

Example Civic Software Accessibility Conformance Report

WCAG Edition (Based on VPAT® Version 2.5Rev)

Version 1.0, issued October 21, 2026. Testing: October 5 to October 14, 2026.

This is a sample. Example Civic Software and its Example Permit Portal are fictional, and so are the findings in this report. The tool and assistive technology version numbers are placeholders; a real report lists the versions recorded on the test dates. The SiteAligned tester credential described below is real.

It shows the structure, testing detail and remark style of the Accessibility Conformance Reports (ACRs) SiteAligned writes. An ACR is a completed Voluntary Product Accessibility Template (VPAT®). See the [legal disclaimer](#).

At a glance

This summary is added by SiteAligned and is not part of the VPAT template. The template content begins with the report title above and continues at "Name of Product/Version."

We tested Example Permit Portal 4.2 against all 55 Level A and AA success criteria in the Web Content Accessibility Guidelines (WCAG) 2.2. We also rated 4.1.1 Parsing, which WCAG 2.2 removed, so buyers who need WCAG 2.0 or 2.1 results get an answer. That makes 56 criteria in total.

■ Supports

41 criteria

■ Partially Supports

15 criteria

☑ Does Not Support

0 criteria

Because some criteria are Partially Supports, the product does not currently conform to WCAG 2.x Level AA.

The most serious problem blocks a task completely: people who use a keyboard can't schedule an inspection, because the date picker can't be used without a mouse (2.1.1). The VPAT template rates a

criterion Partially Supports when only some of the product fails it, so that is the rating here. The companion findings report rates this issue Critical, its highest severity.

Results by WCAG version				
VERSION	CRITERIA	SUPPORTS	PARTIALLY SUPPORTS	DOES NOT SUPPORT
WCAG 2.0 Level A and AA	38	28	10	0
WCAG 2.1 Level A and AA	50	36	14	0
WCAG 2.2 Level A and AA	55	40	15	0

Report information

Name of Product/Version	Example Permit Portal, version 4.2 (build 4.2.118), web application
Report Date	October 21, 2026
Product Description	A web application that residents and contractors use to apply for building permits, upload documents, pay fees, schedule inspections and check the status of their applications. Tested on desktop browsers and on physical phones.
Contact Information	Example Civic Software, accessibility team: accessibility@example.com Report author: SiteAligned, independent accessibility consultancy, hello@sitealigned.com

Notes

What we tested. The vendor's demo site, configured for a fictional county, running build 4.2.118. Six flows were tested end to end:

- Create an account and sign in
- Start, save and submit a permit application, through all five steps: Property, Project, Contacts, Upload documents and Review
- Pay permit fees, including the hosted payment page from the fictional provider ExamplePay (version 3), which every applicant uses
- Schedule an inspection on an issued permit
- Check application status in the Applications list
- Get help: the help pages and the "How to apply" video

We also reviewed the common screens these flows pass through: the home page, site search results, the error page, account settings and the Español link.

Not in scope. The staff and reviewer interface (covered by a separate ACR), the Spanish-language version of the portal, emails the portal sends, generated PDF permits and receipts, native mobile apps and tablets. Content that each county configures, such as its seal, help text and fee names, may differ from the demo.

How to read the remarks. "Every," "all" and "never" refer to the screens and flows listed above. F-numbers such as F1 refer to findings in the companion findings report, which also describes two advisories: problems that meet WCAG but still make tasks harder. Advisories are not counted in the conformance levels below.

Updates. Example Civic Software plans to update this report after major releases. Version 1.0 is the first issue.

Evidence. A test log for every criterion, with screenshots and screen reader recordings for every finding, is kept for three years and is available to Example Civic Software's customers on request.

Evaluation Methods Used

SiteAligned's manual test process, based on the W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM): a structured sample of screens plus complete processes, each tested against the WCAG 2.2 Understanding documents. Every criterion was tested by hand with the assistive technology, browsers and tools below. Automated scans were a first pass only, because automated rules can check only part of WCAG.

