ClearEvent Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: ClearEvent / v2018-06

Product Description: ClearEvent provides event management and logistics software for event organizing teams. Our software allows team to work together, using an all-in-one event management platform to plan and deliver logistically challenging events to their event's participants. ClearEvent is a cross-platform, mobile-friendly mobile web app that can be used by event planners to communicate to their event participants (e.g. Delegates, Attendees, VIPs, Vendors/Exhibitors, Sponsors, Volunteers, and more…).

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Notes: This Voluntary Product Accessibility Template, or VPAT, is a tool that helps officials and decision-makers to evaluate ClearEvent's Event Management Platform design conformance with the accessibility standards under Act World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0) Level A and AA standards. The scope of this VPAT includes all features of the customer facing Event App, except for data import, data export and setup tools. Additional accessibility details can be found at https://clearevent.com/accessibility.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (**Yes** / No) Level AA (**Yes** / No) Level AAA (Yes / **No**)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / **No**)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	(Yes / **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.
- **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. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is timebased media, then text alternatives at least provide descriptive identification of the nontext content. (Refer to Guideline 1.2 for the additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the nontext content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	Supports	Most of the images in the ClearEvent user interface have meaningful alternative (alt) text descriptions. Non-relevant or decorative images may have null alt attributes or are inserted as a background image, with the following exceptions: • Some of the background and decorative images available on the "Login" page are missing with "alt" attribute reference or attribute. • Some of the informative images such as "Note, Tip and Important" available within "Help" panel are missing with "alt" attribute information or attribute. • The section heading icons displayed before each section title (e.g. "Event Schedules") are missing the "alt" attribute. ClearEvent optionally uses an image-based accessible ReCAPTCHA control.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A): • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audioonly content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Does Not Apply	ClearEvent has prerecorded "Help and Training" videos only media which does not contains closed captions, or separate audio track or other form of media alternative provided in form of text.
1.2.2 Captions (Prerecorded) (Level A) Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Does Not Apply	ClearEvent has prerecorded "Help and Training" media which does not contain closed caption to meet this criteria.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Does Not Apply	ClearEvent core features does not include any audio descriptions or time-based media alternative for the pre-recorded video content.
1.3.1 Info and Relationships (Level A) Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports	The ClearEvent user interface contains semantic markup (headings, lists, etc.) to designate headings and emphasized text. Headings and WAI-ARIA landmarks, identity, role, operation and state are used to help convey presentation and assistive technology. A descriptive text is used to indicate the various types of content and controls, and the relationships between them. The form label elements within the registration form pages are properly associated and placed in-line for the form fields.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	The ClearEvent user interface has been developed in a meaningful and correct reading sequence that can be programmatically determined. As an example, inputs and labels are contained within the same division element and are listed in sequence.
1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supports	All instructions for operating within the ClearEvent user interface content is provided in both textual and visual formats. Instructions and operating content do not rely on any single attribute (shape, size or visual location) and instructions do not rely solely upon sound.
1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	ClearEvent does not use color alone to distinguish the importance of a visual element. Color is combined with other visual or text-based indicators to indicate information. Menus and tabs use highlighting and focus outlines to indicate current location. This information is also communicated by WAI-ARIA role and selected state.
1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Does not apply	ClearEvent does not use any audio sounds, with the exception of a short chime to notifiy when a new chat message has been received through the chat feature of the application.
2.1.1 Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Supports with exceptions	Most of the core features and controls in the ClearEvent user interface are reachable using the keyboard alone. They may be executed using the Tab key and other keys, as required by the criteria. However, there are some exceptions to this, including: • Some HTML table navigations are not accessible via keyboard commands.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	ClearEvent controls and interactive elements that can be entered via the keyboard can also be escaped by pressing either the "Tab or Shift-Tab" keys or other standard exit methods supplied by the browser and/or assistive technology. Keyboard focus is not locked or trapped at any one particular page element.
2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: (Level A) • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours.	Supports	Users are alerted within ClearEvent with exception messages (toasts) may extend the exception viewing time by selecting, hovering over the error message. When purchasing tickets, a reservation time limit will be enforced. Event Administrators may adjust the reservation time limit as needed to allow buyers additional time to complete their checkout.
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other	Does not apply	The ClearEvent user interface does not include any moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.		
2.3.1 Three Flashes or Below Threshold (Level A) Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Does not apply	The ClearEvent user interface does not use flashes or flashing objects.
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Does not apply	The ClearEvent user interface does not show redundant blocks of content and thus requires no mechanism to skip them.
2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.	Supports	All the pages in ClearEvent are provided with meaningful and relevant page titles to a user's current location and page navigation within the application.
2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supports	The ClearEvent user interface and controls are navigated sequentially by tabbing through the various inputs & labels. The user controls receive keyboard focus in the same tab order in which they are presented visually.
2.4.4 Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	All link elements within ClearEvent provide a purpose both through the link text itself and the title attribute, even when read out of context.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined. (Level A)	Supports	The language of page is specified or set on the html tag for all core pages in ClearEvent.
3.2.1 On Focus (Level A) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	There is no context change within the ClearEvent user interface when a component receives focus.
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Supports	There is no context change upon changing any user interface component within the ClearEvent user interface.
3.3.1 Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	Users are visually notified whenever an input error is detected within ClearEvent data entry forms when a field that must be completed has not been completed. Proper information is provided in the form of text next to field level input elements to enable the users to identify which fields were omitted and needs to be completed.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Supports	Most of the form controls including input and buttons in the ClearEvent user interface can be operated and are accessible using assistive technology. The form label elements within the registration and ticket checkout pages are properly associated and placed in-line for the form fields. Event Administrators can customize the instructions that are provided next to the important input elements in the form of tooltips or instructions to assist keyboard users and assistive technology users.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Supports with exceptions	All pages in ClearEvent are written to HTML5 specifications. HTML elements used have complete start and end tags and are properly nested. ClearEvent makes best efforts to correct any mal-formed HTML elements as they are discovered. Most of the elements IDs are identified uniquely with an following exception: • Empty ARIA attribute values ariadescribedby="" and ariaactivedescendant="" are available on the some of the input text boxes dropdown menu elements across the platform.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Supports	The name, role and value of most of the user interface elements in ClearEvent are available to assistive technologies via HTML or WAI-ARIA. All buttons are standard HTML form inputs.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Does Not Apply	ClearEvent does not have live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Does Not Support	ClearEvent does not currently support audio description for video content.

