

Introduction

At Babylon, we take our responsibilities to our disabled customers seriously. We build our websites and applications with accessibility in mind, test with disabled people, and run regular automated tests. The following report by an independent auditor shows that there are no significant barriers to accessibility, and lists those areas where we need to make improvements. A variety of browsers and mobile devices, with a variety of assistive technologies were used to test against W3C WCAG guidelines, section 508 standards and EN 301 549 Accessibility requirements.

However, if you encounter an accessibility failure, we'd be very pleased to learn about it and correct it. Please email us at accessibility@babylonhealth.com.

Babylon Health Accessibility Conformance Report

VPAT® Version 2.4 (Revised) – February 2020¹

Name of product/version	Babylon Health (Android) app (UK version)
Product description	Babylon Health (UK) is an Android app that enables users to sign up for, and to conduct appointments with, GPs, nurses, pharmacists, and physiotherapists, as well as to manage their own health. Babylon Health is a native Android application, but includes embedded web pages that cover login, registration (including registration for GP@Hand), and a symptom checker chat bot. Some documents delivered through the app, such as private sickness certificates, are available for download as PDF files.
Report date	27 October 2021
Contact information	accessibility@babylonhealth.com Fred Warburton
Notes	In the WCAG, Functional Performance Criteria, and Functional Performance Statement tables:

¹ "Voluntary Product Assessment Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI).

	<ul style="list-style-type: none"> • Software refers to native Android content. • Web refers to embedded web pages. • Electronic Docs refers to PDF documents, such as private sickness certificates. <p>The Android and iOS versions of the app share the same embedded web pages and PDF documents.</p>
Evaluation methods used	<p>This conformance report is based on the results of an accessibility audit conducted by TetraLogical on a representative sample of screens across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.</p> <p>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.</p> <p>The following tools were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none"> • Assistive technologies: Android's built-in accessibility features, including TalkBack and text resizing/zooming. An external keyboard was also paired with the device using Bluetooth to assess keyboard accessibility. • Accessibility testing tools (native Android content): Google Accessibility Scanner, Axe, Colour Contrast Analyser. • Accessibility testing tools (embedded web content): Axe, Colour Contrast Analyser, browser developer tools, W3C HTML validator.

	<ul style="list-style-type: none"> Accessibility testing tools (PDFs): Adobe Acrobat Pro, JAWS and NVDA screen readers.
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Applicable standards/guidelines

The report covers the degree of conformance for the following accessibility standards/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
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe – v 3.1.1 (2019-11)	Yes

Terms

The terms used in this report 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:** This product has not been evaluated against the criterion.

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WCAG 2.0/2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 – Web, Sections 10.1-10.4 of Chapter 10 – Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 –

Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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: WCAG 2.0/2.1 Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1 (Open Functionality Software) • 11.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Software: Non-text content that is presented to the user within the app has a text alternative that serves the equivalent purpose, with the following exception:</p> <ul style="list-style-type: none"> • A small number of images that convey important information are missing text descriptions, for example the image representing supported credit cards on the Card Details screen, and the logo for the third party that provides identity verification functionality. <p>Web: Non-text content that is presented to the user within embedded web pages has a text alternative that serves the equivalent purpose, with the following exception:</p> <ul style="list-style-type: none"> • A small number of images are missing an appropriate text

		<p>description and are skipped by TalkBack, such as the tick icons that visibly indicate complete steps when signing up to GP@Hand and the progress information bar that appears of the top of each screen in the chat bot.</p> <p>Electronic Docs: Non-text content that is presented to the user within the PDF-based private sickness certificate has a text alternative that serves the equivalent purpose, with the following exception:</p> <ul style="list-style-type: none"> • The Babylon Health logo and the image of the signature are both missing text descriptions.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include prerecorded audio-only or prerecorded video content.</p> <p>Web: Embedded web pages do not include prerecorded audio-only or prerecorded video-only content.</p>

<ul style="list-style-type: none"> • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Electronic Docs: The PDF-based private sickness certificate does not include prerecorded audio-only or prerecorded video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include any prerecorded audio content within synchronized media.</p> <p>Web: Embedded web pages do not include any prerecorded audio content within synchronized media.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include any prerecorded audio content within synchronized media.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p>	<p>Software: The app does not include any synchronized media that requires an accessible alternative.</p>

