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WCAG 2.0 Level A Document Evaluation Guide

Scope and Purpose
This document provides a dual purpose. It serves both as a template report for Vendors to use in their submission of WCAG 2.0 Level A compliance requirement for criteria 314.e.1 and also as a checklist for the Test Proctor to more quickly evaluate the submitted conformance report includes all required aspects of the test procedure requirement.

The first part of this document contains background information on the WCAG 2.0 Level A requirements.

The second part is the actual report section to be filled in by vendor (sections 1-9) and signed (section 10)

NOTE: Vendors are strongly encouraged to this document as their report document, but Vendor may make their own report but just use this document as a template and guide providing all necessary information. If Vendors make their own report, Vendors should still return this document with page/section cross-reference to where the applicable portions are contained or outlined in your own document.

314.e.1 WCAG 2.0 Level A Standards Resources
The following resources have been identified for establishing a standard, and assisting vendors in understanding what’s necessary to achieve conformance.

- WCAG Overview http://www.w3.org/WAI/intro/wcag
- WCAG 2 At a Glance http://www.w3.org/WAI/WCAG20/glance/
- How to meet WCAG 2.0 http://www.w3.org/WAI/WCAG20/quickref/

314.e.1 WCAG 2.0 Level A Evaluation tools
W3C contains a list of test tools submitted for WCAG conformance evaluation at this site: http://www.w3.org/WAI/ER/tools/. However, many of these tools are not viable for this test. It is the responsibility of the Vendor to find an appropriate WCAG 2.0 Level A conformance test tool. However, some tools which may be consider (but not required are):

- WAVE - http://five.wave.webaim.org/
314.e.1 WCAG 2.0 Level A FAQ

This seems like a lot of additional effort, are we going to be required to maintain this in future stages?

It’s highly likely. Originally conformance to level AA was considered, and instead ONC chose to require level A as a baseline for which they can build future requirements.

Does my entire portal have to be WCAG if there are other features not covered by ONC criteria?

No. You can constrain accessibility to the features tested specific to the test case for 2014. However, section 8 (item 3) of this document does provide that any pages used in the process of achieving functionality covered must be conformant, despite how minimally utilized (such as a log-in or help page).

Does my portal have to be WCAG conformant all the time, and for every user?

No. ONC clarified that you don’t have to make your portal pre-set or designed to be accessible by default. ONC explains that an EP/EH/CAH (as a user and not the vendor) could have the ability to provide an access method or configuration that allowed a specific user to view the accessible portions.

Can we pay a private entity to compile a WCAG 2.0 conformance report for us?

ONC’s guidance on this is as follows: “Although such documentation could expedite the review by a NVLAP-accredited testing laboratory, the EHR technology would still need to be independently assessed by the testing laboratory for conformance following test procedures approved by the National Coordinator.”
314.e.1 WCAG 2.0 Level A Submission Checklist Overview

Vendors must provide, demonstrate, or document the following items to be tested WCAG 2.0 Level A conformance identified in the 170.314(e)1 View, Download, Transmit criteria:

- Vendor defines the scope and use of each page used for testing to e.1 “View, Download, and Transmit” functions.
- Each web page associated with a “WCAG 2.0-conformant version” of EHR functionality to view, download, and transmit health information includes submitted documentation for WCAG Level “A” conformance.
- Web pages associated with “WCAG 2.0-conformant version” of related functionality.
- Identify Tool(s) used to test each web page.
- Results/outputs of each tool.
- Description of Pass/Fail scoring for applicable web pages.
- Description of rationale for over-ruling of any tool output.
- Description of aspects of conformance not verified using testing tools.
- Report of evaluation findings.
1. Access:
Please provide the access credentials necessary for evaluation of the pages that will be utilized in demonstration of the WCAG conformance portion of the test.

NOTE - During live test event, Test Proctor will sample some pages listed in section 2 and ask Vendor to run pages through chosen test tools (section 5) to verify output matched attested results (section 6).

Name and version of the product: Crystal Practice Management 4.0

Data and location of the test:
Our online portal is hosted by BlueSkyTech in Oklahoma.

