

Voluntary Product Accessibility Template (VPAT)

WCAG Edition

Version: 2.5

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
2.5	Mark McNasby	02/01/2024	Update to 2.5 VPAT version	Michal Oglodek

PREPARED BY	Michal Oglodek	TITLE	CTO	DATE	02/01/2024
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About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the WCAG edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Web Content Accessibility Guidelines 2.2](#)

If you need to report on a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain the following content at a minimum:
 - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
 - **VPAT Heading Information** – Template version
 - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included, ensure it is clear “4 May 2016” or “May 4, 2016”.
- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
 - The list must include only the Standards/Guidelines used to evaluate the product.
 - The applicable Standards/Guidelines that are included in this edition of the VPAT template are:
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
 - [Web Content Accessibility Guidelines 2.2](#) or WCAG 2.2
 - If other Standards/Guidelines are reported then use the appropriate VPAT edition.
 - This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each guideline. To indicate what the report covers leave the appropriate yes or no on each guideline.
 - If multiple Guideline tables are included, each table must identify the Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the

heading Notes section. If a term is not used it can be removed from the list.
The ITI definitions are:

- **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.
 - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
 - The selected levels of WCAG 2.x Guidelines.
 - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
 1. The functions or features with issues
 2. How they do not fully support

- If the criterion does not apply, explain why.
- If an accessible alternative is used, describe it.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
 - Additional information about the product version that the document references
 - Any revisions to the document
 - Links to any related documents
 - Additional information describing the product
 - Additional information about what the document does or does not cover
 - Information suggested by the [WCAG 2.0 Conformance Claim](#)
 - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
 - Testing is based on knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)
 - Similar to another evaluated product
 - Testing with assistive technologies
 - Published test method (provide name, publisher, URL link)
 - Vendor proprietary test method
 - Other test method
- **Remarks and Explanations:** This section may include:

- Information regarding the testing of a given criteria.
- Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
- How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
- Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
 - When an entire section is not being reported on because it does not apply to the product, for example:
 - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
 - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.
 - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and WCAG 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
 - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
 - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.
 - If desired, these tables can be combined into one table.
 - When reporting on a level (A, AA or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
 - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
 - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the guideline tables appear may be changed to facilitate reading. For example, instead of separating the Level A, Level AA and Level AAA criteria, they may be put in one table in numerical order.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
 - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
 - It is optional to add a response if desired.
 - The shading of the row is also optional.
 - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.
- Check for each required item in the VPAT® document:
 - **[Company Name] Accessibility Conformance Report** (report title)
 - **(Based on VPAT® Version 2.5)**
 - **Name of Product/Version**

- **Report Date**
- **Product Description**
- **Contact Information**
- **Notes**
- **Evaluation Methods Used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Tables for Each Standard or Guideline**
 - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Verify that the final document is accessible.
- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT[®] Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Ivy.ai Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: IvyQuantum

Report Date: Feb, 1 2024

Product Description: Chatbot and Administrative Portal

Contact Information: Michal Oglodek (michal@ivy.ai)

Notes:

Evaluation Methods Used: **Manual and automatic evaluation**

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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 Level AAA criteria.

WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All the images are having appropriate alt text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supports	Content of Ivy is organized with appropriate HTML elements (e.g. Headings). For forms, the label element is used, otherwise the aria-label tag is. Ivy does not rely upon color as the sole way to convey information. Non-text elements use alt text. Focus order is supported.
1.3.2 Meaningful Sequence (Level A)	Supports	Ivy supports logical reading order,. Data tables are structured to have logical row & column headers. Aria landmarks are used to identify different sections of the page.
1.3.3 Sensory Characteristics (Level A)	Supports	The Ivy web app uses alt text for non text element and high contrast colors are used for both light and dark modes.
1.4.1 Use of Color (Level A)	Supports	We adhere to the WCAG contrast guidelines.
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	App is navigable with the keyboard alone. Forms are navigable by the keyboard. Advanced Conditional Logic configurator in flow editor only has a partial support for the keyboard while we are actively working on the full support.
2.1.2 No Keyboard Trap (Level A)	Supports	Nav is consistent from one section to the next. Focus is managed with key strokes. We support the Esc key.

