Liaison International Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Interview Portal

Report Date:

01/16/2025

Product Description:

Contact Information:

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Notes:

None at this time

Scope:

The functionality in the following list was evaluated as part of the assessment.

1. Sessions
2. New Session Page
3. Applicants
4. Scoring Forms

"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)

5. New Scoring Form Page
6. Score and Ranks
7. New Rank List
8. Meeting Rooms
9. New Meeting Room
10. Staff
11. Settings
12. Interviewer Dashboard
13. Applicant Dashboard
14. Interviewer Interview Page
15. Interviewer Scoring page
16. Interviewer Notes Page
17. Interviewer Chat
18. Interviewer Interview Details
19. Applicant Interview Page
20. Timetrack Screen
21. Reports

Evaluation Methods Used:

A combination of automated and manual testing techniques was used for the accessibility assessment. The technology platforms on which the testing was performed were Windows 10 Pro OS, Chrome v. 124.0, axe core rule engine and NVDA 2023.3.3 Applicable Standards/Guidelines.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	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. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 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 2.2 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

1.1.1 Non-text Content (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All non-text content on the Interview Portal do have text alternatives which help the user navigate through the Interview portal. Example: Hover text.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Users can post videos through the message board section. However, users need to ensure that the video and audio content being embedded in the message board section are accessibility compliant.

1.2.2 Captions (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	The platform does not provide prerecorded video or audio.

1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	The platform does not provide prerecorded video or audio.

1.3.1 Info and Relationships (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All Info and Relationships can be programatically determined on the Interview Portal through ARIA labels and through hover text.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The reading and navigation order of content is logical and intuitive.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided on the Interview Portal do not solely rely on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Audio on the Interview Portal can be paused, and volume can be adjusted.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	When mouse hover is turned ON, applicant names in the schedule are not read by the mouse hover.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All functionality on the Interview Portal is operable via the keyboard. Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All pages on the Interview Portal have a page title which reflects the purpose of the page.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The navigation order of most interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The purpose of links can be determined from the link text alone or from the link text and it's programmatic context.

Criteria	Conformance Level	Remarks and Explanations
2.4.11: Focus Not Obscured (Minimum) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Focus is moved to the pop-up or panel that the user opens. Some panels need focus. • All pop-ups/panels can be closed • Panels scroll when attempting to focus on an item that is out of view to start • Banners/headers/footers do not obstruct view • Each element has clear focus. Some icons/buttons do not have a clear focus indicator. Examples: • x icon in all sidebars • Cancel/close button in all sidebars • Save/submit/Update/Assign/Save & Exit/ Save & Continue/Add button in all sidebars • Cancel/Close button in all pop-ups • Confirm/Delete/Submit button in all pop-ups • Prev/1of x/ Next buttons in the navigation bar for tables

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Score Slider to define the Session minimum and maximum score should have an ability to be set using keyboard. Reordering items is considered a dragging motion and will be fixed soon.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• All buttons/links/checkboxes perform the action on the up action • Holding click and then dragging away from the button/link/checkbox does not perform the action • Only one drop-down performs the action on the down event, but clicking the drop-down again or holding the click and moving away reverses the action
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	All elements have ARIA-label or name that is read by screen readers to describe the field. Some elements need an ARIA label. Example: Reports Button, Chat Icon and My Schedule button.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	• No functions use built-in motion requirements • No special phone gestures/motions are implemented yet
2.5.7 Dragging Movements Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Dragging to reorder applicants in schedule, rank waitlist, ranks or to reorder questions in scoring forms do not have an alternate option using a single point and cannot be done using keyboard
2.5.8 Target Size (Minimum) (AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	• Most icons/buttons apply the Target size • Partially supported: only two icons need added padding to reach the 24 pixels: edit icon in scoring room card and Notes icon in Rank list.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page is correct and can be determined programmatically.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does not Support	When a meeting room is completed/is in the past, the JOIN button shows up in grey and is not clickable for the user, which is expected.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
3.2.6 Consistent Help (A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All non-admin roles have a link to the Help Center on the bottom of the left main menu.
3.3.7 Redundant Entry (A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	• Users can fill in forms without having to enter the same data multiple times. • Copy, paste options are always available in text fields • Sessions which are the main forms to be created in the Interview Portal can be duplicated.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	• Copy, paste and browser saved passwords are options on login • Users can Single Sign On from outcomes
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When errors are identified on the Interview Portal, the item that is in error, is clearly identified to the user, in text.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels and instructions are provided on the Interview Portal, when content requires user input.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	ARIA labels are used in HTML.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	In Web /desktop view, all UI elements are neat and displayed as expected. While viewing in mobile and tablet in portrait mode, few alignment issues are present. The Interview Portal is not mobile responsive yet.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All Text Boxes are working fine. Text Box accepts maximum characters as as per requirement, Input Data is easy for users.Form Completion is easy and user friendly.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All elements on the Interview Portal have sufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist: • Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	When content can be presented visually using only text, an image of text is not used to present that text.
2.1.4 Character Key Shortcuts Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All Keyboard shortcuts work fine throughout the Interview Portal.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs Supports	Supports	The table of contents is always available on the left-hand side panel for users to navigate through various screens.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	Content is displayed clearly without any distortion throughout the application in web view. However, in mobile view, in landscape view need some improvement. However, the Interview Portal is not mobile responsive yet.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)
 	
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
602.3 (Support Docs)
	Supports	All colors on the Interview Portal have sufficient color contrast.