Tests Used:

http://achecker.ca/checker/index.php

http://wave.webaim.org/

Website access hotlink:
https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

User Name: mary
Password: grant1234

Which Browsers (with version) are supported for the EHR functionality?
Firefox 26, IE11, Chrome 31, Safari in IOS7

Any other necessary information: No
2. Identify Scope:

Please identify each of the individual page(s) by name, purpose, title, utilized by the EHR to provide all necessary information and functionality related to each of the following sections of the 170.314(e)1 criteria, and include a hotlink for each page if possible. Also, identify pages or functions as common to all usage (such as global navigation bars, or frames, or identify if they are unique.

Example 1 – www.examplelink.tst/topbar.aspx (* example links do not actually exist)

This is the top navigation bar for the patient portal. It is globally common across all features in the portal.

Example 2, www.examplelink.tst/pagelocation.html

This is the log-in page for the patient portal. It is a unique page, and is required in order to access all features.

All of the pages will have the same URL. If no user is logged in it will be the login page. If a user is logged in, then it will be the View Page/Downloading Page/Transmitting Page. If the Show Log button is selected it will also show the Audit Log Information.

Login Page(s):

https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

This is the login page for our portal site, for office 2385 (demo certification site).

Viewing Page(s):

https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

files and messages are displayed once user is logged in.

Downloading Page(s):

https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

click on file link to download

Transmitting Page(s):

https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

click the send (direct email) button to transmit

Patient Audit Log Page(s):

https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385

click the show log button at bottom of page
3. Identify pure decoration or third party content:
For each of the pages listed above in section 2, please identify any purely decorative portions or third party sourced content on the page(s), if any.

Example 1 – www.examplelink.tst/transmit.aspx

The transmit function for our direct module uses a third party API called “ABC feature” from “vendor x” and provides the entire interface over which we have no control.

Login Page(s):
All info is provided by Crystal PM.

Viewing Page(s):
All info is provided by Crystal PM.

Downloading Page(s): Transmitting Page(s): Patient Audit Log Page(s):
All info is provided by Crystal PM.
4. Identify techniques, technologies, methods used in development to support WCAG 2.0 Level A conformance & identify items that are applicable or not applicable to support WCAG 2.0 Level A conformance

For each of the pages listed above in section 2, please identify the techniques and/or technologies used. You should identify techniques globally used, and wherever they are unique to each page or element. (Refer or link to appropriate sections of: http://www.w3.org/TR/WCAG20-TECHS/)

Example 1 – www.examplelink.tst/topbar.aspx
This is the top navigation bar which uses a site map with navigation links in the manner prescribed here: http://www.w3.org/TR/WCAG20-TECHS/G63.html

Also, please identify a list of all success criteria from the link that do, and do not apply to all pages, a given page, an element, or group of elements. Provide justification/reference for each listed success criteria that does not apply.

Navigate to: http://www.w3.org/WAI/WCAG20/quickref/Overview.php for reference

Set the list above as customized for only Level A success criteria and excluding advisory techniques.

Example: Applicable Requirement: HTML Text alternatives
All images within our portal, on all pages, utilize text alternatives for each instance.

Example: Non-Applicable Requirement: Seizures
We have no flashing content within any pages

Login Page(s):

Viewing Page(s):Downloading Page(s):Transmitting Page(s): Patient AuditLog Page(s): all the same page

- **G1 - adding a link at the top of each page that goes directly to the main content area**
  Non-Applicable: Designed to be contained within one screen

- **G4: Allowing the content to be paused and restarted from where it was paused**
  Non-Applicable: No data is streaming or scrolling

- **G5: Allowing users to complete an activity without any time limit**
  Non-Applicable: Due to privacy concerns with Health Records, patient portal sessions timeout. To give the user ample time the Crystal PM Portal sessions are set to 30 min of inactivity.

- **G8: Providing a movie with extended audio descriptions**
  Non-Applicable: No video content.
• **G9: Creating captions for live synchronized media**  
  Non-Applicable: No media content

• **G10: Creating components using a technology that supports the accessibility API features of the platforms on which the user agents will be run to expose the names and roles, allow user-settable properties to be directly set, and provide notification of changes**  
  Not Applied: All development was done with basic HTML, no APIs used in development.