Testing was led by a tester who holds the US Department of Homeland Security (DHS) Trusted Tester certification for Section 508, the US federal accessibility law for information and communication technology. This report is not a DHS Trusted Tester test report.

Test environment

Test environment			
ASSISTIVE TECHNOLOGY OR METHOD	PLATFORM AND DEVICE	BROWSER	USED FOR
NVDA 2025.3.2	Windows 11 25H2	Firefox 147	Full screen reader pass of every flow
JAWS 2026.2512.50	Windows 11 25H2	Chrome 144	Full screen reader pass of every flow
Narrator	Windows 11 25H2	Edge 144	Spot checks of key flows
VoiceOver	macOS 26.2	Safari 26.2	Spot checks of key flows
VoiceOver	iOS 26.2 on iPhone 16	Safari 26.2	Every flow at phone width, on a physical device
TalkBack 16.2	Android 16 on Pixel 9	Chrome 144	Every flow at phone width, on a physical device
Dragon Professional 16; Voice Control	Windows 11 25H2; macOS 26.2	Chrome 144; Safari 26.2	Spot checks of names and labels (2.5.3)
Keyboard only	All of the above	All of the above	Every flow: reach, operate, focus order and visibility
Zoom to 200% and 400%; 320 by 256 CSS pixel viewport; text-spacing bookmarklet	Windows 11 25H2; macOS 26.2	Chrome 144; Safari 26.2	Resize, reflow and text spacing
Contrast themes Night sky and Desert	Windows 11 25H2	Edge 144	Custom controls and focus indicators
Colour Contrast Analyser 3.5	Windows 11 25H2	Not applicable	Manual contrast measurement (1.4.3, 1.4.11)
Read Aloud, Immersive Reader and automatic translation	Windows 11 25H2	Edge 144	Beyond WCAG: content hidden from these tools
axe DevTools (axe-core 4.10); WAVE; W3C Nu HTML Checker	Windows 11 25H2	Chrome 144	First pass on every tested screen, including open dialogs and error states; never the verdict

Applicable Standards/Guidelines

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

Applicable standards and 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 (Yes) Level AA (Yes) Level AAA (No)

This WCAG edition reports WCAG 2.x only. It does not report Section 508 chapters 3, 5 and 6 (functional performance criteria, software and support documentation) or EN 301 549 clauses beyond WCAG, such as video player controls and support services. Buyers who need those should ask for the 508, EU or INT edition.

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.

How SiteAligned applies these terms

We follow the template definitions. When nothing in the product is covered by a criterion, WCAG counts it as met, so we rate it Supports and say why in the remark. When one serious failure appears in a product that otherwise meets a criterion, we rate it Partially Supports; the remark explains the impact and the findings report gives its severity.

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.

Each criterion shows which WCAG versions include it. Level AAA was not evaluated, so Table 3 is omitted, as the template allows.

Table 1: Success Criteria, Level A

Notes: Results apply to the screens and flows listed under Notes above.