Criteria	Conformance Level	Remarks and Explanations
		Aria attributes are used to manage focus.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	Ivy's web application minimizes the use of single character key shortcuts to avoid conflicts with assistive technologies. We use modifier key combination. We perform user testing using assistive technologies and test navigation with the keyboard.
2.2.1 Timing Adjustable (Level A)	Not Applicable	
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Supports	Every webpage is assigned a descriptive title. Titles are chosen to provide contextual cues for users. We audit titles as part of our testing procedures.
2.4.3 Focus Order (Level A)	Supports	Focus can be controlled by keyboard . Focus navigation is logical. Modals receive focus automatically. We test with multiple assistive technologies.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Embedded links have good descriptive text. We do not use generic labels such as "Read more". We use consistent language. We periodically review new additions for compliance.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	Ivy supports a variety of pointer devices (both mouse and touch compatibility). Interactive elements on touch screens respond accurately. Touch target size is appropriate.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Interactions are cancellable. Visual feedback is given when an action is cancelled or undone.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	Interactive elements in Ivy have clear descriptive labels. Labels are contextual, visible and consistent.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	Each web page uses the LANG attribute, which is compatible with screen readers.
3.2.1 On Focus (Level A)	Supports	All interactive elements provide clear visual indicators and maintain keyboard operability, ensuring that users can navigate and interact with the content without hindrance.
3.2.2 On Input (Level A)	Supports	Interactive elements respond appropriately to user input, offering clear feedback and maintaining consistent behavior across keyboard and alternative input methods.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	Visual position is consistent across pages
3.3.1 Error Identification (Level A)	Supports	Ivy employs clear and descriptive error messages, alerts, or notifications to promptly identify and communicate any errors or issues to users.
3.3.2 Labels or Instructions (Level A)	Supports	All user interface elements in Ivy, including form fields, buttons, and controls, are appropriately labeled and accompanied by clear instructions.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	Previous values are auto populated or selectable
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	Our content is structured and coded in a way that supports assistive technologies in accurately interpreting and presenting information.
4.1.2 Name, Role, Value (Level A)	Supports	All user interface elements have appropriate names and

Criteria	Conformance Level	Remarks and Explanations
		roles, ensuring that they are programmatically determinable.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	Ivy is responsive and supports both portrait and landscape modalities.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	All form fields and input elements in Ivy are accompanied by clear and concise labels or instructions, enabling users to understand the intended purpose of each input and provide accurate information.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Ivy is compliant with minimum contrast ratios in both light and dark modes.
1.4.4 Resize text (Level AA)	Supports	The product supports the ability to resize text content without loss of content or functionality up to 400%. Users can adjust the text size to their preference, ensuring readability and usability.
1.4.5 Images of Text (Level AA)	Not Applicable	We do not use images that include text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	Our content and layout are designed to reflow or adapt to different screen sizes and orientations. This responsive design ensures that users can access and navigate content seamlessly on various devices without horizontal scrolling or loss of information."

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	Visual elements, such as icons, graphics, and user interface components, have sufficient contrast with their background, making them distinguishable for users with low vision or color vision impairments.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	Text is appropriately spaced to enhance readability.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	App Content that appears on hover or receives focus is designed to be accessible for keyboard and touch interactions. Users can activate or dismiss the content without unintended changes, ensuring a consistent and usable experience.
2.4.5 Multiple Ways (Level AA)	Supports	The product provides multiple ways to access and interact with content, features, and functionality. Users can choose between various navigation paths and input methods, accommodating different abilities and preferences.
2.4.6 Headings and Labels (Level AA)	Supports	Headings are used to structure content hierarchically, providing clear organization and navigation cues. Labels are associated with form fields and interactive elements, enabling users to understand their purpose and provide input accurately.
2.4.7 Focus Visible (Level AA)	Supports	Interactive elements maintain a visible and clear focus indicator when they receive keyboard focus.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The product's content is appropriately marked with the correct language to assist