<ul style="list-style-type: none"> • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not applicable</p>	<p>Web: Embedded web pages do not include any synchronized media that requires an accessible alternative.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include any synchronized media that requires an accessible alternative.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Does not support</p>	<p>Software: All information, structure, and relationships conveyed through presentation within the app can be programmatically determined or are available in text, with the following exceptions:</p> <ul style="list-style-type: none"> • Some text that has the visible appearance of, and acts as, a heading for a section of related content is not conveyed as a heading by TalkBack, such as the “Verify your identity” and “Select a document” in-page headings within the

		<p>GP@Hand verification process, and the “Collecting from” in-page heading on the prescription confirmation screen.</p> <ul style="list-style-type: none"> Some inline error messages within forms, such as the form on the Confirm GP Details screen, are not programmatically associated with their related form fields, so are not conveyed by TalkBack when those fields regain TalkBack focus after submitting the form. <p>Web: All information, structure, and relationships conveyed through presentation within embedded web pages can be programmatically determined or are available in text, with the following exceptions:</p> <ul style="list-style-type: none"> Some inline error messages within forms, such as the “An invalid postcode was given” error message that appears when
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		<p>registering with GP@Hand, are not programmatically associated with their related form fields, so are not conveyed by TalkBack when those fields regain TalkBack focus after submitting the form.</p> <ul style="list-style-type: none"> • Some secondary labels, such as the “Include any previous first and last name...” label that appears when registering with GP@Hand, are not programmatically associated with their related form fields, so are not announced by TalkBack when the fields receive focus. • Some groups of related form fields, such as the “Date of Birth” fields that appear when registering with GP@Hand, are not grouped together semantically. • The list of common symptoms of coronavirus on the “Your Results” screen, which appears once all the questions in
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		<p>the chat bot have been answered, is not marked up using semantic HTML list markup.</p> <p>Electronic Docs: Information, structure, and relationships conveyed through presentation within the PDF-based private sickness certificate cannot be programmatically determined and are not available in text, such as via tagging.</p>
<p>1.3.2 Meaningful Sequence (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Partially supports</p>	<p>Software: A correct reading sequence can be programmatically determined for all content within the app, with the following exceptions:</p> <ul style="list-style-type: none"> • The reading order of some screens is not logical when using TalkBack. For example, when submitting a payment for an appointment, the supported credit cards are displayed below/after the card number field, which means that a TalkBack user may only discover supported credit cards after they

		<p>have interacted with this field.</p> <ul style="list-style-type: none"> Some visible text is not available to TalkBack users at all, such as the “Search by name or postcode” text on the Find Pharmacy screen. <p>Web: A correct reading sequence can be programmatically determined for all embedded web pages.</p> <p>Electronic Docs: A correct reading sequence can be programmatically determined for all content within the PDF-based private sickness certificate, with the following exception:</p> <ul style="list-style-type: none"> The “Private and confidential” text in the document header, and the text in the related document’s footer, is not read out by screen readers.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: Instructions provided for understanding and operating content within the app do not rely solely on sensory characteristics of components.</p>

<ul style="list-style-type: none"> • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Web: Instructions provided for understanding and operating content within embedded web pages do not rely solely on sensory characteristics of components.</p> <p>Electronic Docs: Instructions provided for understanding and operating content within the PDF-based private sickness certificate does not rely solely on sensory characteristics of components.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Partially supports</p>	<p>Software: Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the app.</p> <p>Web: Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within embedded web pages.</p> <p>Electronic Docs: Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the PDF-based private sickness certificate, with the following exception:</p>

		<ul style="list-style-type: none"> • A link within the document is only visibly distinguishable from its surrounding static text via colour alone.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include audio that plays automatically for more than 3 seconds.</p> <p>Web: Embedded web pages do not include audio that plays automatically for more than 3 seconds.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include audio that plays automatically for more than 3 seconds.</p>
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) 	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: All functionality within the app is operable using an external keyboard interface and when using TalkBack without requiring specific timings for individual keystrokes, with the following exceptions:</p> <ul style="list-style-type: none"> • Components across the app are

