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# Titan HST - Web App Administrative Interface WCAG 2.0 Support Statement February 2018

## Overview

The following Support Statement provides an evaluation of accessibility support levels for the Titan HST Web application based on the W3C Web Content Accessibility Guidelines (WCAG) 2.0. The information contained within this Support Statement is the result of an accessibility audit. The report does not assert conformance as per the WCAG, rather an indication of *support levels* per checkpoint (i.e., Supports, Supports with Exceptions, or Does Not Support). The assessed levels are explained in the comments column which indicates the specific features of the system that impacted the score, where applicable.

## Executive Summary

The Titan HST Web application has an overall rating of “Supports with Exceptions” for the WCAG 2.0 requirements. It “Supports with Exceptions” the most important technical and functional accessibility needs of most disability and assistive technology types.

The problems of highest severity and frequency are: some Administrative features are not supported within the application. Features such as, sending a broadcast message, sending a status request, responding to an alert.

## Testing Methodology

A variety of manual testing methods, object inspection, keyboard-only testing, and testing with the leading screen reader were utilized to perform this audit. Accessibility specific technology used during this audit is built into the latest device operating system settings. The accessibility settings used during the audit are listed below.

Assistive Technology
MacOS VoiceOver
NVDA Screen Reader
Invert Colors (MacOS, Windows)
Web Accessibility Evaluation Tool (WAVE) - Chrome Web Browser

## Support Information for WCAG 2.0 Checkpoints

***Principle 1: Perceivable - Information and user interface components must be presentable to users in ways they can perceive***

Checkpoint	Support Level	Comments
<b>1.1. Text Alternatives</b>		
<b>1.1.1. Non-text Content</b>		
There is a meaningful and equivalent alternative for all non-text content, such as images, graphics, objects, graphic controls in forms and hotspots in image maps.	Supports	
If the alternative text is not sufficient for the text alternative, a long description is prepared and is referred to in the alternative text.	Supports	Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
Decorative graphics or layout graphics have empty alt attributes or they are concealed from assistive technologies (e.g., screen readers) in some other way.	Supports	
There are no graphic CAPTCHAs or an alternative is present.	Supports	
<b>1.2. Time-based Media: Provide alternatives for time-based media</b>		
<b>1.2.1. Audio-only and Video-only (Prerecorded)</b>		
<i>If audio or video media are not an alternative to the content, the following applies:</i>		
There are text transcripts for prerecorded audio media.	Supports	Application does not contain any pre-recorded audio content.

		Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
There are text transcripts for prerecorded video media or	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
Prerecorded video media have text transcriptions or audio descriptions.	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.2. Captions (Prerecorded)</b>		
Prerecorded video content has simultaneous subtitles.	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.3. Audio Description or Media Alternative (Prerecorded)</b>		
Prerecorded audio media (e.g., podcasts) have written text transcripts.	Supports	Application does not contain any pre-recorded audio content.  Administrative users have the

		ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
Prerecorded video media have written text descriptions or audio descriptions.	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.4. Captions (Live)</b>		
Live audio media have simultaneous subtitles.	Does not support	Live audio and video are user generated and do not have simultaneous subtitles. Users can communicate through text chat as an alternative.
<b>1.2.5. Audio Description (Prerecorded)</b>		
Prerecorded video media have audio descriptions of visual content that is not described in the standard audio description (SC 1.2.1).	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.6. Sign Language (Prerecorded)</b>		
Sign language videos are provided for all pre-recorded audio content.	Supports	Application does not contain any pre-recorded audio content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are

		trained to upload a text equivalent with all rich media files.
<b>1.2.7. Extended Audio Description (Prerecorded)</b>		
An extended audio description is prepared for video media if the pauses are not sufficient to communicate the meaning of the video content.	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.8. Media Alternative (Prerecorded)</b>		
There is an alternative for all prerecorded video media, containing information that is spoken and/or shown simultaneously.	Supports	Application does not contain any pre-recorded video content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.2.9. Audio-only (Live)</b>		
An alternative is provided for all live audio media.	Supports	Application does not contain any live audio content.  Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.
<b>1.3. Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.</b>		
<b>1.3.1. Info and Relationship</b>		
<i>A. Headings</i>		
Headings make the structure of the document clear.	Supports	