• **G11: Creating content that blinks for less than 5 seconds**  
  Non-Applicable: No blinking content

• **G13: Describing what will happen before a change to a form control that causes a change of context to occur is made**  
  Non-Applicable: No form controls change context

• **G14: Ensuring that information conveyed by color differences is also available in text**  
  Applied: Messages show the author with both color and text

• **G15: Using a tool to ensure that content does not violate the general flash threshold or red flash threshold**  
  Non-Applicable: No flashing content

• **G17: Ensuring that a contrast ratio of at least 7:1 exists between text (and images of text) and background behind the text**  
  Applied: All pages pass Test tools for color contrast.

• **G18: Ensuring that a contrast ratio of at least 4.5:1 exists between text (and images of text) and background behind the text**  
  Applied: All pages pass Test tools for color contrast.

• **G19: Ensuring that no component of the content flashes more than three times in any 1-second period**  
  Non-Applicable: No flashing content

• **G21: Ensuring that users are not trapped in content**  
  Applied: All sections have a back button, which links back to the site map

• **G53: Identifying the purpose of a link using link text combined with the text of the enclosing sentence**  
  Non-Applicable: No sentences on page

• **G54: Including a sign language interpreter in the video stream**  
  Non-Applicable: No video content

• **G55: Linking to definitions**  
  Not Applied: No definitions required.

• **G56: Mixing audio files so that non-speech sounds are at least 20 decibels lower than the speech audio content**  
  Non-Applicable: No audio content

• **G57: Ordering the content in a meaningful sequence**
Applied: 4 sections: The portal page has 4 sections Site Map, Messaging, Files, and Logs.

- **G58: Placing a link to the alternative for time-based media immediately next to the non-text content**  
  Non-Applicable: No non-text content

- **G59: Placing the interactive elements in an order that follows sequences and relationships within the content**  
  Not Applicable: No interactive elements

- **G60: Playing a sound that turns off automatically within three seconds**  
  Non-Applicable: No audio content

- **G61: Presenting repeated components in the same relative order each time they appear**  
  Non-Applicable: No repeated components

- **G62: Providing a glossary**  
  Non-Applicable: No glossary terms required within portal

- **G63: Providing a site map**  
  Applied: The top of the page has a site map.

- **G64: Providing a Table of Contents**  
  Applied: The top of the page has a site map which has the same functionality as a TOC.

- **G65: Providing a breadcrumb trail**  
  Applied: All information is held within the same page, no trail applicable.

- **G68: Providing a short text alternative that describes the purpose of live audio-only and live video-only content**  
  Non-Applicable: No media content

- **G69: Providing an alternative for time based media**  
  Non-Applicable: No media content

- **G70: Providing a function to search an online dictionary**  
  Not Applied: No complex information on portal that would require an online dictionary

- **G71: Providing a help link on every Web page**  
  Not Applied: No information would require a help link

- **G73: Providing a long description in another location with a link to it that is immediately adjacent to the non-text content**  
  Non-Applicable: No non-text content

- **G74: Providing a long description in text near the non-text content, with a reference to the location of the long description in the short description**  
  Non-Applicable: No non-text content

- **G75: Providing a mechanism to postpone any updating of content**  
  Non-Applicable: No content is updated while a session is active.
• **G76**: Providing a mechanism to request an update of the content instead of updating automatically
  Non-Applicable: No content is updated while a session is active.

• **G78**: Providing a second, user-selectable, audio track that includes audio descriptions
  Non-Applicable: No audio content

• **G79**: Providing a spoken version of the text
  Not Applied: Due to simplicity of website a spoken version is deemed unnecessary.

• **G80**: Providing a submit button to initiate a change of context
  Applied: All buttons are of type submit.

• **G81**: Providing a synchronized video of the sign language interpreter that can be displayed in a different viewport or overlaid on the image by the player
  Non-Applicable: No media content

• **G82**: Providing a text alternative that identifies the purpose of the non-text content
  Non-Applicable: No non-text content

• **G83**: Providing text descriptions to identify required fields that were not completed
  Applied: Prompts for required fields when forms are submitted with missing data.

• **G84**: Providing a text description when the user provides information that is not in the list of allowed values
  Not Applicable: No forms allow the input of non-allowed values

• **G85**: Providing a text description when user input falls outside the required format or values
  Not Applicable: No forms allow the input values out of range

• **G86**: Providing a text summary that requires reading ability less advanced than the upper secondary education level
  • **G87**: Providing closed captions
    Non-Applicable: No media content

• **G88**: Providing descriptive titles for Web pages
  Applied: Page Titles match Content

• **G89**: Providing expected data format and example
  Not Applicable: No form has a data format.