1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Supports	The ClearEvent user interfaces allows Event Administrators to customize the branding of the event portal web app by offering tested high-contrast themes that ensure a 4.5:1 contrast ratio of text and images. Event Administrators choosing to deviate from the provided high-contrast themese are responsible for ensuring that accessibility guidelines continue to be met.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	The ClearEvent user interface allows browsers to resize the text using built-in browser zoom capabilities. All Cascading Style Sheets (CSS) use relative font sizes and are written to display pages correctly in most commonly used web browsers.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Supports with exceptions	The ClearEvent user interface does not use images to convey text, however the Event Administrator may upload the following types of images (which may contain text used to convey information): • The background image used when customizing the branding of the event portal web app. • Attachments in messages posted to the event portal web app.
2.4.5 Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	The ClearEvent user interface and interaction within the application is extremely simple. It contains a landing home page and contextual top navigation and in-page switchboards, from which the user can launch or locate to different section or pages they are seeking.

2.4.6 Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Supports	All headings and labels within ClearEvent are descriptive for where the user is and what they are doing.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports with exceptions	Focus indicator within the ClearEvent user interface and controls are always visible for navigation menus, input elements and interactive elements with the following exceptions: • Some tables do not show a focus indicators when a row is selected, but do show a highlight background color.
3.1.2 Language of Parts (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	The language of page is specified or set on the html tag for all core pages in ClearEvent.
3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	The ClearEvent user interface and interaction within the application is extremely simple. It contains a landing home page and contextual top navigation and in-page switchboards, from which the user can launch or locate to different section or pages they are seeking.
3.2.4 Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	Supports	Components and user interface controls are identified consistently for the same functionality across the platform.
3.3.3 Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	Whenever error is automatically detected within ClearEvent registration forms or ticket order forms, the error suggestions for corrections are identified and provided visually to the user in-line beside the input control. Additionally, an indicator that states errors exist and must be corrected is displayed besire the form submit button at the bottom of the form.

| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)
• Reversible: Submissions are reversible.
• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | Supports with exceptions | Any information collected in the ClearEvent user interface can be reviewed and checked prior to submitting the data and agreeing to any ClearEvent-secific terms of service. Exceptions:
• Event Administrators may choose to provide their own event-specific waivers / terms of service that may trigger additional legal commitments or refund terms over and above ClearEvent's standard Terms of Service.
• At their discression, Event Administrators may be required or may choose to impose non-reversible terms & conditions on a registration form or ticket order submission. This is beyond the control of ClearEvent. |

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