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>usable using TalkBack but cannot be accessed (and therefore cannot be operated) using an external keyboard alone. Examples include navigational controls in the common header (such as the Back and Cancel buttons), form fields on the Confirm GP Details screen, the “How Referrals Work” and “Contact Support” components within the Referrals section of the app, and autocomplete results associated with the pharmacy search field within the Prescription section of the app.</p> <ul style="list-style-type: none"> • Some controls can be accessed but not activated using an external keyboard paired with the user’s device. Examples include adding a new credit or debit card when paying for an appointment, and individual past appointments on
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		<p>the Care landing screen.</p> <p>Web: All functionality within the app is operable using an external keyboard interface and when using TalkBack without requiring specific timings for individual keystrokes.</p> <p>Electronic Docs: The sole functional element within the PDF-based private sickness certificate (a link) is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: For all components that receive keyboard and TalkBack focus within the app, focus can be moved away from that component using the keyboard or TalkBack.</p> <p>Web: For all components that receive keyboard and TalkBack focus within the embedded web content, focus can be moved away from that component using the keyboard or TalkBack.</p> <p>Electronic Docs: It is possible to navigate away from the sole keyboard focusable element within the PDF-based private</p>

		sickness certificate using the keyboard.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not require keyboard shortcuts.</p> <p>Web: Embedded web pages do not require keyboard shortcuts.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not require keyboard shortcuts.</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not have any time limits.</p> <p>Web: Embedded web pages do not have any time limits.</p> <p>Electronic Docs: The PDF-based private sickness certificate is a document, and therefore does not have any time limits.</p>

<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include any moving, blinking, scrolling, or auto-updating information that starts automatically and is presented in parallel with other content.</p> <p>Web: Embedded web pages do not include any moving, blinking, scrolling, or auto-updating information that starts automatically and is presented in parallel with other content.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include any moving, blinking, scrolling, or auto-updating information.</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app does not include content that flashes more than three times in any one second period.</p> <p>Web: Embedded web pages do not include content that flashes more than three times in any one second period.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include content that flashes more than three times in any one second period.</p>

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: Embedded web pages do not have blocks of content that are repeated on multiple pages.</p> <p>Electronic Docs: The PDF-based private sickness certificate is an electronic document, and therefore this success criterion does not apply.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) – Does not apply 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Does not support</p>	<p>Software: All screens within the app have titles that describe their topic or purpose, with the following exception:</p> <ul style="list-style-type: none"> • The Prescription Confirmation screen is missing a visible screen title.

<ul style="list-style-type: none"> • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Web: All screens within the embedded web pages have titles that describe their topic or purpose, with the following exception:</p> <ul style="list-style-type: none"> • Some screens within the GP@Hand verification section are missing visible screen titles. • All individual screens within the chat bot have the page title of “Loading”. <p>Electronic Docs: The PDF-based private sickness certificate does not have a title that describes its topic or purpose.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Software: All focusable components within the app receive focus in an order that preserves meaning and operability, with the following exceptions:</p> <ul style="list-style-type: none"> • Some non-actionable components unnecessarily fall into focus order when using an external keyboard paired with the device. Examples include the “Annual

<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Subscription: One-off payment for the year” text on the Appointment Payment screen, and panels representing clinics that don’t have any current appointments on the Select Clinic screen.</p> <ul style="list-style-type: none"> • A small number of components fall into focus order twice when using an external keyboard paired with the device. For example, the last credit card in the Recent list within the Select Payment Method slide-in when booking an appointment, and the “My passport is readable” and “Take a new picture” buttons when verifying one’s identity. • TalkBack focus often automatically starts on a specific form field when the related screen is opened, such as when paying for an appointment. This means that
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		<p>any content presented before the field is skipped, which may cause TalkBack to miss out on important information.</p> <ul style="list-style-type: none"> • The order in which components receive external keyboard focus on some screens, such as the Find Pharmacy and ID Checks screens, is not logical. • TalkBack focus is occasionally “lost” and returns to the first element on the screen when performing certain tasks, such as dismissing the “Need some Help?” slide-in on the Care landing screen. • TalkBack focus often remains on the form’s submit button, rather than move to the first form field that is in an error state, if the form contains errors when it is submitted – for example, when submitting the ID Checks form. <p>Web: All focusable components within the</p>
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		<p>embedded web pages receive focus in an order that preserves meaning and operability, with the following exceptions:</p> <ul style="list-style-type: none"> • TalkBack focus is often “lost” and returns to the top of the screen after performing certain actions, such as when an incorrect postcode is submitted as part of GP@Hand registration. • Due to the way that they have been incorrectly coded, a small number of screen elements fall into TalkBack focus order twice – for example, the country code in the “Phone” field on the Your Details screen that forms part of the GP@Hand registration. • Some non-interactive headings within the chat bot unnecessarily fall into external keyboard focus order. <p>Electronic Docs: The single focusable</p>
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		element within the PDF-based private sickness certificate receives focus in an order that preserves meaning and operability.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The purpose of all links to other screens within the app, and to pages that open in the device's default browser and other external apps, can be determined from the link text alone, or from the link text together with its programmatically determined link context.</p> <p>Web: The purpose of all links to other screens within the app, and to pages that open in the device's default browser and other external apps, can be determined from the link text alone, or from the link text together with its programmatically determined link context.</p> <p>Electronic Docs: The purpose of the single link in the PDF-based private sickness certificate can be determined from the link text together with its surrounding link context.</p>
<p><u>2.5.1 Pointer Gestures</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include functionality that requires multipoint/path-based gestures.</p> <p>Web: Embedded web pages do not include</p>

