

Inkling Systems Inc. ("Inkling") Accessibility Conformance Report

(Based on [VPAT® Version 2.5 November 2023](#))

Inkling's Voluntary Product Assessment Template ("VPAT")

Version 1.0 - February 2024

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|-----------------------------|---|
| Name Of Product | Inkling Knowledge, Learning Pathways and Reader, (referred to collectively here as the "Platform"). ¹ Please note that Inkdocs and Learning Pathway Steps content are included in the Platform to the extent that certain authored content exceptions may apply due to the Platform's use of independent third-party authored content. As such, Inkdocs and Learning Pathway Steps are noted in the report separate and apart from the Platform. |
| Builder Product Description | Web Applications |
| Date | 27 February 2024 |
| Evaluation Methods Used | Formal audit from outside vendor (Deque Systems), internal audits, user feedback and product knowledge. |
| Browsers | Google Chrome, Safari |
| Devices | Mobile Devices, MAC OS, Windows |
| Contact Information | sblanton@inkling.com |
| Accessibility Guidelines | (WCAG) 2.1 - Level A and Level AA, but not Level AAA . |

Terms

¹ This document does not apply to Inkforms (See Jotforms VPAT [here](#)), Habitat widgets and the Native Mobile apps (iOS and Android)

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.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

Table 1: Success Criteria, Level A

| Criteria | Conformance | Remarks and Explanations |
|------------------------|--|--|
| 1.1.1 Non-text Content | <ul style="list-style-type: none">● Platform - Supports with Exceptions● Inkdocs - Supports with Exceptions● Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none">● Platform - All platform images except Habitat user interface elements have appropriate alternate text.● Platform - Book cover pages do not have alt="" in Reader.● Inkdocs Learning Pathway Course Steps - Customer independently authored content there for these items may not have alt text. |

| Criteria | Conformance | Remarks and Explanations |
|---|---|---|
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | <ul style="list-style-type: none"> • Platform - Not Applicable • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Not Applicable. See "Conformance." • Inkdocs and Learning Pathway Course Steps - Adding an alternative for video or audio can be done within the Habitat application by adding a link to alternative content. • Inkdocs and Learning Pathway Course Steps - Not natively supported in Habitat. |
| 1.2.2 Captions (Prerecorded) (Level A) | <ul style="list-style-type: none"> • Platform - Not Applicable • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Not Applicable. See "Conformance." • Inkdocs and Learning Pathway Course Steps - Closed captioning ("CC") for independently authored videos requires support from Inkling's partners to implement. • Inkdoc and Learning Pathways Course Steps - Video has limited "CC" support. |

| Criteria | Conformance | Remarks and Explanations |
|--|---|---|
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | <ul style="list-style-type: none"> • Platform - Not Applicable • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Not Applicable. See "Conformance." • Inkdocs and Learning Pathways -Adding an alternative for video or audio can be done within the Inkdoc and Learning Pathways Course Steps - Can be accomplished by adding a link to alternative content or embedding the content within the Inkdoc. • Inkdocs and Learning Pathways Course Steps - Not natively supported in Habitat. |
| 1.3.1 Info and Relationships (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions. • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - There are inconsistent landmark and role/label issues in the Reader. • Inkdocs and Learning Pathways Course Steps - Content can be built to conform. |

| Criteria | Conformance | Remarks and Explanations |
|--|---|---|
| 1.3.2 Meaningful Sequence (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions • Inkdocs - Supports (See Note) • Learning Pathway Course Steps - Supports (See Note) | <ul style="list-style-type: none"> • Platform - There are 8 instances of content order being an issue. 3 are related to hidden content, 2 related to being able to browse outside of a modal, 1 related to focus not being set correctly, 1 being related to a meaningful text not being screen reader accessible, • Inkdoc and Learning Pathways Course Steps - Content can be built to have meaningful sequences. |
| 1.3.3 Sensory Characteristics (Level A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs - No exceptions. See "Conformance." • Learning Pathway Course Steps - No exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
|-------------------------------|---|---|
| 1.4.1 Use of Color (Level A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs - Customer authored content may not meet color standards. • Learning Pathways Course Steps - Customer authored content may not meet color standards. |
| 1.4.2 Audio Control (Level A) | <ul style="list-style-type: none"> • Platform - Not Applicable • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs - No exceptions. See "Conformance." • Learning Pathway Course Steps - No exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
|-----------------------------------|---|---|
| 2.1.1 Keyboard (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Most of the functionality can be performed using a keyboard. However, some elements are not receiving focus. Examples: Reader side navigation has inconsistent keyboard support. • Inkdocs and Learning Pathway Course Steps - Some items in Inkdocs are not receiving focus like accordion controls. |
| 2.1.2 No Keyboard Trap (Level A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs and Learning Pathway Course Steps - No exceptions. See "Conformance." |
| 2.1.4 Character Key Shortcuts (A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs and Learning Pathway Course Steps - No exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
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| 2.2.1 Timing Adjustable (Level A) | <ul style="list-style-type: none"> Platform - Not Applicable Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - No exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - No exceptions. See "Conformance." |
| 2.2.2 Pause, Stop, Hide (Level A) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - Inkdoc covers can have an animated element. Currently this animation cannot be stopped. Inkdocs and Learning Pathway Course Steps - No exceptions. See "Conformance." |
| 2.3.1 Three Flashes or Below Threshold (Level A) | <ul style="list-style-type: none"> Platform - Not Applicable Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - No exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - No exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
|-------------------------------|---|---|
| 2.4.1 Bypass Blocks (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exception • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Does Not Support | <ul style="list-style-type: none"> • Platform - Inline frames (iframes) need titles for the reader. • Platform and Learning Pathway Course Steps - The Training/Learning Pathway pages do not have landmarks. |
| 2.4.2 Page Titled (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • For Platform, Inkdocs and Learning Pathway Course Steps - Pages are titled however they generic titles. |
| 2.4.3 Focus Order (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions (See Notes) • Inkdoc - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - For the platform - In all but one instance the focus order is correct. There is an instance where a modal can be tabbed away from when opened. (Feedback modal) |

