

Queue-it Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Queue-it Queue Front, version: 4.4.746.0

Report Date: January 2023

Product Description:

Queue-it is a virtual waiting room platform that protects websites from exceeding their capacity. In high-demand situations, online visitors are redirected to a waiting room on Queue-it's infrastructure and then throttled back to the website or app in a controlled order. When online visitors are in the waiting room, they see a waiting room web page. Queue-it provides default, out-of-the-box pages for our customers (henceforth "Queue-it Queue Front") which are the focus of this accessibility report. Customers can brand and customize their waiting room pages as desired but should be aware of the accessibility implications of any changes they may make.

Contact Information: info@queue-it.com

Notes: This report covers the customer facing aspect of Queue-it and does not cover the administration tools. An updated version of the report will be produced following an audit of the administration tools.

Evaluation Methods Used:

The Queue-it Queue Front has been evaluated using Chrome, Firefox and Safari on a Mac running MacOS Monterey as well as iPhone and iPad. Assistive technologies used include Voiceover on MacOS and iOS, magnification and testing using only a keyboard to navigate. The assessment involved using a combination of automated and manual assessment against each of the WCAG 2.1 success criterion.

Applicable Standards/Guidelines

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

| Standard/Guideline | Included In Report |
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| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (Yes) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes) Level AA (Yes) Level AAA (Yes) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (No) |
| EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03) | (No) |

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 be used only in WCAG 2.0 Level AAA.

WCAG 2.1 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 2.1 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 |
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| <p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: Organisations using the Queue-it platform can set appropriate alternative text within the admin panel. |

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| <p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.2.1 (Web) · 10.1.2.1 (Non-web document) · 11.1.2.1.1 (Open Functionality Software) · 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Not Applicable</p> | <p>Web: The platform does not contain audio-only or video-only content. However, this content can be uploaded by organisations through the content editing tools in the administration of the platform.</p> |
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| <p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.2.2 (Web)• 10.1.2.2 (Non-web document)• 11.1.2.2 (Open Functionality Software)• 11.1.2.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | <p>Web: Not Applicable</p> | <p>Web: The platform does not contain any video content requiring captions. However, this content can be uploaded by organisations through the content editing tools in the administration of the platform.</p> |
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| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.2.3 (Web) · 10.1.2.3 (Non-web document) · 11.1.2.3.1 (Open Functionality Software) · 11.1.2.3.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Not Applicable</p> | <p>Web: The platform does not contain any video content requiring audio description. However, this content can be uploaded by organisations through the content editing tools in the administration of the platform.</p> |
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| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.3.1 (Web)• 10.1.3.1 (Non-web document)• 11.1.3.1.1 (Open Functionality Software)• 11.1.3.1.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: |
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| <p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: The site is presented in a meaningful sequence</p> |
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| <p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.3.3 (Web)• 10.1.3.3 (Non-web document)• 11.1.3.3 (Open Functionality Software)• 11.1.3.3 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Information presented visually is also available to users of assistive technology through accessible names or labels.</p> |
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| <p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.1.4.1 (Web)· 10.1.4.1 (Non-web document)· 11.1.4.1 (Open Functionality Software)· 11.1.4.1 (Closed Software)· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | Web: Supports | Web: Alternative formats are available to information conveyed through the use of color. |
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| <p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.4.2 (Web)• 10.1.4.2 (Non-web document)• 11.1.4.2 (Open Functionality Software)• 11.1.4.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Not Applicable | Web: The platform does not play audio automatically for more than three seconds. |
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| <p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.1.1 (Web)• 10.2.1.1 (Non-web document)• 11.2.1.1.1 (Open Functionality Software)• 11.2.1.1.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: The platform can be navigated using only a keyboard. |
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| <p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.1.2 (Web) · 10.2.1.2 (Non-web document) · 11.2.1.2 (Open Functionality Software) · 11.2.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: There are no keyboard traps within the application</p> |
| <p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.1.4 (Web) · 10.2.1.4 (Non-web document) · 11.2.1.4.1 (Open Functionality Software) · 11.2.1.4.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Not applicable</p> | <p>Web: The platform does not use custom keyboard shortcuts</p> |