<ul style="list-style-type: none"> • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>functionality that requires multipoint/path-based gestures.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not require multipoint/path-based gestures.</p>
<p><u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: For all functionality within the app that can be operated using a single pointer, all pointer event interaction can be cancelled as per the SC requirements.</p> <p>Web: For all functionality within the embedded web pages that can be operated using a single pointer, all pointer event interaction can be cancelled as per the SC requirements.</p> <p>Electronic Docs: The single link within the PDF-based private sickness certificate is operable using a single pointer, and all pointer event interaction can be cancelled as per the SC requirements.</p>
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only) Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: For all user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually.</p>

<ul style="list-style-type: none"> • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>Web: For all user interface components with labels that include text or images of text within the embedded web pages, the accessible name of the component contains the text that is presented visually.</p> <p>Electronic Docs: The accessible name for the single link within the PDF-based private sickness certificate contains the text that is presented visually.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The device motion or user motion is essential for reading the user's passport and for taking their photograph as part of the identity verification process. However, removing device motion would invalidate these activities.</p> <p>Web: Embedded web pages do not include functionality that can be operated by device motion or user motion.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include functionality that can be operated by device motion or user motion.</p>
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: EN 301 549 Criteria</p>	<p>Software: Not applicable</p> <p>Web: Supports</p>	<p>Software: It is not possible for developers to programmatically specify the human</p>

<ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Does not support</p>	<p>language for native Android applications.</p> <p>Web: The default language of all embedded web pages can be programmatically determined.</p> <p>Electronic Docs: The default language of the PDF-based private sickness certificate cannot be programmatically determined, as the language of the document is not specified in its properties.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: No user interface component within the app initiates a change of context when it receives focus.</p> <p>Web: No user interface component within the embedded web pages initiates a change of context when it receives focus.</p> <p>Electronic Docs: The single link within the PDF-based private sickness certificate does not initiate a change of context when it receives focus.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Software: Partially supports</p>	<p>Software: Changing the setting of user interface components within the</p>

<ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>app does not automatically cause a change of context, with the following exception:</p> <ul style="list-style-type: none"> • When filling in credit card details on the Appointment Payment screen, focus automatically moves from field to field after the required number of digits are entered into the field. This approach is not under the control of the user which means that, if they have entered incorrect content, they must specifically navigate back to the affected field to make changes. <p>Web: Changing the setting of user interface components within the embedded web pages does not automatically cause a change of context.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include user interface components that receive user input.</p>
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<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: For all input errors that are automatically detected within the app, the item that is in error is identified and the error is described to the user in text.</p> <p>Web: For all input errors that are automatically detected within the embedded web pages, the item that is in error is identified and the error is described to the user in text.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not contain any components expecting user input that could lead to input errors.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: Labels or instructions are provided within the app when content requires user input, with the following exception:</p> <ul style="list-style-type: none"> • In some forms, such as the Confirm GP Details form, text labels do not distinguish between required and optional fields. <p>Web: Labels or instructions are provided within the embedded web pages when content requires user input, with the following exception:</p>

<ul style="list-style-type: none"> • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • The “Leave a Comment” field on the Give Feedback screen within the chatbot is labelled using placeholder text, which disappears when text is entered into the field. <p>Electronic Docs: The PDF-based private sickness certificate does not include content that requires user input.</p>
<p>4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app is not implemented using a markup language, and therefore this success criterion does not apply.</p> <p>Web: In all embedded web pages, 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 the following exceptions (none of which have any significant impact in practice):</p> <ul style="list-style-type: none"> • Some elements are not nested correctly per the specification, such as <div> elements

