Certinia Accessibility Conformance Report
International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Certinia PS Cloud / Spring 2025 (v 2025.2)

Report Date: July 2025

Product Description: Certinia Professional Services (PS) Cloud enables you to manage your people, customers, estimates, projects, and financials all in one powerful solution, on the Salesforce platform.

PS Cloud provides what's needed to manage a professional services organization or company. It replaces the need to store information across many systems and spreadsheets. It provides a solution that removes the concept of unshared knowledge, and instead provides a common interface, on a single platform.

Contact Information: accessibility@certinia.com

Website: Accessibility Policies

Evaluation Methods Used:
Certinia has adopted established industry standards, including the Web Content Accessibility Guidelines (WCAG), to guide product evaluation during development and throughout the product's lifecycle. Certinia's accessibility evaluation incorporates several methods, which include conducting automated testing using a variety of Internal and external tools as well as performing manual testing with keyboard and adaptive technologies, such as screen reader software (Voice Over, NVDA, and JAWS). Browser evaluation has been primarily on Google Chrome with limited evaluation on other supported Salesforce browsers. Evaluation platforms include primarily Apple's Desktop OS, with limited Microsoft Windows OS. Evaluation has not been performed on Mobile OSs such as Android, or iOS.

Tables for Each Standard or Guideline:
This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard / Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A: Yes Level AA: Yes Level AAA: No
Web Content Accessibility Guidelines 2.1	Level A: Yes Level AA: Yes Level AAA: No
Web Content Accessibility Guidelines 2.2	Level A: No Level AA: No

Standard / Guideline	Included in Report
	Level AAA: 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 only be used in WCAG 2.x Level AAA.

WCAG 2.x Report

Note: Certinia develops software upon the Salesforce Lightning platform. Evaluation of Certinia functionality extends to custom functionality that Certinia has created. Evaluation of core Lightning functionality and components can be found at Salesforce's [Product Accessibility Status](#).

Note: When evaluating Certinia's PS Cloud, which is a multi-application product, we evaluate all applications together against the WCAG 2.1 Level AA Principles and Success Criteria. It's important to clarify that if a particular criterion is marked as "**Partially Supports**," but the specific application you're interested in isn't explicitly listed in the "**Remarks and Explanation**" section for that criterion, then for your application, that criterion should be considered as "**Supports**."

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) 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 Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) **Time-Based Media**: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for 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 non-text 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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Issues indicate problems with missing or inappropriate alternative text for non-text content. This includes loading spinners lacking alt text, decorative icons being announced instead of ignored, action buttons needing more descriptive text, and illustrations not being announced by screen readers. The remaining work calendar legend is also unclear. Impacted application areas include the following: Multi-Revenue Billing, Expense Management, Project Management, Time Management

Criteria	Conformance Level	Remarks and Explanations
● **Decoration, 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.		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 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 ● **Prerecorded Audio-only**: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only 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.	Not Applicable ▾	
1.2.2 Captions (Prerecorded) (Level A) 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.	Not Applicable ▾	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 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.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Screen reader output for some UI elements isn't descriptive enough, potentially missing key visual or audio/video information. Impacted application areas include the following: Project Management

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: A significant number of issues point to incorrect semantic markup. This includes problems with table navigation and announcements (e.g., broken navigation, incorrect row numbers, missing relationships for screen readers), improper card semantics, focusable headings, list items not being announced as lists, and UI components lacking unique or clear accessible names and roles. Headings are often not used correctly or are missing, and tables may lack proper markup or captions, impacting how assistive technologies interpret and convey structure. Impacted application areas include the following: Multi-Revenue Billing, Project Management, Time Management, Expense Management, Skills Management, Estimation, Financials for Services, Organization Setup and Administration
1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: The reading or presentation sequence is not always logical for assistive technologies, leading to issues like misordered elements in the accessibility tree and skipped or misordered content by screen readers. Impacted application areas include the following: Time Management, Expense Management, Project Management, Multi-Revenue Billing, Resource Management