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| <p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.2.2.1 (Web)· 10.2.2.1 (Non-web document)· 11.2.2.1 (Open Functionality Software)· 11.2.2.1 (Closed Software)· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: The Queue-it platform has a time limit imposed by which users must enter the website having waited in the queue. This time limit is required due to the nature of the queuing system and to manage load on the website it is protecting. This is a real-time exception.</p> |
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| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.2.2 (Web)• 10.2.2.2 (Non-web document)• 11.2.2.2 (Open Functionality Software)• 11.2.2.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Blinking and moving content can be avoided through the use of 'prefers-reduced-motion'.</p> |
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| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Not applicable</p> | <p>Web: None of the content in the platform contains flashing content. However, this can be uploaded through the administration. Organisations using Queue-it should check their content for this before uploading video content.</p> |
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| <p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.4.1 (Web) · 10.2.4.1 (Non-web document) – Does not apply · 11.2.4.1 (Open Functionality Software) – Does not apply · 11.2.4.1 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 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 | <p>Web: Partially supports</p> | <p>Web: Headings are used to break up content, however, only one landmark is used within the page. Footer content is not split into a separate landmark. As a single page application there is less of a need to bypass repeated content.</p> |
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| <p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Partially Supports</p> | <p>Web: Page titles are used within the platform, however, the titles for all pages and states. This means it is not clear from the Title tag whether users are in the before queue page, queue page, after queue page or error page.</p> |
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| <p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.4.3 (Web)• 10.2.4.3 (Non-web document)• 11.2.4.3 (Open Functionality Software)• 11.2.4.3 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: The focus order within Queue-it is logical and easy to follow. |
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| <p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.4.4 (Web) · 10.2.4.4 (Non-web document) · 11.2.4.4 (Open Functionality Software) · 11.2.4.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | Web: Supports | Web: Link text makes sense within the context of the surrounding content. |
| <p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.5.1 (Web) · 10.2.5.1 (Non-web document) · 11.2.5.1 (Open Functionality Software) · 11.2.5.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | Web: The platform does not use multipoint or path based gestures. All functionality can be accessed using a single pointer without path-based gestures. |

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| <p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.5.2 (Web) · 10.2.5.2 (Non-web document) · 11.2.5.2 (Open Functionality Software) · 11.2.5.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> | <p>Web: The platform supports pointer cancellation</p> |
| <p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.5.3 (Web) · 10.2.5.3 (Non-web document) · 11.2.5.3.1 (Open Functionality Software) · 11.2.5.3.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Partially Supports</p> | <p>Web: The language selector does not have an accessible label.</p> |

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| <p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.2.5.4 (Web) · 10.2.5.4 (Non-web document) · 11.2.5.4 (Open Functionality Software) · 11.2.5.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Not applicable</p> | <p>Web: The platform does not have any functionality that is operated by device motion.</p> |
| <p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.3.1.1 (Web) · 10.3.1.1 (Non-web document) · 11.3.1.1.1 (Open Functionality Software) · 11.3.1.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: The selected language of the platform is declared within the HTML.</p> |

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| <p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.3.2.1 (Web)• 10.3.2.1 (Non-web document)• 11.3.2.1 (Open Functionality Software)• 11.3.2.1 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: When an element receives focus, it does not result in a change of context. |
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| <p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.3.2.2 (Web)· 10.3.2.2 (Non-web document)· 11.3.2.2 (Open Functionality Software)· 11.3.2.2 (Closed Software)· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | Web: Supports | Web: Changes to settings of any user interface components do not result in an automatic change of context. |
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| <p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.3.3.1 (Web) · 10.3.3.1 (Non-web document) · 11.3.3.1.1 (Open Functionality Software) · 11.3.3.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: When entering incomplete or incorrectly formatted email addresses users are presented with an error. However, a single, generic error message is used for any input error and this does not provide a full description of why the error is presented or what needs to be done to resolve the error.</p> |
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| <p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.3.3.2 (Web)· 10.3.3.2 (Non-web document)· 11.3.3.2 (Open Functionality Software)· 11.3.3.2 (Closed Software)· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | Web: Partially supports | Web: The language selector is currently unlabeled. A visual label will be added for this in Q3 2023. |
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| <p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.4.1.1 (Web) · 10.4.1.1 (Non-web document) · 11.4.1.1.1 (Open Functionality Software) · 11.4.1.1.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: Some HTML elements contain disallowed child elements. This includes an image contained within an H1 element.</p> |
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| <p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.4.1.2 (Web) · 10.4.1.2 (Non-web document) · 11.4.1.2.1 (Open Functionality Software) · 11.4.1.2.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Partially supports</p> | <p>Web: The name and role for most user interface components can be programmatically determined. However, the progress bar does not have an accessible name.</p> |
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Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
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| <p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.2.4 (Web) · 10.1.2.4 (Non-web document) · 11.1.2.4 (Open Functionality Software) · 11.1.2.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | Web: Not applicable | Web: The platform contains no live video content and does not require live captions. |