		<p>nested inside <button> elements.</p> <ul style="list-style-type: none"> • Some elements contain null ID attribute values, which is not permitted by the specification. • Some elements are not used as intended by the specification, such as the use of the <legend> element to mark up heading text on the Your Details screen within the GP@Hand registration process. <p>Electronic Docs: The PDF-based private sickness certificate is not implemented using a markup language.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Software: For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies, with the following exceptions:</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • Some user interface components are missing an appropriate role, or are provided with an incorrect role, such as the “Read our Terms & Conditions” link on the Appointment Payments screen, the “Add GP Details” component on the Add Your GP Details screen, and the “Appointment Details” button on the ID Checks screen. • When certain form fields, such as those on the Confirm GP Details screen, are populated with text, the visible label (i.e. the name) for the field is no longer announced by TalkBack when the field regains focus. <p>Web: For all user interface components within the embedded web pages, the name and role can be programmatically determined; states, properties, and values that can be set by the</p>
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		<p>user can be programmatically determined; and notifications of changes to these items are available to user agents, including assistive technologies, with the following exceptions:</p> <ul style="list-style-type: none"> • A small number of form components, such as the “Day”, “Month”, and “Year” form components on the Your Details screen within the GP@Hand registration process, are missing accessible names, and therefore TalkBack users may not know what each field represents. • The “Select Address” dialog box which appears during the GP@Hand registration process is missing an accessible name, so TalkBack users will not know the purpose of the dialog box without specifically navigating into its contents. • Individual stars within the star rating component
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		<p>on the Your Results screen within the chatbot are constructed so that they are erroneously conveyed as tabs by TalkBack.</p> <p>Electronic Docs: The name and role for the single link within the PDF-based private sickness certificate can be programmatically determined, and is available to user agents, including assistive technologies.</p>
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Table 2: WCAG 2.0/2.1 Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: Aside from two-way video calls, which are exempt from this success criterion, the app does not include live audio content within synchronized media.</p> <p>Web: Embedded web pages within the app do not include live audio content within synchronized media.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include live audio content within synchronized media.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include prerecorded video content in synchronized media.</p> <p>Web: Embedded web pages within the app do not include prerecorded video content in synchronized media.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include prerecorded video content in synchronized media.</p>

Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.3.4 Orientation</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Does not support Web: Does not support Electronic Docs: Not applicable	Software: The app restricts the view and operation of content to a single display orientation (portrait). Web: The underlying HTML does not include markup that restricts embedded web pages themselves to a single display orientation. In practice, however, embedded web content is restricted to a single display orientation when viewed in the app. Electronic Docs: The ability to switch between different orientations depends on whether this functionality is available within the user's chosen PDF reader application.
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Software: Not applicable Web: Partially supports Electronic Docs: Not applicable	Software: It is not possible for developers to programmatically identify the purpose of input fields that collect information about the user within native Android applications. Web: The purpose of input fields that collect information about the user within embedded web pages can be programmatically determined, with the

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>following exceptions in the GP@Hand registration process:</p> <ul style="list-style-type: none"> • Create Password field • Phone field <p>Electronic Docs: The PDF-based private sickness certificate does not include input fields that collect information about the user.</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The visual presentation of all text within the app has a contrast ratio of at least 4.5:1, while large-scale text has a contrast ratio of at least 3:1, with the following exceptions:</p> <ul style="list-style-type: none"> • When entering a new credit card as part of the appointment booking process, labels for each field are light blue on a white background, resulting in a contrast ratio of 2.6:1, while the “Add Card” button is represented by white text on a slightly darker blue background, resulting in a contrast ratio of 3.1:1. • Placeholder text in some form fields,

		<p>such as the “Search” field on the Find Pharmacy screen, is light grey on a white background, resulting in a contrast ratio of 3.9:1.</p> <p>Web: The visual presentation of all text within embedded web pages has a contrast ratio of at least 4.5:1 (or 3:1 for large text), with the following exceptions:</p> <ul style="list-style-type: none"> • During the GP@Hand registration process, tapping the “Continue” button changes the button’s label to white text on a gray background, resulting in a contrast ratio of 3.9:1. • The “You can only be registered at one NHS GP practice...” text displayed within the GP@Hand registration process is grey on a light blue background, resulting in a contrast ratio of 4.3:1.
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		Electronic Docs: The visual presentation of all text has a contrast ratio of at least 4.5:1.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: All text within the app can be resized without assistive technology by zooming up to 200% with no loss of content or functionality.</p> <p>Web: All text within embedded web pages can be resized without assistive technology by zooming up to 200%, and with no loss of content or functionality, with the following exceptions:</p> <ul style="list-style-type: none"> • At small screen sizes, the names of individual steps within the GP@Hand registration process are removed. Consequently, users with larger devices have access to this text, but those who use smaller devices do not. <p>Electronic Docs: The ability to resize text without assistive technology by zooming up to 200% with no loss of content or functionality depends on whether this</p>