Headings are marked up using the heading element (h1, h2, ... , h6).	Supports	
<i>B. Lists</i>		
Listed information is formatted as a list (ul, ol, dl).	Supports	
<i>C. Forms</i>		
In forms with multiple parts, the parts are grouped by content into information blocks.	Supports	
Labels and related form input fields are logically linked.	Supports	
<i>D. Data tables</i>		
Data tables are formatted with the necessary markup, e.g., headings for columns; rows and tables are clearly labeled, and headings and summaries are present.	Supports	
Data tables can be read serially and are not used for layout purposes.	Supports	
<i>E. Use of symbols</i>		
Special text is correctly formatted, e.g., citations with cite and long quotations with block quote	Supports	The Application does not use Special Text
<b>1.3.2. Meaningful Sequence</b>		
The logical order is retained for screen readers and when CSS is turned off.	Supports	
Contents in tables are correctly linearized and no empty cells are used to create space in the layout.	Supports	
No character spaces are used to create space in the layout; CSS is used instead.	Supports	
There is no contextual confusion caused by content positioned with CSS.	Supports	

<b>1.3.3. Sensory Characteristics</b>		
There are no instructions that are solely optical or acoustic, e.g., "Press the green button on the left".	Supports	
<b>1.4. Distinguishable: Make it easier for users to see and hear content including separating foreground from background.</b>		
<b>1.4.1. Use of Color</b>		
Information is not communicated solely based on color.	Supports	
If color alone is used for differentiation, e.g., for links in a text, the links have a contrast ratio to the surrounding running text of at least 3:1.	Supports	
<b>1.4.2. Audio Control</b>		
If audio plays automatically for more than 3 seconds, a stop button is provided.	Supports	
<b>1.4.3. Contrast (Minimum)</b>		
The contrast ratio of the font color to the background color is at least 4.5:1.	Supports	
The contrast ratio of the font color of large fonts (at least 18 pt or 14 pt for bold text) to the background color is at least 3:1.	Supports	
This applies to all text and tips, as well as to the borders around input fields and texts in information graphics. Does not necessarily apply to logos, logotypes or purely decorative graphics.	Supports	
<b>1.4.4. Resize Text</b>		
The font size is defined in the CSS in terms of % or em.	Supports With Exceptions	The Application uses a relative approach to sizing font but not exactly % or em, but it has the same effect of being responsive to user settings
It is possible to enlarge either	Supports	

the contents of the entire page or the text alone using the browser's "zoom" function.		
<b>1.4.5. Images of Text</b>		
<i>Text is used instead of text graphics for content. Exceptions:</i>		
The display size of content can be scaled, and the content can be read without CSS.	Supports	
The content is necessary, such as a logo or brand name (e.g., if a particular graphical form is required). They can be described either with alt attributes or title attributes.	Supports	
<b>1.4.6. Contrast (Enhanced)</b>		
The contrast ratio of the font color to the background color is at least 7:1.	Does not Support	
The contrast ratio of the font color of large fonts (at least 18 pt or at least 14 pt for bold text) to the background color is at least 4.5:1.	Supports	
This applies to all texts and tips, as well as to the borders around input fields and texts in information graphics but does not necessarily apply to logos, logotypes or purely decorative graphics.	Does not Support	
<b>1.4.7. Low or No Background Audio</b>		
Pre-recorded speech has almost imperceptible background noise or none at all, or the audio can be switched off.	Supports With Exceptions	<p>Application does not contain any pre-recorded audio content.</p> <p>Administrative users have the ability to upload rich media content to the application that may be inaccessible to certain users. Administrative users are trained to upload a text equivalent with all rich media files.</p>