Criteria	Conformance Level	Remarks and Explanations
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, color, size, visual location, orientation, or sound.	Supports ▾	
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.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Color is used as the sole means of conveying information in some instances, like Gantt bars and input errors, lacking alternative indicators. Impacted application areas include the following: Project Management, Skills Management, Financials for Services
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.	Not Applicable ▾	
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Numerous components lack full keyboard operability, including focus issues in modals/panels, inoperable comboboxes, inaccessible tooltips, Shift+Tab looping, unreadable tab content, difficulties with tree items/date pickers, inconsistent arrow/space bar behavior, and inaccessible Gantt chart elements.

Criteria	Conformance Level	Remarks and Explanations
		Impacted application areas include the following: Resource Management, Multi-Revenue Billing, Project Management, Skills Management, Time Management, Organization Setup and Administration, Estimation, Financials for Services
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Keyboard focus frequently gets trapped in components or modals (e.g., between grid cells and comboboxes, on close icons, or within specific sections like availability calendars), preventing navigation, rendering some components unusable, and posing Shift+Tab issues. Impacted application areas include the following: Resource Management, Project Management, Expense Management, Multi-Revenue Billing

2.1.4 Character Key Shortcuts (Level A 2.1 only)
 	
If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:
  ● **Turn off**: A mechanism is available to turn the shortcut off;
  ● **Remap**: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);
  ● **Active only on focus**: The keyboard shortcut for a user interface component is only active when that component has focus.
	Supports ▾	

2.2.1 Timing Adjustable (Level A)	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Time-limited events like toasts disappear too quickly without options to

Criteria	Conformance Level	Remarks and Explanations
For each time limit that is set by the content, at least one of the following is true: ● **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.		extend duration, posing issues for users needing more time. Impacted application areas include the following: Financials for Services
2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: ● **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 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	Not Applicable ▾	

Criteria	Conformance Level	Remarks and Explanations
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) 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.	Not Applicable ▾	
2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Lack of structured semantic markup (e.g., missing header/main/footer sections in modals) hinders assistive technology users from efficiently bypassing content blocks. Impacted application areas include the following: Financials for Services
2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.	Supports ▾	
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Keyboard focus order is frequently illogical or does not preserve meaning. This includes focus not moving to expected elements (e.g., modal headers, first interactive elements), focus being lost after actions, jumping unpredictably, or buttons being selected prematurely, often without appropriate focus shifts for error messages.

Criteria	Conformance Level	Remarks and Explanations
		Impacted application areas include the following: Resource Management, Multi-Revenue Billing, Project Management, Time Management, Organization Setup and Administration, Estimation, Skills Management, Financials for Services, Planning and Analysis
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.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: The purpose of some links is not clear from the link text alone or its surrounding programmatically determined context. This includes generic link text or empty links, making it difficult for users to understand the link's destination. Impacted application areas include the following: Time Management, Skills Management, Project Management
2.5.1 Pointer Gestures (Level A 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Functionality requiring multipoint or path-based gestures may not be operable with a single pointer, impacting users with limited motor control. Impacted application areas include the following: Multi-Revenue Billing
2.5.2 Pointer Cancellation (Level A 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true:	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
No Down-Event: The down-event of the pointer is not used to execute any part of the function; **Abort or Undo**: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; **Up Reversal**: The up-event reverses any outcome of the preceding down-event; **Essential**: Completing the function on the down-event is essential.		
2.5.3 Label in Name (Level A 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Partially Supports ⌄	Most functionality is implemented properly with the following exceptions: For some user interface components with labels that include text or images of text, the accessible name does not contain the text that is presented visually. Impacted application areas include the following: Project Management
2.5.4 Motion Actuation (Level A 2.1 only) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: - Supported Interface: The motion is used to operate functionality through an accessibility supported interface; - Essential: The motion is essential for the function and doing so would invalidate the activity.	Partially Supports ⌄	Most functionality is implemented properly with the following exceptions: Some functionality can be motion-activated without a clear UI alternative or a way to disable accidental triggers. Impacted application areas include the following: Financials for Services
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Supports ⌄	