| Criteria | Conformance | Remarks and Explanations |
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| 2.4.4 Link Purpose (In Context) (Level A) | <ul style="list-style-type: none"> • Platform -Supports with Exceptions • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - The reader has a few instances where controls should be buttons rather than links. • Inkdocs and Learning Pathway Course Steps links are authored and controlled by the Customer. |
| 2.5.1 Pointer Gestures (A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs - No exceptions. See "Conformance." • Learning Pathway Course Steps - No exceptions. See "Conformance." |
| 2.5.2 Pointer Cancellation (A) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No exceptions. See "Conformance." • Inkdocs - No exceptions. See "Conformance." • Learning Pathway Course Steps - No exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
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| 2.5.3 Label in Name (A) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - There are a few instances in the Learning Pathways Manager view and with the feedback form in the Reader where the label needs to be fixed. Inkdocs and Learning Pathway Course Steps - See "Platform" above. |
| 2.5.4 Motion Actuation (A) | <ul style="list-style-type: none"> Platform -Not Applicable Inkdocs - Not Applicable Learning Pathway Course Steps - Not Applicable | <ul style="list-style-type: none"> Platform - Not Applicable. See "Conformance." Inkdocs and Learning Pathway Course Steps - Not Applicable. See "Conformance." |
| 3.1.1 Language of Page (Level A) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - The login page does not have the language set. Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
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| 3.2.1 On Focus (Level A) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - No Exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |
| 3.2.2 On Input (Level A) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - No Exceptions. See "Conformance." Inkdocs - No Exceptions. See "Conformance." Learning Pathway Course Steps - No Exceptions. See "Conformance." |
| 3.3.1 Error Identification (Level A) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Not Applicable Learning Pathway Course Steps - Not Applicable | <ul style="list-style-type: none"> Platform - No Exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - Not Applicable. See "Conformance." |
| 3.3.2 Labels or Instructions (Level A) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - There are 2 missing labels on form fields in the platform. Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
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| 4.1.1 Parsing (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - The Home page carousel for Learning Pathways has issues with semantics being correctly nested. • Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |
| 4.1.2 Name, Role, Value (Level A) | <ul style="list-style-type: none"> • Platform - Supports with Exceptions • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - There are instances of controls not having labels or roles. • Inkdocs and Learning Pathway Course Steps - There are instances of controls not having labels or roles. |

Table 2: Success Criteria, Level AA

| Criteria | Conformance | Remarks and Explanations |
|--|--|--|
| 1.2.4 Captions (Live) (Level AA) | <ul style="list-style-type: none"> • Platform -Not Applicable • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Not Applicable. See “Conformance.” • Inkdocs and Learning Pathway Course Steps - “CC” requires support from Inkling’s partners to implement. • Inkdocs and Learning Pathway Course Steps - “CC” can be supported by using Youtube and Vimeo. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) | <ul style="list-style-type: none"> • Platform - Not Applicable • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - Not Applicable. See “Conformance.” • Inkdocs and Learning Pathways Steps - Can be supported by using Youtube and Vimeo. |
| 1.3.4 Orientation (AA) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No Exceptions. See “Conformance.” • Inkdocs and Learning Pathway Course Steps - No Exceptions. See “Conformance.” |