		functionality is available within the user's chosen PDF reader application.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: Text, rather than images of text, is used to convey information within the app.</p> <p>Web: Text, rather than images of text, is used to convey information within embedded web pages.</p> <p>Electronic Docs: Text, rather than images of text, is used to convey information within the PDF-based private sickness certificate.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: All screens within the app are structured so that they can 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, with the following exception:</p> <ul style="list-style-type: none"> • When resized to the above dimensions, some text within the "Need some help?" slide-in on the

<p>Revised Section 508 – Does not apply</p>		<p>Care landing screen is hidden and cannot be scrolled to.</p> <p>Web: All embedded web pages are structured so that they can 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, with the following exception:</p> <ul style="list-style-type: none"> • When resized to the above dimensions, the names of individual steps within the GP@Hand registration process are removed. <p>Electronic Docs: The ability to resize content 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, depends on whether this functionality is available within the user's chosen PDF reader application.</p>
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.11 (Web) 	<p>Software: Supports</p> <p>Web: Partially supports</p>	<p>Software: The visual presentation of all user interface components and other graphical objects within the app</p>

<ul style="list-style-type: none"> • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Electronic Docs: Supports</p>	<p>(except for those whose appearance is determined by the operating system) has a contrast ratio of at least 3:1.</p> <p>Web: The visual presentation of all user interface components and other graphical objects within embedded web pages (except for those whose appearance is determined by the operating system) has a contrast ratio of at least 3:1, with the following exception:</p> <ul style="list-style-type: none"> • The visible indicator of keyboard focus indicator on some elements, such as checked checkboxes within the chatbot, provides insufficient contrast against the page's background. <p>Electronic Docs: The visual presentation of all graphical objects (except for objects whose appearance is determined by the PDF reader application) has a contrast ratio of at least 3:1.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Software: Not applicable</p>	<p>Software: The app's development framework</p>

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>(React Native) allows developers to set multiple text style properties, including those covered by this success criterion. However, at the present time, these properties cannot be modified by the user in the operating system settings, either globally or on a per app basis.</p> <p>Web: Embedded web pages allow for the changing of all relevant text style properties without loss of content or functionality.</p> <p>Electronic Docs: The ability to change all relevant text style properties without loss of content or functionality depends on whether this functionality is available within the user's chosen PDF reader application.</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app does not include additional content that is displayed on hover or focus.</p> <p>Web: Embedded web pages do not include additional content that is displayed on hover or focus.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include additional content that is displayed on hover or focus.</p>

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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 	<p>Software: Not applicable</p> <p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: Embedded web pages are entirely comprised of pages that are the result of, or a step in, a process.</p> <p>Electronic Docs: The PDF-based private sickness certificate is an electronic document, and therefore this success criterion does not apply.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) 	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: All headings and labels within the app appropriately describe the topic or purpose of their related content, with the following exception:</p> <ul style="list-style-type: none"> • While the Select Payment Method

<ul style="list-style-type: none"> • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>slide-in that appears when booking an appointment is accessible when using TalkBack and when using an external keyboard, the approach to closing it (double-tapping on the screen if using TalkBack or pressing the Spacebar if using an external keyboard) is not clearly indicated within the slide-in.</p> <p>Web: All headings and labels within embedded web pages appropriately describe the topic or purpose of their related content.</p> <p>Electronic Docs: All headings and labels within the PDF-based private sickness certificate appropriately describe the topic or purpose of their related content.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: All keyboard operable user interface components include an indication of keyboard focus, with the following exception:</p> <ul style="list-style-type: none"> • There is no visible indication of external keyboard

