

Liaison – ResidencyCAS.com Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: ResidencyCAS.com

Product Description: ResidencyCAS.com provides comprehensive support and guidance for all users of the ResidencyCAS application system—including applicants, advisors, and programs. It features step-by-step guides, FAQs, and key information to help users understand the process, meet deadlines, and navigate the system effectively.

Report Date: 1st August 2025

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Evaluation Methods Used: A combination of automated and manual accessibility assessment techniques was used to evaluate the application. The technology platforms on which the testing was performed were Windows 10 OS, Firefox, and NVDA.

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 2.2 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (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 2.2 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | The Learn More video does not provide a link to the full transcript, but captions are provided throughout the video. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The Learn More video provides both pre-recorded audio and pre-recorded video |
| 1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The Learn More video provides captions |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The Learn More video provides audio description of the video content |
| 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Does Not Support | Missing - The instructions for completing the form indicate that "all required fields are displayed in red and marked with an asterisk *", followed by an example. (IN DEVELOPMENT) |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. |
| <u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |
| <u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| <u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | ResidencyCAS.com does not have audio on a Web page that plays automatically |
| <u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | In Navigation, drop down under User Resources is not accessible using arrows (causes page scroll). User can access options using tab – arrow functionality to be fixed User cannot access “Back to Top” using tab functionality (IN DEVELOPMENT) |
| <u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508 | Partially supports | In Navigation, drop down under User Resources is not accessible using arrows (causes page scroll). User can |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | <p>access options using tab – arrow functionality to be fixed</p> <p>User cannot access “Back to Top” using tab functionality</p> <p>(IN DEVELOPMENT)</p> |
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | ResidencyCAS.com does not have any time limits set by content |
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | ResidencyCAS.com does not have any moving, blinking, scrolling, or auto-updating information |
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | ResidencyCAS.com does not have any flashes/blinking elements |
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <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 | Not Applicable | Site does not require a mechanism to bypass blocks of content that are repeated on multiple web pages |
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> | Supports | Pages throughout the application have descriptive and informative titles. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <u>2.4.3 Focus Order (Level A)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Keyboard users navigate content in a correct order. |
| <u>2.4.4 Link Purpose (In Context) (Level A)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The purpose of links can be determined from the link text alone or from the link text and its programmatic context. |
| <u>2.4.11 Focus Not Obscured (Minimum)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| <u>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| <u>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| <u>2.5.3 Label in Name (Level A 2.1 and 2.2)</u> | TBD | Testing in Progress |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 2.5.7 Dragging Movements Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 2.5.8 Target Size (Minimum) (AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The language of each page is correct and can be determined programmatically. |
| 3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | language, and words or phrases that have become part of the vernacular of the immediately surrounding text. |
| 3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |
| 3.2.6 Consistent Help (A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Does Not Support | On Request Information Form, entry errors are not automatically detected until user clicks Submit (email, phone number, empty required fields) |
| 3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Instructions/labels that identify controls in Request Information form so that users know what input data is expected |
| 3.3.7 Redundant Entry (A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 3.3.8 Accessible Authentication (Minimum) (AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |
| 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| 1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 | Not Applicable | Live multimedia files with audio are not present, so synchronized captions are not required. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The Learn More video provides captions |
| <u>1.3.4 Orientation (Level AA 2.1 and 2.2)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| <u>1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| <u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | The visual presentation of text and images has minimum required contrast ratio color Contrast issues identified – Clerkships CTA (IN DEVELOPMENT) |
| <u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Does not support | Currently do not have charts/graphs but if added, alternative text would need to be added (product images not applicable as text is not required to understand image) (IN DEVELOPMENT) |
| 2.1.4 Character Key Shortcuts | TBD | Testing in Progress |
| 2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <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 | Supports | Users can get to content in multiple ways |
| 1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |
| 2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Headings and labels describe topic or purpose. |
| 1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: | TBC | Testing in Progress |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <u>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</u> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBC | Testing in Progress |
| <u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | Keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible except for Request Information button (to be addressed) |
| <u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |
| <u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 <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 | Supports | 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. |
| <u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 <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 | Supports | Components that have the same functionality within a set of Web pages are identified consistently. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| 3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | 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. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | No pages 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, |
| 4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | TBD | Testing in Progress |

* As a multitenant configurable product, each client has their own custom combination of layout, color selection, forms and questions that make up their gateway and may affect compliance.