Criteria	Conformance Level	Remarks and Explanations
		assistive technologies in providing accurate pronunciation and language support. This ensures a consistent and understandable experience for users.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	Our content and layout are designed to reflow or adapt to different screen sizes and orientations. This responsive design ensures that users can access and navigate content seamlessly on various devices without horizontal scrolling or loss of information."
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	Visual elements, such as icons, graphics, and user interface components, have sufficient contrast with their background, making them distinguishable for users with low vision or color vision impairments.
3.1.2 Language of Parts (Level AA)	Supports	Text is appropriately spaced to enhance readability.
3.2.3 Consistent Navigation (Level AA)	Supports	product maintains consistent navigation and layout throughout, allowing users to easily predict and understand the location of content and controls.
3.2.4 Consistent Identification (Level AA)	Supports	Ivy's interactive elements, such as buttons, links, and controls, are consistently identified and labeled across the product.
3.3.3 Error Suggestion (Level AA)	Supports	When users encounter errors, the product provides helpful suggestions and guidance to resolve the issues.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	We convey relevant status messages to users in a clear and understandable manner. Users are informed about changes in content, functionality, or state, ensuring they have updated and accurate information.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	product maintains consistent navigation and layout throughout, allowing users to easily predict and understand the location of content and controls.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Supports	Elements in both the admin and chat, including form fields, buttons, and links, are clearly labeled with descriptive text that accurately conveys their intended purpose.
1.4.6 Contrast (Enhanced) (Level AAA)	Supports	
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	
1.4.8 Visual Presentation (Level AAA)	Not Supported yet	Users cannot adjust individual elements such as spacing or line height.
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	Except for images uploaded by administrators

Criteria	Conformance Level	Remarks and Explanations
2.1.3 Keyboard (No Exception) (Level AAA)	Does Not Support	There are a few instances where keyboard navigation is not supported
2.2.3 No Timing (Level AAA)	Not Applicable	
2.2.4 Interruptions (Level AAA)	Does Not Support	We release software rather frequently and at this point do not support a graceful way of managing such interruptions.
2.2.5 Re-authenticating (Level AAA)	Supports	When users need to reauthenticate during a session, the product provides clear and accessible instructions.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Supports	Timeouts, particularly in. Live chat are communicated with clear messages and alerts.
2.3.2 Three Flashes (Level AAA)	Not Applicable	
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Does Not Support	At this point, users can not stop or adjust the speed of animations.
2.4.8 Location (Level AAA)	Not Applicable	
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	All link text is meaningful and accurately describes the purpose or destination of the link.
2.4.10 Section Headings (Level AAA)	Supports	Section headings are used to structure content hierarchically and are descriptive of the content they refer to
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Supports	We believe our target size is adequate for various input methods.
2.4.13 Focus Appearance (Level AAA 2.2 only)	Supports	Ivy supports concurrent input mechanisms, allowing users to interact using different methods simultaneously. This enables users to employ a combination of keyboard, mouse, touch, and other input methods, enhancing accessibility and usability.”

Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Supports	Unusual words are used sparingly.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Supports	Abbreviations are not used.
3.1.3 Unusual Words (Level AAA)	Supports	Clients can customize the reading level of the responses the chatbot gives.
3.1.4 Abbreviations (Level AAA)	Does Not Support	We have not tested this.
3.1.5 Reading Level (Level AAA)	Supports	Except for images uploaded by administrators
3.1.6 Pronunciation (Level AAA)	Does Not Support	There are a few instances where keyboard navigation is not supported
3.2.5 Change on Request (Level AAA)	Supports	The chatbot avoids automatically updating or refreshing content, ensuring that changes occur only when explicitly requested by the user.
3.3.5 Help (Level AAA)	Supports	The product provides contextual help and guidance to users. Clear instructions and explanations are available for users who require assistance, ensuring that they can access information relevant to their current context or task
3.3.6 Error Prevention (All) (Level AAA)	Does Not Support	
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Supports	Support via reCAPTCHA