<ul style="list-style-type: none"> • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>focus when certain components receive focus, such as the “Credit or Debit Card” option within the Select Payment Method slide-in, and links to individual appointments on the Care landing screen.</p> <p>Web: All operable user interface components within embedded web pages that support external keyboard interaction include an indication of focus when using an external keyboard paired with the device, with the following exception:</p> <ul style="list-style-type: none"> • There is no visible indication of external keyboard focus when certain components receive focus, such as the Help button on the chatbot’s Your Results screen. <p>Electronic Docs: The availability of a visible indication of keyboard focus depends on whether this functionality is available within the user’s chosen PDF reader application.</p>
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<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not applicable</p> <p>Web: Supports</p> <p>Electronic Docs: Does not support</p>	<p>Software: It is not possible for developers to programmatically specify the human language of passages or phrases in the content of native Android applications.</p> <p>Web: The human language of each passage or phrase in the content of embedded web pages can be programmatically determined.</p> <p>Electronic Docs: The human language of each passage or phrase in the content of pages cannot be programmatically determined, as the language of the document is not specified in its properties.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Software: Not applicable</p> <p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: Navigational mechanisms that are repeated on multiple pages within the set of embedded web pages occur in the same relative order each time they are repeated.</p> <p>Electronic Docs: The PDF-based private sickness certificate is an electronic document, and therefore this</p>

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) <p>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 		<p>success criterion does not apply.</p>
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>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 	<p>Software: Not applicable</p> <p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: The app is a software product, and therefore this success criterion does not apply.</p> <p>Web: All components that have the same functionality within the set of embedded web pages are identified consistently.</p> <p>Electronic Docs: The PDF-based private sickness certificate is an electronic document, and therefore this success criterion does not apply.</p>

<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: For all automatically detected input errors within the app where suggestions for correction are known, these suggestions are provided to the user, with the following exception:</p> <ul style="list-style-type: none"> • Errors associated with credit card fields on the Appointment Payment screen do not include suggestions for correction or guidance on where to find the information required on the user's card. <p>Web: For all automatically detected input errors within the embedded web pages where suggestions for correction are known, these suggestions are provided to the user, with the following exception:</p> <ul style="list-style-type: none"> • If a postcode is entered in an invalid format when registering for GP@Hand, the error message does not provide guidance on the correct format to use.
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		<p>Electronic Docs: The PDF-based private sickness certificate does not include any components requiring user input.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Not applicable</p>	<p>Software: Personal details submitted within the app (for example, when booking an appointment) are checked for input errors, and there is a mechanism for reviewing, confirming, and correcting these details.</p> <p>Web: Personal details submitted within the embedded web pages (for example, when creating an account) are checked for input errors, and there is a mechanism for reviewing, confirming, and correcting these details.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include any content or functionality that causes legal commitments or financial transactions for the user to occur, modify or delete user-controllable data in data storage systems, or submit user test responses.</p>
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p>	<p>Software: Not applicable</p>	<p>Software: Apart from embedded web pages, the app is not</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially supports</p> <p>Electronic Docs: Not applicable</p>	<p>implemented using markup languages, and therefore this success criterion does not apply.</p> <p>Web: In all embedded web pages 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 receive focus, with the following exceptions:</p> <ul style="list-style-type: none"> • Some error messages, such as those related to forms in the GP@Hand registration process, are visibly injected into the screen content but are not immediately announced by TalkBack. • When navigating between steps in the chatbot, a loading animation is visibly generated to indicate that the next question is loading. However, equivalent information is not announced by TalkBack.
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		Electronic Docs: The PDF-based private sickness certificate does not include status messages.
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Table 3: WCAG 2.0/2.1 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.2.6 Timeouts</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.5.5 Target Size</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.1.5 Reading Level</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA.

		Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.
<u>3.3.6 Error Prevention (All)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not evaluated Web: Not evaluated Electronic Docs: Not evaluated	Software: The app has not been evaluated against WCAG 2.0/2.1 Level AAA. Web: Embedded web pages have not been evaluated against WCAG 2.0/2.1 Level AAA. Electronic Docs: The PDF-based private sickness certificate has not been evaluated against WCAG 2.0/2.1 Level AAA.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: The mapping of WCAG 2.0 success criteria to the criteria in chapter is based on [Section 508: Mapping of WCAG 2.0 to Functional Performance Criteria](#).

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Partially supports Web: Partially supports Electronic Docs: Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.1 Audio-only and video-only (pre-recorded)• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.3.2 Meaningful sequence• 1.3.3 Sensory characteristics• 1.4.1 Use of color• 1.4.2 Audio control• 2.1.1 Keyboard• 2.1.2 No keyboard trap• 2.2.1 Timing adjustable• 2.4.1 Bypass blocks• 2.4.2 Page titled• 2.4.3 Focus order

		<ul style="list-style-type: none"> • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.3 Labels or instructions • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
302.2 With Limited Vision	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.1 Audio-only and video-only • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence