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All headings and labels on the Interview Portal describe topic or purpose.

1.4.12 Text Spacing (Level AA 2.1 and 2.2)
 	
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	All headings and content under headings are displayed properly with good spacing
		While increasing the resolution /font size, no overlap is seen.

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)
 	
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Content on Hover is displayed throughout the application through hover text.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some sections have the focus indicator and some do not. The following are some examples of sections where focus is needed: • x icon in all sidebars • Cancel/close button in all sidebars • Save/submit/Update/Assign/Save & Exit/ Save & Continue/Add button in all sidebars • Cancel/Close button in all pop-ups • Confirm/Delete/Submit button in all pop-ups • Prev/1of x/ Next buttons in the navigation bar for tables
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each section of content that is different from the default language of the page is correctly identified and can be determined programmatically.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Components that have the same functionality within a set of web pages are identified consistently.
3.3.3 Error Suggestion (Level AA) Also applies to:	Supports	If input errors are automatically detected, suggestions are provided in text for correcting the

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
		input in a timely and accessible manner before the data is submitted to the server.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Legal Commitments and Financial Transactions are not present on the Interview Portal.

4.1.3 Status Messages (Level AA 2.1 and 2.2)
 	
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
602.3 (Support Docs)
	Partially Supports	Most sections of the Interview Portal have Status messages displayed. However, some sections do not. Example: When searching for applicants, a spinner is seen, but some messaging can be added in addition to the spinner.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria have not been evaluated and hence, the Success Criteria, Level AAA table has been removed.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Interview Portal supports modes of operation that do not require user vision.
302.2 With Limited Vision	Supports	Interview Portal supports standard browser magnification and mode that reduces the field of vision required.
302.3 Without Perception of Color	Supports	Interview Portal does not use color as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
302.4 Without Hearing	Partially Supports	Interview Portal has video feature where the Interviewer and the applicant can see each other.
302.5 With Limited Hearing	Partially Supports	Interview Portal has video feature where the Interviewer and the applicant can see each other.
302.6 Without Speech	Partially Supports	Interview Portal has audio and video feature where the Interviewer and the applicant can see each other.
302.7 With Limited Manipulation	Supports	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
302.8 With Limited Reach and Strength	Supports	All functionality of the content is operable through a keyboard interface without

Criteria	Conformance Level	Remarks and Explanations
		requiring specific timings for individual keystrokes.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Interview Portal provides features which are simpler and easier to use by individuals with limited cognitive, language, and learning abilities.

Chapter 4: [Hardware](#)

Notes: Hardware is not applicable for this product and hence, the hardware table has been removed.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.2 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Interview Portal is a web only application.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Interview Portal is a web only application.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Interview Portal is a web only application.
502.3.2 Modification of Object Information	Not Applicable	Interview Portal is a web only application.
502.3.3 Row, Column, and Headers	Not Applicable	Interview Portal is a web only application.
502.3.4 Values	Not Applicable	Interview Portal is a web only application.
502.3.5 Modification of Values	Not Applicable	Interview Portal is a web only application.
502.3.6 Label Relationships	Not Applicable	Interview Portal is a web only application.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	Interview Portal is a web only application.
502.3.8 Text	Not Applicable	Interview Portal is a web only application.
502.3.9 Modification of Text	Not Applicable	Interview Portal is a web only application.
502.3.10 List of Actions	Not Applicable	Interview Portal is a web only application.
502.3.11 Actions on Objects	Not Applicable	Interview Portal is a web only application.
502.3.12 Focus Cursor	Not Applicable	Interview Portal is a web only application.
502.3.13 Modification of Focus Cursor	Not Applicable	Interview Portal is a web only application.
502.3.14 Event Notification	Not Applicable	Interview Portal is a web only application.
502.4 Platform Accessibility Features	Not Applicable	Interview Portal is a web only application.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Interview Portal is a web only application.
503.3 Alternative User Interfaces	Not Applicable	Interview Portal is a web only application.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Interview Portal is a web only application.
503.4.2 Audio Description Controls	Not Applicable	Interview Portal is a web only application.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Interview Portal is a web only application.
504.2.2 PDF Export	Not Applicable	Interview Portal is a web only application.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts	Not Applicable	Interview Portal is a web only application.
504.4 Templates	Not Applicable	Interview Portal is a web only application.

Chapter 6: Support Documentation and Services

Notes:

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	Interview Portal provides an electronic version of the support documentation on the use of the portal – End users with disabilities can request additional product support documentation by contacting our support center at programsupport@residencycas.com
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	End-users with disabilities can request additional product support documentation by contacting our support center at programsupport@residencycas.com
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Interview Portal provides an electronic version of the support documentation on the use of the portal – End users with disabilities can request additional product support documentation by contacting our support center at programsupport@residencycas.com
603.3 Accommodation of Communication Needs	Supports	Support service related to Interview Portal can be found at the Interview Portal help

Criteria	Conformance Level	Remarks and Explanations
		center website. Users with disabilities can open support request directly at programsupport@residencycas.com