Table 1: Success Criteria, Level A		
CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
1.1.1 Non-text Content Level A (2.0, 2.1 and 2.2)	 Partially Supports	Status icons in the Applications list (Approved, Pending, Rejected) are images with no text alternative. NVDA and JAWS skip them and VoiceOver reads their file names, such as "status-approved.png," so people using screen readers don't learn the status (F2). All other images have accurate alternatives, including the county seal, and decorative images are hidden from assistive technology.
1.2.1 Audio-only and Video-only (Prerecorded) Level A (2.0, 2.1 and 2.2)	 Supports	There is no prerecorded audio-only or video-only content on the tested screens, including help pages and onboarding, so there is no content this criterion applies to.
1.2.2 Captions (Prerecorded) Level A (2.0, 2.1 and 2.2)	 Supports	The one prerecorded video, "How to apply for a permit" (3 minutes), has accurate, synchronized captions, including speaker changes and meaningful sounds, checked against the full audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) Level A (2.0, 2.1 and 2.2)	 Supports	An audio-described version of the video, linked below the player, describes the on-screen actions and text that the narration doesn't speak. It is captioned as well.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
1.3.1 Info and Relationships Level A (2.0, 2.1 and 2.2)	 Partially Supports	Headings, lists, landmarks and form labels are marked up correctly. The fee summary on the Payment step puts all fee names in one container and all amounts in another, so the pairing of each fee with its amount is shown only visually (F5).
1.3.2 Meaningful Sequence Level A (2.0, 2.1 and 2.2)	 Partially Supports	The reading order keeps its meaning on every tested screen, and the two-column application form stacks in the same order at narrow widths. The exception is the fee summary, where screen readers read every fee name first and then every amount (see 1.3.1, F5).
1.3.3 Sensory Characteristics Level A (2.0, 2.1 and 2.2)	 Supports	Instructions don't rely on shape, color, size, visual location, orientation or sound; for example, steps say "Select Save and continue" rather than "press the blue button on the right."
1.4.1 Use of Color Level A (2.0, 2.1 and 2.2)	 Partially Supports	Color is not the only cue in most places: links in running text are underlined, status icons differ in shape, and form errors use text and an icon. On the Upload documents step, a rejected file is shown only by its border changing from gray to red (see 3.3.1, F3).
1.4.2 Audio Control Level A (2.0, 2.1 and 2.2)	 Supports	No audio plays automatically. The help video starts only when someone activates it.
2.1.1 Keyboard Level A (2.0, 2.1 and 2.2)	 Partially Supports	Every function works with a keyboard except the inspection date picker, which can't be opened or used without a pointing device: Tab skips the calendar and the arrow keys do nothing. The inspection date can only be set with the picker and is required, so people who use a keyboard can't schedule an inspection (F1). Uploaded documents can be reordered with Alt+Up and Alt+Down, which the Upload documents step explains on screen and which also work while a screen reader is running.
2.1.2 No Keyboard Trap Level A (2.0, 2.1 and 2.2)	 Supports	Focus can leave every component with standard keys. The Add document dialog keeps focus inside while it is open, as a modal dialog should, and closes with Escape or its Close button.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
2.1.4 Character Key Shortcuts Level A (2.1 and 2.2)	■ Supports	There are no single-character keyboard shortcuts, so there is no content this criterion applies to.
2.2.1 Timing Adjustable Level A (2.0, 2.1 and 2.2)	■ Partially Supports	Sessions end after 20 minutes without activity. A warning appears two minutes before, with a Stay signed in button that can be used any number of times. The warning is not made known to people using screen readers, so they are not warned before time runs out (F4).
2.2.2 Pause, Stop, Hide Level A (2.0, 2.1 and 2.2)	■ Supports	There is no moving, blinking, scrolling or auto-updating content.
2.3.1 Three Flashes or Below Threshold Level A (2.0, 2.1 and 2.2)	■ Supports	No content flashes, including in the help video.
2.4.1 Bypass Blocks Level A (2.0, 2.1 and 2.2)	■ Supports	A "Skip to main content" link is the first focusable element on every tested screen, and every screen uses header, navigation, main and footer landmarks.
2.4.2 Page Titled Level A (2.0, 2.1 and 2.2)	■ Supports	Every tested screen has a unique, descriptive title, for example "Upload documents, step 3 of 5, Permit application."
2.4.3 Focus Order Level A (2.0, 2.1 and 2.2)	■ Partially Supports	Focus order is logical except after the Add document dialog closes: focus moves to the page itself instead of back to the Add document button, so people using a keyboard have to tab back through the page to continue (F6).
2.4.4 Link Purpose (In Context) Level A (2.0, 2.1 and 2.2)	■ Supports	Each link's purpose is clear from its text or its sentence. The repeated "View" links in the Applications list include the permit number as visually hidden text.
2.5.1 Pointer Gestures Level A (2.1 and 2.2)	■ Supports	No function requires a multipoint or path-based gesture. Dragging documents to reorder them depends only on where the drag starts and ends, so it is not path-based (see 2.5.7).