• **G90**: Providing keyboard-triggered event handlers
  Applied: All data is text driven, and therefore accessible by the keyboard

• **G91**: Providing link text that describes the purpose of a link
  Applied: All links have text with proper descriptions.

• **G92**: Providing long description for non-text content that serves the same purpose and presents the same information
  Non-Applicable: No non-text content

• **G93**: Providing open (always visible) captions
Non-Applicable: No non-text content

- **G94**: Providing short text alternative for non-text content that serves the same purpose and presents the same information as the non-text content
  Non-Applicable: No non-text content

- **G95**: Providing short text alternatives that provide a brief description of the non-text content
  Non-Applicable: No non-text content

- **G96**: Providing textual identification of items that otherwise rely only on sensory information to be understood
  Non-Applicable: No non-text content

- **G97**: Providing the first use of an abbreviation immediately before or after the expanded form
  Non-Applicable: No abbreviations used

- **G98**: Providing the ability for the user to review and correct answers before submitting
  Not Applied: The only form on our page has only 2 field, and a review page was deemed unnecessary

- **G99**: Providing the ability to recover deleted information
  Not Applied: Online portal does not allow for deletion of information

- **G100**: Providing a short text alternative which is the accepted name or a descriptive name of the non-text content
  Non-Applicable: No non-text content

- **G101**: Providing the definition of a word or phrase used in an unusual or restricted way
  Not Applied: No words or phrases used in an unusual or restricted way

- **G102**: Providing the expansion or explanation of an abbreviation
  Not Applied: No abbreviations used

- **G103**: Providing visual illustrations, pictures, and symbols to help explain ideas, events, and processes
  Not Applied: No complex ideas, events, or processes which would require a visual illustration

- **G105**: Saving data so that it can be used after a user re-authenticates
  Non-Applicable: No re-authentication allowed

- **G107**: Using "activate" rather than "focus" as a trigger for changes of context
  Non-Applicable: No focus or activate content.

- **G108**: Using markup features to expose the name and role, allow user-settable properties to be directly set, and provide notification of changes
  Applied: Portal uses basic web components

- **G110**: Using an instant client-side redirect
  Non-Applicable: No information leaves the online portal

- **G111**: Using color and pattern
  Non-Applicable: No non-text items used within portal.
• **G112: Using inline definitions**
  Not Applied: No information on portal deemed necessary for requiring a definition

• **G115: Using semantic elements to mark up structure**
  Applied: Headings and strong are used to designate important areas to user.

• **G117: Using text to convey information that is conveyed by variations in presentation of text**
  Not Applied: No information is conveyed by variations in presentation of text

• **G120: Providing the pronunciation immediately following the word**
  Not Applicable: No words on portal deemed abnormal or difficult to pronounce

• **G121: Linking to pronunciations**
  Not Applicable: No words on portal deemed abnormal or difficult to pronounce

• **G123: Adding a link at the beginning of a block of repeated content to go to the end of the block**
  Not Applicable: No repeated content

• **G124: Adding links at the top of the page to each area of the content**
  Applied: Site Map at top of page, and back button to site map at the top of each section.

• **G125: Providing links to navigate to related Web pages**
  Not Applied: No webpages deemed relevant to portal

• **G126: Providing a list of links to all other Web pages**
  Not Applied: No links to other pages on portal

• **G127: Identifying a Web page's relationship to a larger collection of Web pages**
  Not Applied: No links to other pages on portal

• **G128: Indicating current location within navigation bars**
  Applied: All pages within portal have a site map located at the top of page.

• **G130: Providing descriptive headings**
  Applied: All sections include Headings

• **G131: Providing descriptive labels**
  Applied: All labels provide accurate description of elements they are labeling

• **G133: Providing a checkbox on the first page of a multipart form that allows users to ask for longer session time limit or no session time limit**
  Not Applicable: No multipart form

• **G134: Validating Web pages**
  Applied: Header of webpage accurately describe content

• **G135: Using the accessibility API features of a technology to expose names and roles, to allow user-settable properties to be directly set, and to provide notification of changes**
  Not Applied: All development was done with basic HTML, no APIs used in development.
- **G136: Providing a link at the beginning of a nonconforming Web page that points to a conforming alternate version**
  Not Applicable: All pages on portal are conforming