Criteria	Conformance Level	Remarks and Explanations
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Unexpected context changes occur on focus, such as comboboxes automatically opening options lists, focus shifting out of modals, or fields being focusable during loading states, which can disorient users. Impacted application areas include the following: Financials for Services, Organization Setup and Administration, Resource Management
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.	Partially Supports ▾	
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Errors are not consistently identified accessibly; screen readers may not announce messages, indicators may lack programmatic association, or focus may not shift to errors, hindering user understanding and correction. Impacted application areas include the following: Multi-Revenue Billing, Resource Management, Organization Setup and Administration, Project Management, Estimation, Expense Management
3.3.2 Labels or Instructions (Level A)	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Labels and instructions are

Criteria	Conformance Level	Remarks and Explanations
Labels or instructions are provided when content requires user input.		often insufficient or unclear for user input, including missing date format placeholders, vague button labels, placeholder-only search inputs, and misannounced required field indicators; some input fields also skip letters when read. Impacted application areas include the following: Multi-Revenue Billing, Project Management, Resource Management, Organization Setup and Administration, Skills Management, Estimation, Time Management
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 ˅	
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.	Partially Supports ˅	This criteria is generally satisfied; however, there are several exceptions: A significant number of issues indicate that the name, role, state, and value of UI components are not programmatically available or are incorrect. This includes screen readers not announcing selection status, incorrect button labels, tooltips announced as buttons or not conveying state, pre-selected values not announced, empty banners not read, menu states not echoed, and various missing or incorrect ARIA attributes (e.g., aria-haspopup, aria-invalid, aria-labelledby). This severely hinders assistive technologies from conveying accurate information.

Criteria	Conformance Level	Remarks and Explanations
		Impacted application areas include the following: Resource Management, Multi-Revenue Billing, Project Management, Estimation, Skills Management, Time Management, Organization Setup and Administration, Financials for Services

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Headers in PSA Foundations Administration Actions aren't readable by screen readers and lack keyboard navigation, impacting access to live or equivalent textual information. Impacted application areas include the following: Organization Setup and Administration
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Supports ▾	

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: The screen reader skips the top summary bar, indicating content may not adapt to different orientations or presentation modes effectively. Impacted application areas include the following: Time Management
1.3.5 Identify Input Purpose (Level AA 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for user interface components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Input fields sometimes lack clear programmatic purpose, such as unclear date formats, and specific labels ("AND") in modals are not read, obscuring input relationships. Impacted application areas include the following: Project Management, Multi-Revenue Billing
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: • **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 contrast requirement.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Numerous UI elements, including text, links, graphical elements, and error messages, don't meet minimum contrast ratios, hindering readability and perception. Impacted application areas include the following: Multi-Revenue Billing, Project Management, Financials for Services, Resource Management
1.4.4 Resize text (Level AA)	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Content doesn't reflow

Criteria	Conformance Level	Remarks and Explanations
Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.		correctly at 200% text resize, causing information loss, functionality issues, or requiring two-dimensional scrolling, especially in modals and complex UI components; chart text also fails to scale. Impacted application areas include the following: Organization Setup and Administration, Financials for Services, Time Management
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.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Text within charts doesn't consistently zoom, suggesting it may be images of text, problematic for readability resizing. Impacted application areas include the following: Financials for Services
1.4.10 Reflow (Level AA 2.1 only) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: ● Vertical scrolling content at a width equivalent to 320 CSS pixels; ● Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Content frequently requires two-dimensional scrolling at 320 CSS pixels or is lost/obscured at 400% zoom, making modals, administration pages, and complex UI components unusable. Impacted application areas include the following: Resource Management, Organization Setup and Administration, Multi-Revenue Billing, Financials for Services, Expense Management, Project Management, Estimation, Skills Management

