with limited reach	Supports	See above
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	See comments for WCAG 2.3.1
4.2.10 Usage with limited cognition, language or learning	Partially Supports	See <b>302.9</b>
4.2.11 Privacy	Not Applicable	The knowledge base doesn't have options related to privacy and the privacy policy is given outside of the application.

## **Chapter [5: Generic Requirements](#)**

Notes: The Nomos One knowledge base is web based documentation based on the HelpJuice platform, and so is not considered as Closed Functionality.

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

Notes: The Nomos One knowledge base does not have any Two-Way Voice Communication associated with it.

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

Notes: The Nomos One knowledge base does not have any Video Capabilities associated with it.

## **Chapter [8: Hardware](#)**

Notes: The Nomos One knowledge base does not have any hardware associated with it.

## **Chapter [9: Web](#) (see [WCAG 2.x section](#))**

Notes: No additional Notes

## **Chapter [10: Non-Web Documents](#)**

Notes: The Nomos One knowledge base does not have any Non-Web Documents associated with it.

## **Chapter [11: Software](#)**

Notes: The Nomos One knowledge base is not considered software

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>		
12.1.1 Accessibility and compatibility features	Does Not Support	See <b>602.2</b>
12.1.2 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>12.2 Support Services</b>		
12.2.2 Information on accessibility and compatibility features	Does Not Support	See <b>603.2</b>
12.2.3 Effective communication	Does Not Support	See <b>602.4</b> and <b>603.3</b>
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section

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

Notes: The Nomos One knowledge base does not have any Relay or Emergency Service Access associated with it.

## Legal Disclaimer (Company)

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