<b>1.4.8. Visual Presentation</b>		
<i>For visual presentation of blocks of text, the following is possible:</i>		
The user can select foreground and background colors.	Does not Support	
The width is not more than 80 characters.	Does not Support	
Text is not justified (it is either left-aligned or right-aligned).	Supports	
The line spacing is at least 1.5 within paragraphs and the paragraph spacing is at least 1.5 times as large as the line spacing.	Does not Support	
The text size can be scaled up to 200 percent without assisting technology (without scrolling).	Does not Support	
<b>1.4.9. Images of Text (No Exception)</b>		
<i>Text is used instead of text graphics for content. Exceptions:</i>		
The contents are essential for a piece of information that cannot be communicated without text graphics (e.g., logo).	Supports	

***Principle 2: Operable - User interface components and navigation must be operable***

<b>Checkpoint</b>	<b>Support Level</b>	<b>Comments</b>
<b>2.1. Keyboard Accessible: Make all functionality available from a keyboard</b>		
<b>2.1.1. Keyboard</b>		
<i>The following can be navigated and operated using the keyboard (tab key):</i>		
All page functions and elements.	Supports With Exceptions	Some Sections for Administrative

		users do not have full keyboard support
All form input fields, controls and switches.	Supports	
No particular timing of individual keystrokes is needed for operation.	Supports	
<b>2.1.2. No Keyboard Trap</b>		
The keyboard focus is not blocked for any element of the website.	Supports	
The user can move focus to and from every element using the keyboard.	Supports	
The user is advised if keyboard keys other than the conventional ones are used (tab key, arrow keys).	Supports	
<b>2.1.3. Keyboard (No Exception)</b>		
All functionalities can be operated using the keyboard, without exception.	Does not Support	Some Sections for Administrative users do not have full keyboard support
No particular timing of individual keystrokes is necessary for operation.	Supports	
<b>2.2. Enough Time: Provide users enough time to read and use content</b>		
<b>2.1.2 Timing Adjustable</b>		
<i>There is no time limit for pages. Exceptions:</i>		
The user can turn off the time limit before encountering it.	Supports With Exceptions	The Application does not make use of time limits
The user can adjust the time limit before encountering it.	Supports With Exceptions	The Application does not make use of time limits
<b>2.2.2. Pause, Stop, Hide</b>		
<i>The following applies to any auto-updating, moving or flashing information that starts automatically and is presented in</i>		

<i>parallel with other content for longer than 5 seconds:</i>		
The user can use some mechanism to stop, close or hide the information.	Supports	
A mechanism is provided for automatic updates, so that the user can stop or hide the update or control its frequency.	Supports	
<b>2.2.3. No Timing</b>		
No time constraint is necessary when processing the content.	Supports	
<b>2.2.4. Interruptions</b>		
Interruptions such as advisories can be postponed or suppressed by the user, except interruptions involving an emergency.	Supports	
<b>2.2.5. Re-Authenticating</b>		
If an authenticated session is in progress, the user can continue an action after re-authenticating without loss of data.	Supports	
<b>2.3. Seizures: Do not design content in a way that is known to cause seizures</b>		
<b>2.3.1. Three Flashes or Below Threshold</b>	Supports	
Websites contain nothing that flashes more than three times a second on an ongoing basis, or the flash is below a defined limit for flashes.		
<b>2.3.2. Three Flashes</b>		
Websites contain nothing that flashes more than three times per second on an ongoing basis.	Supports	
<b>2.4. Navigable: Provide ways to help users navigate, find content and determine where they are</b>		
<b>2.4.1. Bypass Blocks</b>		

Skip links are made available to avoid repeated blocks of information	Supports	
Repeated blocks of information are grouped or labeled using headings.	Supports	
<b>2.4.2. Page Titled</b>		
Web pages have a title (title tag in the meta area) that describes the topic or purpose.	Supports	
<b>2.4.3. Focus Order</b>		
The order of links in the navigation and in the content is logical.	Supports	
<b>2.4.4. Link Purpose (In Context)</b>		
Link texts can be understood either alone or based on the context.	Supports	
A change in format is indicated by the link text or the context.	Supports	
<b>2.4.5. Multiple Ways</b>		
<i>In addition to navigation, the website presents at least one other method for accessing content:</i>		
A search function or	Supports	
A sitemap / table of contents or both	Supports	
<b>2.4.6. Headings and Labels</b>		
<i>Informative page headings and labels are used:</i>		
The website has headings that group the content.	Supports	
The headings describe the subsequent section of content concisely and meaningfully.	Supports	
Descriptive labels are present in forms.	Supports	
The functions or instructions are labeled, and active zones can be	Supports	