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): ● **User Interface Components**: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; ● **Graphical Objects**: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: UI components and graphical objects lack sufficient contrast against adjacent colors, making them hard to distinguish. Impacted application areas include the following: Project Management, Skills Management
1.4.12 Text Spacing (Level AA 2.1 only) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: ● Line height (line spacing) to at least 1.5 times the font size; ● Spacing following paragraphs to at least 2 times the font size; ● Letter spacing (tracking) to at least 0.12 times the font size; ● Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Field-level error messages may be cropped or overlapped with user-defined text spacing adjustments. Impacted application areas include the following: Resource Management
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: ● **Dismissible**: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Content appearing on hover/focus (e.g., tooltips, popovers) is often not dismissible, hoverable, or announced by assistive technologies, and may obscure content or steal focus.

Criteria	Conformance Level	Remarks and Explanations
• **Hoverable**: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • **Persistent**: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.		Impacted application areas include the following: Project Management, Resource Management, Estimation
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 ▾	
2.4.6 Headings and Labels (level AA) Headings and labels describe topic or purpose.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Headings and labels often lack accurate descriptions, including issues with lightning card titles, unclear modal titles, unread toolbar/section headers, and insufficient descriptive labels for search inputs, buttons, and icons. Impacted application areas include the following: Project Management, Estimation, Multi-Revenue Billing, Resource Management, Planning and Analysis, Financials for Services, Time Management, Skills Management
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: The keyboard focus indicator isn't consistently visible or prominent across all interactive elements, especially after modal operations, within date pickers, or on custom

Criteria	Conformance Level	Remarks and Explanations
		components, making it difficult for keyboard users to determine current focus. Impacted application areas include the following: Multi-Revenue Billing, Resource Management, Project Management, Time Management, Estimation
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.	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: The language of content parts (e.g., different languages, specific formats) isn't consistently programmatically identified or announced by screen readers, leading to mispronunciation or confusion. Impacted application areas include the following: Multi-Revenue Billing, Time Management, Expense Management
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.	Partially Supports ▾	This criteria is generally satisfied; however, there are several exceptions: Navigational mechanisms lack consistency in location and behavior across the application, including inconsistent button actions, accordion/task card interactions, and varied screen reader focus after heading selection. Impacted application areas include the following: Resource Management, Multi-Revenue Billing, Project Management
3.2.4 Consistent Identification (Level AA)	Partially Supports ▾	Most functionality is implemented properly with the following exceptions: Components with the

Criteria	Conformance Level	Remarks and Explanations
Components that have the same functionality within a set of Web pages are identified consistently.		same functionality aren't consistently identified, impacting consistent screen reader context for grids or clear announcements of UI element states. Impacted application areas include the following: Resource Management, Project Management
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.	Partially Supports ⏷	Most functionality is implemented properly with the following exceptions: Error suggestions aren't always provided for detected input errors, and multiple toasts can obscure clear suggestions. Impacted application areas include the following: Expense Management
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: ● 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 ⏷	Most functionality is implemented properly with the following exceptions: Mechanisms for reviewing, confirming, and correcting information aren't always available for critical web pages, leading to incorrect error handling or lack of confirmation before data modification. Impacted application areas include the following: Expense Management, Multi-Revenue Billing
4.1.3 Status Messages (Level AA 2.1 only) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Partially Supports ⏷	This criteria is generally satisfied; however, there are several exceptions: Status messages (e.g., toasts, errors, loading, content changes) are often not programmatically determined or announced to assistive technology users without focus, preventing awareness of critical system feedback, actions, or

Criteria	Conformance Level	Remarks and Explanations
		errors. Specific issues include lack of announcements for date selections, button clicks, dialog changes, error toasts, loading spinners, and content updates after filtering or searching. Impacted application areas include the following: Resource Management, Multi-Revenue Billing, Project Management, Time Management, Organization Setup and Administration, Estimation, Skills Management, Financials for Services