- **G138: Using semantic markup whenever color cues are used**
  Not Applicable: No color cues used

- **G139: Creating a mechanism that allows users to jump to errors**
  Not Applied: No forms allow for errors

- **G140: Separating information and structure from presentation to enable different presentations**
  Not Applied: All information is presented in basic tables

- **G141: Organizing a page using headings**
  Applied: All sections of portal use headings to describe section

- **G142: Using a technology that has commonly-available user agents that support zoom**
  Applied: All data is presented as text only, allowing for zoom

- **G143: Providing a text alternative that describes the purpose of the CAPTCHA**
  Non-Applicable: No CAPTCHA used within portal

- **G144: Ensuring that the Web Page contains another CAPTCHA serving the same purpose using a different modality**
  Non-Applicable: No CAPTCHA used within portal

- **G145: Ensuring that a contrast ratio of at least 3:1 exists between text (and images of text) and background behind the text**
  Non-Applicable: No background images used.

- **G146: Using liquid layout**
  Not Applied: Due to use of tables within portal a non-liquid layout was implemented (no wrapping of rows).

- **G148: Not specifying background color, not specifying text color, and not using technology features that change those defaults**
  Partially Applied: Main page does not use a background color, but sections do use background color to aid in navigation

- **G149: Using user interface components that are highlighted by the user agent when they receive focus**
  Applied: All Hyperlinks change background to yellow when they receive focus.

- **G150: Providing text based alternatives for live audio-only content**
  Non-Applicable: No audio content

- **G151: Providing a link to a text transcript of a prepared statement or script if the script is followed**
  Non-Applicable: No transcripts

- **G152: Setting animated gif images to stop blinking after n cycles (within 5 seconds)**
  Non-Applicable: No animated gif
• **G153: Making the text easier to read**
  Applied: added larger and smaller links to the portal

• **G155: Providing a checkbox in addition to a submit button**
  Not Applied: Usability makes adding checkbox confusing

• **G156: Using a technology that has commonly-available user agents that can change the foreground and background of blocks of text**
  Applied: All elements are basic html (tables) and allow for user agents to modify

• **G157: Incorporating a live audio captioning service into a Web page**
  Non-Applicable: No audio content

• **G158: Providing an alternative for time-based media for audio-only content**
  Non-Applicable: No audio content

• **G159: Providing an alternative for time-based media for video-only content**
  Non-Applicable: No audio content

• **G160: Providing sign language versions of information, ideas, and processes that must be understood in order to use the content**
  Non-Applicable: No audio content

• **G161: Providing a search function to help users find content**
  Applied: Since all data is displayed as text browser search options will all work properly

• **G162: Positioning labels to maximize predictability of relationships**
  Applied: all labels are placed as close to fields as possible

• **G163: Using standard diacritical marks that can be turned off**
  Non-Applicable: No diacritical marks used

• **G164: Providing a stated time within which an online request (or transaction) may be amended or canceled by the user after making the request**
  No Applied: The only form where the user sends data is the messaging, and this data is sent instantaneous

• **G165: Using the default focus indicator for the platform so that high visibility default focus indicators will carry over**
  Applied: portal was designed with default html items, allowing for platform specific focus indicators

• **G166: Providing audio that describes the important video content and describing it as such**
  Non-Applicable: No video content

• **G167: Using an adjacent button to label the purpose of a field**
  Not Applied: All fields have a label, a button is deemed unnecessary

• **G168: Requesting confirmation to continue with selected action**
  Not Applied: Adding prompts to viewing and downloading of items deemed overly burdensome from a usability perspective.
- **G169: Aligning text on only one side**
  Applied: No alignment used within portal

- **G170: Providing a control near the beginning of the Web page that turns off sounds that play automatically**
  Non-Applicable: No audio content

- **G171: Playing sounds only on user request**
  Non-Applicable: No audio content

- **G172: Providing a mechanism to remove full justification of text**
  Non-Applicable: No justification used within portal.

