



UKG Accessibility Conformance Report

Workforce TeleStaff

Release: 7.5.7/15 August 2023



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The source code for Equinox is available for free download at www.eclipse.org.

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UKG Accessibility Conformance Report

Based on VPAT Version 2.4 International Edition

Name of Product/Version: Workforce TeleStaff 7.5.3

Report Date: August 2023

Product Description: Web application

Contact Information: accessibility@ukg.com

Notes: Evaluation Methods Used: This conformance report is based on the results of an accessibility audit conducted by TetraLogical on a representative sample of pages across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1. The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following tools were used as part of the audit to identify potential accessibility issues:

Desktop browsers: Chrome, Firefox, Safari

- Assistive technologies: JAWS 2022, NVDA 2021
- Accessibility testing tools: Colour Contrast Analyser, Microsoft Accessibility Insights for Web

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 (WCAG) 2.1	Level A Level AA
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	No

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include prerecorded audio-only or prerecorded video-only content.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include any prerecorded audio content within synchronized media.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include any synchronized media that requires an accessible alternative.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	All information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some exceptions. These include:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • There are instances of text acting as headings that are not explicitly marked up as headings • Some of the data tables lack an appropriate structure that correctly associates row / column headers with their data cells • Some of the data visually presented as a table lacks any underlying table markup • There are instances of groups of form controls that lack an explicitly marked up legend /overarching label
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	A correct reading sequence can be programmatically determined for all content, with some exceptions. These include: <ul style="list-style-type: none"> • In some instances (such as the main site “hamburger” navigation in small-screen/mobile view, and slide-in side panels) content underneath modal dialogs is still exposed to, and can be reached by, people browsing with assistive technologies • A few isolated instances (in “Issues” listings) of visible text content not being exposed correctly to assistive technologies
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <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 within UKG GOVTA do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Using the search functionality on the main Setup page visually highlights matching links on the page. This highlighting relies on color alone
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The web application does not include audio that plays automatically for more than 3 seconds.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does not support	<p>Functionality of the content is not operable through a keyboard interface. Examples include:</p> <ul style="list-style-type: none"> • In calendar / grid views, context menus for a particular cell can only be opened using the mouse • Some of the dropdown menus throughout the application can be opened with the keyboard, but individual options inside the menus can't be activated using the keyboard • Most of the screens use custom checkboxes that can't be operated using the keyboard • Many of the listing components allow for reordering using drag-anddrop functionality. This functionality is not available to keyboard users • Some of the "+" / "-" expand / collapse controls can't be focused or activated using the

Criteria	Conformance Level	Remarks and Explanations
		keyboard • Various controls can be focused, but can't be activated, using the keyboard
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially supports	<p>For all components that receive keyboard focus, focus can be moved away from that component using the keyboard, with some exceptions. These include:</p> <ul style="list-style-type: none"> • In one instance (in "People > Assignments"), closing a popup/modal dialog results in keyboard focus being completely removed from the page • In one instance (in the "People" view), opening a popup dialog results in focus remaining trapped inside the dialog, with no option for a keyboard user to close the dialog again
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Supports	The web application does not use single character key keyboard shortcuts.
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include any moving, blinking, scrolling or auto-updating information (that starts automatically and is presented in parallel with other content).
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 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 	Supports	
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>All focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include:</p> <ul style="list-style-type: none"> In some instances (particularly in small screen / mobile views, where certain page elements such as the main navigation and certain side panels are changed into slide-in panels and “hamburger” menus), focus is not maintained inside modal dialogs In some of the table / grid components, there are unnecessary and redundant focus stops In some instances, activating a control (such as a “Remove” button for a table row) results in focus being lost and reset to the start of the page

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In some instances (such as in the “Skills & Certifications” view for a personnel record), disabled controls still receive keyboard focus
2.4.4 Link Purpose (In Context) (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	
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The web application does not require multipoint /path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The web application does not include functionality that can be operated by device motion or user motion.
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	
3.2.1 On Focus (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	
3.2.2 On Input (Level A) Also applies to: Revised Section 508	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>In all 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, with some exceptions. These include:</p> <ul style="list-style-type: none"> • Pages with duplicate ID attributes • Pages with incorrectly nested elements (such as elements inside headings, and elements inside link elements)
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Partially Supports	<p>Some of the fundamental user interface components of the web application, the name, role, and value/state cannot be</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		<p>programmatically determined. Examples include:</p> <ul style="list-style-type: none"> In small screen /tablet view, the main navigation controls lack an accessible name (see also 1.1.1 Non-text Content and 2.4.4 Link Text (in Context)) Many of the pages include custom checkboxes that currently don't convey their name, role, or state Many of the required form fields don't programmatically convey that they are required For forms inside tables / grids, in many cases the form controls lack an accessible name (only visually provided by their column headers) In some dropdown controls, the currently selected option is not programmatically denoted The graphical "+" / "-" expand/collapse controls don't programmatically expose their state (expanded or collapsed) In some of the navigation mechanisms, the control re

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include live audio content within synchronized media.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The web application does not include live audio content within synchronized media.
<p>1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Supports	
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Does not support	The purpose of input fields that collect information about the user cannot be programmatically determined. Examples include: <ul style="list-style-type: none"> • On the login screen, the username /password fields lack an appropriate autocomplete attribute
<p>1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.4 Resize text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	All text can be resized without assistive technology by zooming up to 200% with no loss of content or functionality, with some exceptions. These include: <ul style="list-style-type: none"> • Most pages include viewport directives that attempt to limit the ability of people on mobile /tablet devices to zoom the page content. While

Criteria	Conformance Level	Remarks and Explanations
		modern mobile /tablet browsers either ignore these settings, or offer users a way to override them, this may still prevent some people from being able to resize the text / content of the web application
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Does not Support	Content cannot be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions. Examples include: <ul style="list-style-type: none"> • In most pages, the fixed header takes up most of the viewport. Content requires extensive use of scrollbars, and in some screens is cut off and unreachable
<p>1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	Some visual presentations of user interface components and other graphical objects has a contrast ratio of less than 3:1. This may include the focus indicator in some areas within the application.
<p>1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	The web application allows for the changing of all relevant text style properties without loss of content or functionality, with some exceptions. These include: <ul style="list-style-type: none"> • In some of the table / grid view pages, content in the column headers and in some of the controls above the table / grid is unnecessarily elided when text spacing metrics are increased

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The web application does not include additional content that is displayed on hover or focus.
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	
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	
2.4.7 Focus Visible (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	All keyboard operable user interface components include an indication of keyboard focus, with some exceptions. These include: <ul style="list-style-type: none"> • Some of the pages include invisible focus stops which lack a visible focus indication • In some instances, modal dialogs do not constrain focus. As a result, focus can land behind the modal dialog, with the focus indicator becoming obscured /invisible • A few isolated instances (such as the graphical controls in “Setup> System > Authority”) where interactive controls lack a visible focus indication
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 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 	Supports	
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 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 	Supports	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The web application does not include any components requiring user input that have known suggestions for correction
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	Partially Supports	In all 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, with some exceptions. These include:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The timeout notification bar (which informs users that their session is about to end) is not currently announced by assistive technologies • Some of the table / grid views include filter options that dynamically change the number of displayed results. Of these, some include explicit “Showing X of Y total records” status text. This text is not announced by assistive technologies when it dynamically updates

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

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

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Included in table above.

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

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – not tested	
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	
603.3 Accommodation of Communication Needs	Applicable – not tested	

About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's 100 Best Companies to Work For list. To learn more, visit [ukg.com](https://www.ukg.com).