Table 3: Success Criteria, Level AAA

Notes: Level AAA success criteria have not been evaluated and hence, the Success Criteria, Level AAA table has been removed.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------------|--------------------|---|
| 302.1 Without Vision | Partially Supports | ResidencyCAS.com is accessible via screen reader but not yet fully |
| 302.2 With Limited Vision | Supports | ResidencyCAS.com is fully accessible at 200% Zoom |
| 302.3 Without Perception of Color | Supports | ResidencyCAS.com does not use color to communicate (text options available) |
| 302.4 Without Hearing | Supports | ResidencyCAS.com provides captions for video |
| 302.5 With Limited Hearing | Supports | ResidencyCAS.com provides captions for video |
| 302.6 Without Speech | Not Applicable | No mode of operation is provided. ICT shall provide at least one mode of operation that does not require user speech on the Liaison product. |
| 302.7 With Limited Manipulation | Partially Supports | ResidencyCAS.com can be used by people who have limited fine motor control or dexterity. (some keyboard accessibility issues in development) |
| 302.8 With Limited Reach and Strength | Partially Supports | ResidencyCAS.com can be used by people who may not be able to reach or exert physical force effectively (some keyboard accessibility issues in development) |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | ResidencyCAS.com provides features which are simpler and easier to use by individuals with limited cognitive, language, and learning abilities. |

Chapter 4: Hardware

Notes: Hardware is not applicable for this product and hence, the hardware table has been removed.

Chapter 5: Software

Exception: Web applications that conform to all Level A, Level AA Success Criteria, and all Conformance Requirements in WCAG 2.2 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 501.1 Scope – Incorporation of WCAG 2.2 AA | See WCAG 2.2 section | See information in WCAG 2.2 section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | ResidencyCAS.com is a web only application |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.2 Modification of Object Information | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.3 Row, Column, and Headers | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.4 Values | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.5 Modification of Values | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.6 Label Relationships | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.7 Hierarchical Relationships | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.8 Text | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.9 Modification of Text | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.10 List of Actions | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.11 Actions on Objects | Not Applicable | ResidencyCAS.com is a web only application |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 502.3.12 Focus Cursor | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.13 Modification of Focus Cursor | Not Applicable | ResidencyCAS.com is a web only application |
| 502.3.14 Event Notification | Not Applicable | ResidencyCAS.com is a web only application |
| 502.4 Platform Accessibility Features | Not Applicable | ResidencyCAS.com is a web only application |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | ResidencyCAS.com is a web only application |
| 503.3 Alternative User Interfaces | Not Applicable | ResidencyCAS.com is a web only application |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | ResidencyCAS.com is a web only application |
| 503.4.2 Audio Description Controls | Not Applicable | ResidencyCAS.com is a web only application |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.2 section | See information in WCAG 2.2 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | ResidencyCAS.com is a web only application |
| 504.2.2 PDF Export | Not Applicable | ResidencyCAS.com is a web only application |
| 504.3 Prompts | Not Applicable | There are no prompts provided on ResidencyCAS.com |
| 504.4 Templates | Not Applicable | There are no templates provided on ResidencyCAS.com |

Chapter 6: Support Documentation and Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | ResidencyCAS.com currently has a support channel |
| 602.3 Electronic Support Documentation | See WCAG 2.2 section | See information in WCAG 2.2 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | ResidencyCAS.com currently has a support channel |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports | ResidencyCAS.com currently has a support channel |
| 603.3 Accommodation of Communication Needs | Supports | ResidencyCAS.com currently has a support channel |