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
2.5.2 Pointer Cancellation Level A (2.1 and 2.2)	 Supports	Controls act when the pointer is released, moving off a control before release cancels the action, and dropping a dragged document outside the list cancels the move.
2.5.3 Label in Name Level A (2.1 and 2.2)	 Partially Supports	The accessible names of all other controls include their visible labels, checked in the browser's accessibility tree and spot-checked with Dragon and Voice Control. The date picker's day cells show a day number but have no accessible name (see 4.1.2, F1).
2.5.4 Motion Actuation Level A (2.1 and 2.2)	 Supports	No function uses device motion, so there is no content this criterion applies to.
3.1.1 Language of Page Level A (2.0, 2.1 and 2.2)	 Supports	Every tested screen declares English as its language.
3.2.1 On Focus Level A (2.0, 2.1 and 2.2)	 Supports	Moving focus to a control never changes the context or submits anything.
3.2.2 On Input Level A (2.0, 2.1 and 2.2)	 Supports	Changing a setting never submits a form or moves the person to another screen. Choosing a permit type updates the following fields in place and announces the change.
3.2.6 Consistent Help Level A (2.2 only)	 Supports	The Help link and the permit office phone number appear in the same place in the footer on every tested screen.
3.3.1 Error Identification Level A (2.0, 2.1 and 2.2)	 Partially Supports	Form errors are described in text beside each field and listed at the top of the form. On the Upload documents step, a rejected file type is shown only by a red border, with no text (F3).
3.3.2 Labels or Instructions Level A (2.0, 2.1 and 2.2)	 Supports	Every field has a visible label, and required fields are marked "required" in the label, including the inspection date. Typed date fields, such as the project start date, state the expected format, and file fields list the accepted file types.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
3.3.7 Redundant Entry Level A (2.2 only)	■ Supports	Information entered earlier, such as the property address and contact details, is filled in automatically on later steps.
4.1.1 Parsing Level A (2.0 and 2.1; obsolete in 2.2)	■ Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata . In WCAG 2.2 this criterion is obsolete and removed.
4.1.2 Name, Role, Value Level A (2.0, 2.1 and 2.2)	▣ Partially Supports	Custom controls expose correct names, roles and states to NVDA, JAWS, VoiceOver, TalkBack and Narrator, except the inspection date picker, whose day cells have no role, full date or selected state (see 2.1.1, F1).

Table 2: Success Criteria, Level AA

Notes: Results apply to the screens and flows listed under Notes above.