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| <p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | <p>Web: Not applicable</p> | <p>Web: The platform does not contain any content that requires audio description. However, organisations using Queue It can upload this content via the administration and should check their content when doing so.</p> |
| <p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> | <p>Web: The platform can be used in landscape and portrait orientations.</p> |

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| <p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.3.5 (Web) · 10.1.3.5 (Non-web document) · 11.1.3.5.1 (Open Functionality Software) · 11.1.3.5.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> | <p>Web: Purpose of input fields can be programmatically determined</p> |
| <p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.4.3 (Web) · 10.1.4.3 (Non-web document) · 11.1.4.3 (Open Functionality Software) · 11.1.4.3 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: The contrast used throughout the platform meets minimum contrast requirements.</p> |

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| <p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.4.4 (Web)• 10.1.4.4 (Non-web document)• 11.1.4.4.1 (Open Functionality Software)• 11.1.4.4.2 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: Users can resize text to a minimum of 200%. |
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| <p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Supports | Web: The platform does not use images of text. It is possible to upload images of text through the administration panel and business users of Queue-it should avoid doing this. |
| <p><u>1.4.10 Reflow</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | <p>Web: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for</p> <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. |

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| <p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.4.11 (Web) · 10.1.4.11 (Non-web document) · 11.1.4.11 (Open Functionality Software) · 11.1.4.11 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Partially supports</p> | <p>Web: Sufficient contrast is used for user interface components throughout the platform by default. However, the language selector has a contrast of 1.32:1</p> |
| <p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.1.4.12 (Web) · 10.1.4.12 (Non-web document) · 11.1.4.12 (Open Functionality Software) · 11.1.4.12 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | <p>Web: Supports</p> | <p>Web: No loss of content or functionality occurs when adjusting line height, paragraph spacing, letter spacing or word spacing to the required levels.</p> |

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| <p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.1.4.13 (Web)• 10.1.4.13 (Non-web document)• 11.1.4.13 (Open Functionality Software)• 11.1.4.13 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | Web: Content is not triggered on hover or focus |
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| <p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 | <p>Web: Not applicable</p> | <p>Web: The Queue It Queue Page is not a navigable website and as such users cannot choose to navigate through pages. Users are automatically progressed based on their position within the queue. Instructions are given to indicate where users are within this process.</p> |
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| <p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.2.4.6 (Web)• 10.2.4.6 (Non-web document)• 11.2.4.6 (Open Functionality Software)• 11.2.4.6 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | Web: Supports | Web: Headings and labels are used throughout the platform |
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| <p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.2.4.7 (Web)· 10.2.4.7 (Non-web document)· 11.2.4.7 (Open Functionality Software)· 11.2.4.7 (Closed Software)· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | <p>Web: Supports</p> | <p>Web: Links, input fields and buttons are given visible focus when given focus.</p> |
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| <p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">· 9.3.1.2 (Web)· 10.3.1.2 (Non-web document)· 11.3.1.2 (Open Functionality Software) – Does not apply· 11.3.1.2 (Closed Software) – Does not apply· 11.8.2 (Authoring Tool)· 12.1.2 (Product Docs)· 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">· 501 (Web)(Software)· 504.2 (Authoring Tool)· 602.3 (Support Docs) | <p>Web: Not applicable</p> | <p>Web: The Queue Page uses one language at a time throughout the content. This is set for the document as a whole.</p> |
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| <p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.3.2.3 (Web) · 10.3.2.3 (Non-web document) – Does not apply · 11.3.2.3 (Open Functionality Software) – Does not apply · 11.3.2.3 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 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 | <p>Web: Not applicable.</p> | <p>Web: There are not multiple pages to navigate, users are automatically progressed through the application from the before queue page through to the destination website.</p> |
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| <p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> · 9.3.2.4 (Web) · 10.3.2.4 (Non-web document) – Does not apply · 11.3.2.4 (Open Functionality Software) – Does not apply · 11.3.2.4 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> · 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 | Web: Supports | Web: Consistent identification is used throughout. |
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| <p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none">• 9.3.3.3 (Web)• 10.3.3.3 (Non-web document)• 11.3.3.3 (Open Functionality Software)• 11.3.3.3 (Closed Software)• 11.8.2 (Authoring Tool)• 12.1.2 (Product Docs)• 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs) | <p>Web: Does not support</p> | <p>Web: When users make errors inputting their email address, no suggestions are made for resolving these errors.</p> |
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| <p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Web: Not applicable | Web: No legal or financial transactions are made through the submission of user data. |
| <p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p> | Web: Supports | Web: Status messages are included in the platform. |

Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|---------------------|---|
| <u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Not Applicable | Web: No pre-recorded audio content is included in the platform. However, it is possible for business users of Queue-it to upload pre-recorded audio content. |
| <u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Not applicable | Web: No video content is included within the platform. However, it is possible for business users of Queue-it to upload video content and audio description should be added when doing so. |
| <u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Not applicable | Web: No pre recorded media is included within the platform. However, it is possible for business users of Queue-it to upload pre recorded media and media alternatives should be added when doing so. |
| <u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply | Web: Not applicable | Web: No live content is included within the platform. |

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| <u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: User interface components, icons and regions can be programmatically determined. |
| <u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Colour contrasts are sufficient for the font sizes used. |
| <u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: No low or background audio is used in the platform. |
| <u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: Users cannot adjust the background or foreground colours. |
| <u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Images of text are not used with the exception of the Queue-it logo which is considered essential. Business users of Queue-it can upload images through the administration and should ensure that images of text are not included unless purely decorative. |
| <u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. |

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| <u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: Users are given a time limit by which they must enter the website they have been queuing for. |
| <u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Interruptions can be postponed or suppressed by the user |
| <u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating. However, if a session position is lost, users must take a new position within the queue. |
| <u>2.2.6 Timeouts</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Users are notified of timeouts |
| <u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Platform does not contain flashing content, however, organisations can upload flashing content through the administration and need to test their content for this. |

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| <u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: The platform does not contain animations triggered by user interactions. |
| <u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Users do not have the option to navigate through multiple pages. Users are given an indication of where they are in the queueing process on the before queue page and queue page. |
| <u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: The link text 'What is this' could be improved to offer a better understanding as to what it relates to and what will happen when clicking the link. |
| <u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Headings are used to semantically group nested content. |
| <u>2.5.5 Target Size</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Partially supports | Web: The Queue ID button and close buttons do not meet minimum target size requirements |
| <u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Web content does not restrict use of input modalities. |

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| <u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: The platform allows organisations to include definitions of any unusual words used within the content. |
| <u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: The platform allows organisations to include definitions of any abbreviations used within the content. |
| <u>3.1.5 Reading Level</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Business users of the platform should review any content being input through the admin panel to ensure that it does not require a reading ability more advanced than the lower secondary education level. |
| <u>3.1.6 Pronunciation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Not applicable | Web: The platform does not contain words that would be ambiguous without knowing the pronunciation. |
| <u>3.2.5 Change on Request</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Content does not significantly change or redirect unexpectedly. |
| <u>3.3.5 Help</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Supports | Web: Context sensitive help is available. Additional instructional information can be added by business users through the administration. |

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| <u>3.3.6 Error Prevention (All)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply | Web: Does not support | Web: Email addresses can be submitted by users without the ability to check, confirm or reverse submissions. |
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