

# InfoSec Accessibility Conformance Report

(Based on VPAT® Version 2.4 International Edition)

**Name of Product/Version:** Infosec IQ

**Report Date:** March 29, 2021

**Product Description:** Security Awareness Training & Anti-Phishing Emails

**Contact Information:** Customer Support - 608.620.8838

**Notes:** The XML version of the PhishNotify tool was tested in the Outlook web application.

**Evaluation Methods Used:** Testing InfoSec IQ involved a combination of manual and automatic testing on desktop. Level Access (Level) tested a selection of screens and emails representative of InfoSec IQ using, among other methodologies, the screen reader JAWS 2021, exclusive use of the keyboard, and manual inspection of site code. Testing was performed on Windows 10 with Chrome and JAWS 2021. Use case testing was performed by users with low or no vision to attempt the use case flows of logging in and completing a course, and after finishing the course, conducting the course assessment & sending feedback.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can 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
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: InfoSec mostly provides textual equivalents for images on the site. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Content that is intended to be hidden is rendered to assistive technology.</li> <li>• Some custom controls lack textual role information.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Prerecorded video content occurs on the site with an equivalent audio track.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Where video content occurs, captions are provided.</p>

<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec provides audio description tracks for videos.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: InfoSec mostly provides appropriate info and relationship context. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• Heading markup is missing or heading levels are skipped.</li> <li>• Data tables in the Phishing Details are not marked up with table headers.</li> <li>• Placeholder values are also used to label inputs on the Data Entry site.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: The product provides a meaningful sequence.</p>

<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec components do not solely rely on a single sensory input.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: Color is not used as the sole indicator of information on InfoSec.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec provides accessible controls for audio interfaces.</p>
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: InfoSec mostly provides keyboard accessible components. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• The clear status flag in the Terms of Conditions, and the Forgot Password and Join Now elements on the Data Entry</li> </ul>

		site do not receive keyboard focus.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No Keyboard Traps are present on InfoSec.
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: InfoSec does not require any special shortcut keys.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No time-sensitive actions are required by InfoSec.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: InfoSec does not contain moving, blinking, auto-updating or scrolling content.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	Web: Supports	Web: No flashing occurs on the site.

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: No repeated content was present in the representative sample.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Each page has an appropriate title.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: The focus order of the page is logical.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Partially Supports	Web: InfoSec mostly provides links with clear purpose. However, a rating of Partially Supports has



<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>been given for the following reasons:</p> <ul style="list-style-type: none"> <li>• In the Learner Dashboard, some link text is repeated.</li> </ul>
<p><b><u>2.5.1 Pointer Gestures</u></b> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: InfoSec does not require pointer gestures.
<p><b><u>2.5.2 Pointer Cancellation</u></b> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: InfoSec does not require pointer cancellation.
<p><b><u>2.5.3 Label in Name</u></b> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: The visible and programmatic labels on InfoSec are consistent.
<p><b><u>2.5.4 Motion Actuation</u></b> (Level A 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Web: Supports	Web: InfoSec does not include functionality that requires device motion or user motion.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: InfoSec defines its page language as English.
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supports	Web: No change of context occurs on InfoSec without advance user notice.

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: No change of context occurs on InfoSec without advance user notice.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Errors are clearly identified to the user when they occur.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: InfoSec provides labels and instructions for forms and inputs.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	Web: InfoSec mostly provides well-formed pages and elements. However, a rating of Partially Supports has been given for the following reason:

		<ul style="list-style-type: none"> <li>On the Terms and Conditions component, several elements share the same ID.</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: InfoSec provides appropriate name, role, and values for most content on the site. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> <li>The clear status flag, Search toggle button, nested interactive elements within table of content on the Terms of Conditions lacks a programmatic role.</li> <li>Placeholder values are also used to label inputs on the Data Entry site.</li> </ul>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Not Applicable</p>	<p>Web: No live content appears on InfoSec.</p>

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: An audio description track is provided for content in the representative sample.
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: No specific orientation is required by InfoSec.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	Web: Supports	Web: Where common inputs are used, autocomplete values are provided.
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: All applicable text and images of text meet minimum color contrast ratio thresholds.
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: InfoSec text can be resized up to 200% without loss of content.

<p><b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p>	<p>Web: The product contains images of text for slides created by authors in the Publishing Assistant component course.</p> <p>Instructions are provided to content authors to ensure all text and image descriptions are included in the narration component of the course modules.</p>
<p><b><u>1.4.10 Reflow</u></b> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Content on InfoSec can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for content at a width equivalent to 320 pixels and height of 256 pixels.</p>
<p><b><u>1.4.11 Non-text Contrast</u></b> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Content on InfoSec provides appropriate contrast for active interface components.</p>
<p><b><u>1.4.12 Text Spacing</u></b> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: When text spacing styles are applied, content and functionality on all pages is available appropriately.</p>
<p><b><u>1.4.13 Content on Hover or Focus</u></b> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: InfoSec includes content that becomes available on hover and on focus, that can be dismissed by</p>

		users without losing their location as well as content that is hoverable, focusable, and remains persistent until the user dismisses it.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Supports	Web: InfoSec provides multiple ways for users to locate the required content.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports	Web: Headings and labels in InfoSec are provided and unique.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Partially Supports	Web: Focus is visible within InfoSec. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> <li>• The toggle search button on the Terms of Conditions is missing visual focus.</li> </ul>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p>	Web: Supports	Web: InfoSec does not include content in a secondary language.

<p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec provides consistent navigation mechanisms on all pages.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec identifies elements consistently on all the pages.</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: When errors occur, suggestions are provided on how to resolve them.</p>

<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p>	<p>Web: InfoSec does not require legal or financial data.</p>
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: Status messages are communicated to assistive technology.</p>

Table 3: Success Criteria, Level AAA

Notes: Not Applicable



## Revised Section 508 Report

Notes:

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

Notes: This product is supported without Claim of Equivalent Facilitation and other standards in this document cover the product.

### Chapter 4: [Hardware](#)

Notes: Not Applicable

### Chapter 5: [Software](#)

Notes: Not Applicable

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

Notes: Not Applicable

## Infosec Legal Disclaimer

Infosec is committed to making Infosec IQ accessible to all users, including those with disabilities. Our goal is to provide an accessible platform that conforms to World Wide Web Consortium's Accessibility Guidelines (WCAG) 2.1 Levels A and AA.

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