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Sign language interpretation is provided for all prerecorded audio content in synchronized media.	Not Evaluated ▾	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media.		
1.2.8 Media Alternative (Prerecorded) (Level AAA) An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.	Not Evaluated ▾	
1.2.9 Audio-only (Live) (Level AAA) An alternative for time-based media that presents equivalent information for live audio-only content is provided.	Not Evaluated ▾	
1.3.6 Identify Purpose (Level AAA) In content implemented using markup languages, the purpose of user interface components, icons, and regions can be programmatically determined.	Not Evaluated ▾	
1.4.6 Contrast (Enhanced) (Level AAA) The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: ● **Large Text**: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; ● **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 contrast requirement.	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
1.4.7 Low or No Background Audio (Level AAA) For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: ● **No Background**: The audio does not contain background sounds. ● **Turn Off**: The background sounds can be turned off. ● **20 dB:** The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.	Not Evaluated ▾	
1.4.8 Visual Presentation (Level AAA) For the visual presentation of blocks of text, a mechanism is available to achieve the following: ● Foreground and background colors can be selected by the user. ● Width is no more than 80 characters or glyphs (40 if CJK). ● Text is not justified (aligned to both the left and the right margins). ● Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. ● Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.	Not Evaluated ▾	
1.4.9 Images of Text (No Exception) (Level AAA) Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
2.1.3 Keyboard (No Exception) (Level AAA) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.	Not Evaluated ▾	
2.2.3 No Timing (Level AAA) Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events.	Not Evaluated ▾	
2.2.4 Interruptions (Level AAA) Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency.	Not Evaluated ▾	
2.2.5 Re-authenticating (Level AAA) When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Not Evaluated ▾	
2.2.6 Timeouts (Level AAA) Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.	Not Evaluated ▾	
2.3.2 Three Flashes (Level AAA) Web pages do not contain anything that flashes more than three times in any one second period.	Not Evaluated ▾	
2.3.3 Animation from Interactions (Level AAA)	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
Motion animation triggered by interaction can be disabled, unless the animation is essential to the functionality or the information being conveyed.		
2.4.8 Location (Level AAA) Information about the user's location within a set of Web pages is available.	Not Evaluated ▾	
2.4.9 Link Purpose (Link Only) (Level AAA) A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.	Not Evaluated ▾	
2.4.10 Section Headings (Level AAA) Section headings are used to organize the content.	Not Evaluated ▾	
2.5.5 Target Size (Level AAA) The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: ● **Equivalent**: The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; ● **Inline**: The target is in a sentence or block of text; ● **User Agent Control**: The size of the target is determined by the user agent and is not modified by the author; ● **Essential**: A particular presentation of the target is essential to the information being conveyed.	Not Evaluated ▾	
2.5.6 Concurrent Input Mechanisms (Level AAA)	Not Evaluated ▾	

Criteria	Conformance Level	Remarks and Explanations
Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.		
3.1.3 Unusual Words (Level AAA) A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.	Not Evaluated ⌄	
3.1.4 Abbreviations (Level AAA) A mechanism for identifying the expanded form or meaning of abbreviations is available.	Not Evaluated ⌄	
3.1.5 Reading Level (Level AAA) When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Not Evaluated ⌄	
3.1.6 Pronunciation (Level AAA) A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Not Evaluated ⌄	
3.2.5 Change on Request (Level AAA) Changes of context are initiated only by user request or a mechanism is available to turn off such changes.	Not Evaluated ⌄	

Criteria	Conformance Level	Remarks and Explanations
3.3.5 Help (Level AAA) Context-sensitive help is available.	Not Evaluated ▾	
3.3.6 Error Prevention (All) (Level AAA) For Web pages that require the user to submit information, at least one of the following is true: ● **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.	Not Evaluated ▾	