recognized on image maps and maps.		
<b>2.4.7. Focus Visible</b>		
Elements with focus are visibly emphasized when they are activated using the keyboard.	Supports	
Skip links become visible when they receive keyboard focus.	Supports	
<b>2.4.8. Location</b>		
The current position of the user within the website or a process is indicated.	Supports	
<b>2.4.9. Link Purpose (Link Only)</b>		
The purpose of each link can be identified from the link text alone. Link texts describe the target or the purpose and change of format.	Supports	
<b>2.4.10. Section Headings</b>		
Headings introduce all sections of content.	Supports	

***Principle 3: Understandable - Information and the operation of user interface must be understandable***

<b>Checkpoint</b>	<b>Support Level</b>	<b>Comments</b>
<b>3.1. Readable: Make text content readable and understandable</b>		
<b>3.1.1. Language of Page</b>		
Every web page has a correct language declaration.	Supports	
<b>3.1.2. Language of Parts</b>		
Sections of text in languages other than the default language are marked up using the lang	Supports	

attribute.		
Individual words in another language that could be understood incorrectly or not at all are marked up using the lang attribute.	Supports	
<b>3.1.3. Unusual Words</b>		
Unusual words, technical terms and foreign words are explained in a glossary or with some other mechanism.	Supports with exceptions	The Application does not have technical or complicated terms
<b>3.1.4. Abbreviations</b>		
Abbreviations are explained in a glossary or	Supports with exceptions	The Application does not make use of abbreviations
Abbreviations are explained with some other mechanism.	Supports with exceptions	The Application does not make use of abbreviations
<b>3.1.5. Reading Level</b>		
Summaries or alternatives are made available for texts that are too complicated to be understood by people with a basic education (9 years of school).	Supports with exceptions	The Application does not have technical or complicated terms
<b>3.1.6. Pronunciation</b>		
A mechanism is provided to detect the pronunciation of content if this is necessary to distinguish between options.	Does not support	
<b>3.2. Predictable: Make web pages appear and operate in predictable ways</b>		
<b>3.2.1. On Focus</b>		
Context does not change when a section of the page receives focus.	Supports	
<b>3.2.2. On Input</b>		
Changing the setting of any user interface component does not automatically cause a change of	Supports	

context unless the user has been advised beforehand.		
<b>3.2.3. Consistent Navigation</b>		
Navigation within a website is structured and arranged consistently.	Supports	
<b>3.2.4. Consistent Identification</b>		
Elements with the same function are identified consistently within a website.	Supports	
<b>3.2.5. Change on Request</b>		
The context is only changed upon receiving confirmation from the user.	Does not support	
<b>3.3. Input Assistance: Help users avoid and correct mistakes</b>		
<b>3.3.1. Error Identification</b>		
If input errors are automatically detected, the error is clearly described in text form in the error message.	Supports	
<b>3.3.2. Labels or Instructions</b>		
Labels or instructions are given when user inputs are required.	Supports	
<b>3.3.3. Error Suggestion</b>		
Suggested corrections are made in case of input errors.	Supports	
<b>3.3.4. Error Prevention (Legal, Financial, Data)</b>		
It must be possible to check, change, delete or confirm inputs that have legal or financial consequences before sending.	Supports	
<b>3.3.5. Help</b>		
<i>Help is available when:</i>		
Specific inputs must be entered in a form;	Supports	
Inputs must be made in a particular format.	Supports	
<b>3.3.6. Error Prevention (All)</b>		

It must be possible to check, change, delete or confirm all inputs before sending.	Supports	
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***Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies***

Checkpoint	Support Level	Comments
<b>4.1. Compatible: Maximize compatibility with current and future user agents, including assistive technologies</b>		
<b>4.1.1. Parsing</b>		
The markup language used, HTML or XHTML, conforms to standards and is free of errors.	Supports	
<b>4.1.2. Name, Role, Value</b>		
In case of generated and self-programmed content, markup is used in a way that supports accessibility.	Supports	