- **G173: Providing a version of a movie with audio descriptions**
  Non-Applicable: No video content

- **G174: Providing a control with a sufficient contrast ratio that allows users to switch to a presentation that uses sufficient contrast**
  Non-Applicable: No presentation content

- **G175: Providing a multi color selection tool on the page for foreground and background colors**
  Not Applied: Deemed unnecessary

- **G176: Keeping the flashing area small enough**
  Non-Applicable: No flashing content

- **G177: Providing suggested correction text**
  Not Applied: Only text entry allowed is message section, which is freeform and therefore has no suggestions available

- **G178: Providing controls on the Web page that allow users to incrementally change the size of all text on the page up to 200 percent**
  Applied: link on page to make fonts larger and smaller

- **G179: Ensuring that there is no loss of content or functionality when the text resizes and text containers do not change their width**
  Applied: link on page to make fonts larger and smaller with no loss of data

- **G180: Providing the user with a means to set the time limit to 10 times the default time limit**
  Non-Applicable: No timed content

- **G181: Encoding user data as hidden or encrypted data in a re-authorization page**
  Non-Applicable: No re-authorization page

- **G182: Ensuring that additional visual cues are available when text color differences are used to convey information**
  Applied: Messaging Window uses colors as well as text to identify the author f message

- **G183: Using a contrast ratio of 3:1 with surrounding text and providing additional visual cues on focus for links or controls where color alone is used to identify them**
  Applied: All colors on portal conform to this item.
• **G184: Providing text instructions at the beginning of a form or set of fields that describes the necessary input**
Not Applied: Only form on portal contains only 2 fields, and additional text is deemed unnecessary

• **G185: Linking to all of the pages on the site from the home page**
Non-Applicable: only 1 page

• **G186: Using a control in the Web page that stops moving, blinking, or auto-updating content**
Non-Applicable: No moving, blinking, or auto-updating content

• **G187: Using a technology to include blinking content that can be turned off via the user agent**
Non-Applicable: No blinking content

• **G188: Providing a button on the page to increase line spaces and paragraph spaces**
Not Applied: This feature was deemed confusing

• **G189: Providing a control near the beginning of the Web page that changes the link text**
Not Applied: This feature was deemed confusing

• **G190: Providing a link adjacent to or associated with a non-conforming object that links to a conforming alternate version**
Non-Applicable: No non-conforming objects

• **G191: Providing a link, button, or other mechanism that reloads the page without any blinking content**
Non-Applicable: No blinking content

• **G192: Fully conforming to specifications**
Applied: Portal was run through 2 different validators.

• **G193: Providing help by an assistant in the Web page**
Not Applied: Due to simplicity of portal an assistant was deemed unnecessary

• **G194: Providing spell checking and suggestions for text input**
Not Applied: The only field that allows for text input is the messaging window, and a spell check was deemed unnecessary

• **G195: Using an author-supplied, highly visible focus indicator**
Applied: Portal uses colored tables and highlighted links to make visible focus indicator

• **G196: Using a text alternative on one item within a group of images that describes all items in the group**
Non-Applicable: No images on portal

• **G197: Using labels, names, and text alternatives consistently for content that has the same functionality**
Applied: Labels used for all input fields

• **G198: Providing a way for the user to turn the time limit off**
Non-Applicable: Due to privacy concerns with Health Records, patient portal sessions timeout. To give the user ample time the Crystal PM Portal sessions are set to 30 min of inactivity.
• **G199: Providing success feedback when data is submitted successfully**  
  Applied: Message Sent Appears when sending Messages, in addition confirmation when sending direct messages

• **G200: Opening new windows and tabs from a link only when necessary**  
  Applied: No non vital windows are in use

• **G201: Giving users advanced warning when opening a new window**  
  Not Applied: The only section which opens a new window is Viewing a medical record in the browser, and the text and description was deemed warning enough

• **G202: Ensuring keyboard control for all functionality**  
  Applied: since the page is all text-based, all input fields and links can be accessed via tab through keyboard.

• **G203: Using a static text alternative to describe a talking head video**  
  Non-Applicable: No video content
5. Identify test tools utilized to check WCAG 2.0 Level A conformance

For each of the pages listed above in section 2, and combined with the techniques chosen in section 4, please identify the tools used to verify conformance. You may identify tools as globally used, and/or unique to each page or element.

WCAG 2.0 Level A Tool Used:

For each possible screen configuration we send the data through the following test tools: http://achecker.ca/checker/index.php

http://wave.webaim.org/
6. Provide test tool results

For each of the test pages identified above in section 2, and using the tools in section 5 to evaluate the techniques identified in section 4, please provide the results given by the test tool, or a reference to where the results are located in a separate (must be included with checklist) document. Results can/may include (but are not limited to) reports, screen shots, or scored evaluations.