| Criteria | Conformance | Remarks and Explanations |
|-------------------------------------|---|--|
| 1.3.5 Identify Input Purpose (AA) | <ul style="list-style-type: none"> Platform -Supports with Exceptions Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - The login screen needs the correct form field inputs added. Inkdocs and Learning Pathways Course Steps - No Exceptions. See "Conformance." |
| 1.4.3 Contrast (Minimum) (Level AA) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - Customer branding may cause color contrast issues. Inkdocs and Learning Pathways Course Steps - Customer branding may cause color contrast issues. |
| 1.4.4 Resize text (Level AA) | <ul style="list-style-type: none"> Platform - Supports with Exceptions. Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - 1 item (Training Progress bar for assignments -) is obscured when the page is zoomed to 200%. Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |

| Criteria | Conformance | Remarks and Explanations |
|---------------------------------|---|--|
| 1.4.5 Images of Text (Level AA) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - No Exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - An author could add an image of text. They will have the option to add alt text or use the description and or label attribute. |
| 1.4.10 Reflow (AA) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Supports Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> Platform - No Exceptions. See "Conformance." Inkdocs and Learning Pathway Course Steps - No Exceptions. See "Conformance." |
| 1.4.11 Non-Text Contrast (AA) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - Customer branding and color choices may cause color contrast issues. Inkdocs and Learning Pathways Course Steps - Customer branding and color choices may cause color contrast issues. |

| Criteria | Conformance | Remarks and Explanations |
|---------------------------------------|---|--|
| 1.4.12 Text Spacing (AA) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <p>Platform - No Exceptions. See “Conformance.”</p> <ul style="list-style-type: none"> • Inkdocs and Learning Pathways Course Steps - Widgets and some patterns do not allow for adjustable spacing. |
| 1.4.13 Content on Hover or Focus (AA) | <ul style="list-style-type: none"> • Platform -Supports with Exceptions • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - One popover in the “Training” tab can not be easily dismissed. • Inkdocs and Learning Pathways Course Steps - No Exceptions. See “Conformance.” |
| 2.4.5 Multiple Ways (Level AA) | <ul style="list-style-type: none"> • Platform -Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No Exceptions. See “Conformance.” • Inkdocs and Learning Pathway Course Steps - No Exceptions. See “Conformance.” |

| Criteria | Conformance | Remarks and Explanations |
|--------------------------------------|---|--|
| 2.4.6 Headings and Labels (Level AA) | <ul style="list-style-type: none"> Platform - Supports with Exception Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - There are instances where the label is generic like “See More” or does not convey the purpose of the form field. Example: Feedback form field in Reader. Inkdocs and Learning Pathway Course Steps - Customer authors define the heading structure for the content. |
| 2.4.7 Focus Visible (Level AA) | <ul style="list-style-type: none"> Platform - Supports with Exceptions Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - No Exceptions. See “Conformance.” Inkdocs and Learning Pathway Course Steps - Not all items in an Inkdocs have visual focus rings. |
| 3.1.2 Language of Parts (Level AA) | <ul style="list-style-type: none"> Platform - Supports Inkdocs - Supports with Exceptions Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> Platform - No exceptions. See “Conformance.” Inkdocs and Learning Pathway Course Steps - Customers who have authored words, phrases or passages of text that are in multiple different languages will need to use the Accessibility Tool in Habitat to add various language attributes. |

| Criteria | Conformance | Remarks and Explanations |
|--|---|---|
| 3.2.3 Consistent Navigation (Level AA) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No Exceptions. See “Conformance.” • Inkdocs - No Exceptions. See “Conformance.” • Learning Pathway Course Steps - No Exceptions. See “Conformance.” |
| 3.2.4 Consistent Identification (Level AA) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports with Exceptions • Learning Pathway Course Steps - Supports with Exceptions | <ul style="list-style-type: none"> • Platform - No Exceptions. See “Conformance.” • Inkdocs and Learning Pathway Course Steps - Customers have access to items with consistent identification (patterns, widgets and templates) however they can modify various elements in an Inkdocs. |
| 3.3.3 Error Suggestion (Level AA) | <ul style="list-style-type: none"> • Platform - Supports • Inkdocs - Supports • Learning Pathway Course Steps - Supports | <ul style="list-style-type: none"> • Platform - No Exceptions. See “Conformance.” • Inkdocs and Learning Pathway Course Steps - No Exceptions. See “Conformance.” |

| Criteria | Conformance | Remarks and Explanations |
|--|--|---|
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | <ul style="list-style-type: none"> Platform - Not Applicable. Inkdocs - Not Evaluated* Learning Pathway Course Steps - Not Evaluated* | <ul style="list-style-type: none"> Platform - Not Applicable. See "Conformance." Inkdocs and Learning Pathway Course Steps - Not Evaluated* <p><i>*Note: Customers have the ability to unilaterally create user/employee assessments through the widget that may be considered binding upon the user/employee; however, the assessment widget utilized to create the assessment does not meet A11y standards to confirm accessibility.</i></p> |

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