Table 2: Success Criteria, Level AA		
CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
1.2.4 Captions (Live) Level AA (2.0, 2.1 and 2.2)	■ Supports	There is no live audio or video on the tested screens, including help and onboarding, so there is no content this criterion applies to.
1.2.5 Audio Description (Prerecorded) Level AA (2.0, 2.1 and 2.2)	■ Supports	The one prerecorded video has an audio-described, captioned version that covers the on-screen actions and text the narration doesn't speak.
1.3.4 Orientation Level AA (2.1 and 2.2)	■ Supports	Every tested screen works in portrait and landscape; nothing locks the orientation.
1.3.5 Identify Input Purpose Level AA (2.1 and 2.2)	■ Supports	Fields that ask for the applicant's own information use the correct autocomplete values for name, email, phone and street address. The property address field is about the property, not the applicant, so it correctly has none.
1.4.3 Contrast (Minimum) Level AA (2.0, 2.1 and 2.2)	■ Supports	All text on the tested screens meets 4.5:1, including placeholder text, hints and error messages, and large headings meet 3:1.
1.4.4 Resize Text Level AA (2.0, 2.1 and 2.2)	■ Supports	Text resizes to 200% with no loss of content or function.
1.4.5 Images of Text Level AA (2.0, 2.1 and 2.2)	■ Supports	The county seal is a logo, which the criterion allows. Document thumbnails are previews of the files people upload, and their full text is in the documents themselves.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
1.4.10 Reflow Level AA (2.1 and 2.2)	 Partially Supports	Content reflows to a single column at 320 CSS pixels wide (and fits 256 CSS pixels high) on every tested screen except the Payment step, where the fee summary forces the whole page to scroll sideways (F5). A true data table may scroll on its own; the page may not.
1.4.11 Non-text Contrast Level AA (2.1 and 2.2)	 Partially Supports	Controls, icons and focus indicators meet 3:1, except the custom-styled checkbox borders on the Contacts step, which measure 1.8:1 against white (F8).
1.4.12 Text Spacing Level AA (2.1 and 2.2)	 Supports	No content is cut off or overlaps when line, paragraph, letter and word spacing are increased to the WCAG values.
1.4.13 Content on Hover or Focus Level AA (2.1 and 2.2)	 Supports	Fee tooltips appear on keyboard focus as well as hover, can be dismissed with Escape, stay open while the pointer is over them, and don't disappear on their own.
2.4.5 Multiple Ways Level AA (2.0, 2.1 and 2.2)	 Supports	Pages can be reached through the main navigation and the site search. The steps of a permit application are exempt because they are steps in a process.
2.4.6 Headings and Labels Level AA (2.0, 2.1 and 2.2)	 Supports	Headings and labels describe their topic or purpose, for example the heading "Upload documents" and the field label "Project start date."
2.4.7 Focus Visible Level AA (2.0, 2.1 and 2.2)	 Supports	Every interactive element on the tested screens shows a visible focus indicator.
2.4.11 Focus Not Obscured (Minimum) Level AA (2.2 only)	 Supports	The sticky header and the timeout warning never entirely hide the focused element, checked at 100%, 200% and 400% zoom.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
2.5.7 Dragging Movements Level AA (2.2 only)	 Partially Supports	Documents can be added by dragging or with the Choose file button in the Add document dialog. People using a mouse or touch screen can reorder uploaded documents only by dragging; there are no Move up or Move down buttons. The keyboard shortcut (see 2.1.1) doesn't meet this criterion, which needs a single-pointer alternative (F7).
2.5.8 Target Size (Minimum) Level AA (2.2 only)	 Supports	Every target that isn't a link inside a sentence is at least 24 by 24 CSS pixels or has enough space around it. The smallest are the checkboxes (24 by 24); Remove file buttons are 28 by 28 and date picker day cells 32 by 32.
3.1.2 Language of Parts Level AA (2.0, 2.1 and 2.2)	 Supports	The "Español" link is marked as Spanish, and there are no other passages in another language on the tested screens. The Spanish-language version of the portal was not in scope.
3.2.3 Consistent Navigation Level AA (2.0, 2.1 and 2.2)	 Supports	The main navigation (Home, My applications, Help) appears in the same order on every tested screen.
3.2.4 Consistent Identification Level AA (2.0, 2.1 and 2.2)	 Supports	Controls that do the same thing have the same label throughout, for example "Save and continue" on every step.
3.3.3 Error Suggestion Level AA (2.0, 2.1 and 2.2)	 Partially Supports	Form error messages say how to fix the problem, for example "Enter a project start date after today, like 11/14/2026." A rejected upload gets no message, so no correction is suggested even though the accepted file types are known (see 3.3.1, F3).
3.3.4 Error Prevention (Legal, Financial, Data) Level AA (2.0, 2.1 and 2.2)	 Supports	Before an application or payment is submitted, a review screen shows every entry and lets the person go back and change it.
3.3.8 Accessible Authentication (Minimum) Level AA (2.2 only)	 Supports	Typing a password is a cognitive function test, but sign-in supports password managers and pasting, and also offers an emailed sign-in link. There is no CAPTCHA or puzzle.

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
4.1.3 Status Messages Level AA (2.1 and 2.2)	 Partially Supports	Most status messages are announced, such as "Draft saved." The "File uploaded" message is not announced to screen readers (F9).

Legal Disclaimer

This report was prepared by SiteAligned for Example Civic Software, which is responsible for how it represents its product. It describes the conformance of the product version, scope and test dates listed above to WCAG 2.0, 2.1 and 2.2 Level A and AA. It is an independent evaluation, not legal advice, a certification, a Section 508 or EN 301 549 conformance report, or a guarantee of accessibility. There is no official VPAT certification. Results can change as the product changes.

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI). Other product names are trademarks of their respective owners.