Login Page(s):

[PDF]
loginScreen.pdf

Messaging and File Download Center

Viewing Page(s): Downloading Page(s): Transmitting Page(s): Patient Audit Log Page(s):

[PDF]
viewing_downloading_transmitting_logging.pdf
7. Explain any result failures

For each of the results identified above in section 7, please provide an explanation of any failing or non-conformant results given by the test tool. If there is sufficient justification for over-ruling a result, provide an explanation (cite references if possible)

Failure: No Failures Indicated

Explanation:

Justification:
8. Conformance not Verified by Testing Tools

Navigate to the following link for full reference:
http://www.w3.org/TR/2008/REC-WCAG20-20081211/#conformance-reqs

For each of the five conformance requirements identified below, provide documentation or explanation of any aspects that are unable to be determined or demonstrated or verified via the tools from section 6 (if applicable).

1. Conformance level A (must meet all success criteria)
   All aspects of portal meet criteria.
2. Full pages (full pages only, partial pages cannot achieve conformance)
   Only one page used within portal and conformance achieved
3. Complete Process (All pages utilized in completing the process identified must be conformant)
   Process was complete
4. Only Accessibility supported ways of using technologies are relied upon
   All portal information is accessibly supported.
5. Non – Interference
   All portal information is conforming.
9. Ensure report is complete

Navigate to the following link for full reference:
http://www.w3.org/WAI/ER/conformance/ED-methodology-20120915#step5

Complete and include a final report of compliance results per the **basic report** definition, outlined at the link above, as a formal signed statement (section 10), and include with documentation provided.

1. Evaluation Scope:
   a. Methodology Requirement: The Crystal PM online portal, which includes a login page, and a main page.
      https://www.crystalpm.com/fileManager6.jsp?crystalpmid=2385
   b. Goal of the Evaluation: To demonstrate conformance with WCAG standards, within a Basic Report model.
   c. Conformance Target: WCAG 2.0 level A
   d. Context of Website Use: Patients of Providers that use the Crystal Practice Management software.

2. Explore the Target Website
   a. Identify the common web pages of the Website: login screen, and main screen
   b. Identify Common Functionality of the Website: Logging in, Viewing/Downloading/Transmitting Medical Records, Viewing/Sending Secure Messages, Viewing Audit Log, Logging out
   c. Identify the Variety of Web Page Types:
      i. Login – form, table
      ii. Main Screen varying types of content such as forms, tables, lists, and headings
   d. Identify Web Technologies relied upon: HTML,CSS,JavaScript

3. Select a Representative Sample
a. Include Common Web Pages of Website: only 2 pages, Login and Main
b. Include Exemplar Instances of Web Pages: All pages are being evaluated
c. Include other relevant Web Pages: All pages are being evaluated
d. Include Complete Processes in the Sample: All pages are being evaluated

4. Audit the Selected Sample
a. Check for the Broadest Variety of the Use Cases: all pages are being evaluated
b. Use WCAG 2.0 Techniques and Failures Where Possible (Optional): ignored
c. Assess Accessibility Support for Features: The technology is supported natively in widely-distributed user agents that are also accessibility supported (HTML, CSS, and JavaScript)
d. Archive Web Pages for Reference (Optional): Ignored
e. Record Evaluation Tools and Methods (Optional): See section 6 of this document

5. Report the Evaluation Findings
a. Provide Documentation for Each Step: Information appears after each topic in this document
b. Provide an Accessibility Evaluation Statement (optional): Ignored
c. Provide a Performance Score (optional): Ignored
d. Provide Machine-Readable Reports (optional): Ignored

10. Signature of Report Veracity
Include printed name, signature (digital signature is acceptable) and date of signature of company representative attesting to report accuracy and completeness.
Printed Name of Vendor Representative: Paul Crowley
Date: 12/27/2013
Signature:

12/27/2013

X Paul Crowley
Paul Crowley
Development Manager
Signed by: Paul
## Change Log

<table>
<thead>
<tr>
<th>Revision</th>
<th>Change Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-Nov-2013</td>
<td>Initial version</td>
</tr>
<tr>
<td>27-Dec-2013</td>
<td>Added Crystal PM Info</td>
</tr>
</tbody>
</table>
About Drummond Group Inc.
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