		<ul style="list-style-type: none"> • 1.3.3 Sensory characteristics • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.2 Name, role, value
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302.3 Without Perception of Color	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 3.3.1 Error identification • 3.3.4 Error prevention (legal, financial, data)
302.4 Without Hearing	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app can be used without hearing, with the following exception:</p> <ul style="list-style-type: none"> • Appointments can only be conducted by video or phone. The app does not include support the delivery of live captioning or transcripts of appointments. <p>Web: The embedded web pages can be used without hearing.</p> <p>Electronic Docs: The PDF-based private sickness certificate can be used without hearing.</p>
302.5 With Limited Hearing	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app can be used with limited hearing, with the following exception:</p> <ul style="list-style-type: none"> • Appointments can only be conducted by video or phone. The app does not include support

		<p>the delivery of live captioning or transcripts of appointments.</p> <p>Web: The embedded web pages can be used with limited hearing.</p> <p>Electronic Docs: The PDF-based private sickness certificate can be used with limited hearing.</p>
302.6 Without Speech	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app does not rely on speech input, with the following exception:</p> <ul style="list-style-type: none"> • Appointments can only be conducted by video or phone. The app does not support alternative input methods to speech for appointments. <p>Web: The embedded web pages do not rely on speech input.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not rely on speech input.</p>
302.7 With Limited Manipulation	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 2.1.1 Keyboard • 2.1.2 No keyboard trap

		<ul style="list-style-type: none"> • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.2.1 On focus • 3.2.4 Consistent identification • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
302.8 With Limited Reach and Strength	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app is usable by people with limited reach and strength.</p> <p>Web: The embedded web pages are usable by people with limited reach and strength.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.1 Audio-only and video-only (prerecorded) • 1.2.2 Captions (prerecorded) • 1.2.3 Audio description or

		<p>media alternative (prerecorded)</p> <ul style="list-style-type: none"> • 1.2.4 Captions (live) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.3 Sensory characteristics • 1.4.1 Use of color • 1.4.2 Audio control • 1.4.5 Images of text • 2.1.1 Keyboard • 2.2.1 Timing adjustable • 2.2.2 Pause, stop, hide • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions
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		<ul style="list-style-type: none"> • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
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Chapter 4: Hardware

Notes: The Babylon Health Android app (UK version) is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
402.1 General		
402.2 Speech-Output Enabled		
402.2.1 Information Displayed On-Screen	Not applicable	The app is not a hardware product.
402.2.2 Transactional Outputs	Not applicable	The app is not a hardware product.
402.2.3 Speech Delivery Type and Coordination	Not applicable	The app is not a hardware product.
402.2.4 User Control	Not applicable	The app is not a hardware product.
402.2.5 Braille Instructions	Not applicable	The app is not a hardware product.
402.3 Volume		
402.3.1 Private Listening	Not applicable	The app is not a hardware product.
402.3.2 Non-private Listening	Not applicable	The app is not a hardware product.
402.4 Characters on Display Screens	Not applicable	The app is not a hardware product.
402.5 Characters on Variable Message Signs	Not applicable	The app is not a hardware product.
<u>403 Biometrics</u>		
403.1 General	Not applicable	The app is not a hardware product.
<u>404 Preservation of Information Provided for Accessibility</u>		
404.1 General	Not applicable	The app is not a hardware product.
<u>405 Privacy</u>		
405.1 General	Not applicable	The app is not a hardware product.

<u>406 Standard Connections</u>		
406.1 General	Not applicable	The app is not a hardware product.
<u>407 Operable Parts</u>		
407.2 Contrast	Not applicable	The app is not a hardware product.
<u>407.3 Input Controls</u>		
407.3.1 Tactilely Discernible	Not applicable	The app is not a hardware product.
407.3.2 Alphabetic Keys	Not applicable	The app is not a hardware product.
407.3.3 Numeric Keys	Not applicable	The app is not a hardware product.
407.4 Key Repeat	Not applicable	The app is not a hardware product.
407.5 Timed Response	Not applicable	The app is not a hardware product.
407.6 Operation	Not applicable	The app is not a hardware product.
407.7 Tickets, Fare Cards, and Keycards	Not applicable	The app is not a hardware product.
<u>407.8 Reach Height and Depth</u>		
407.8.1 Vertical Reference Plane	Not applicable	The app is not a hardware product.
407.8.1.1 Vertical Plane for Side Reach	Not applicable	The app is not a hardware product.
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	The app is not a hardware product.
407.8.2 Side Reach	Not applicable	The app is not a hardware product.
407.8.2.1 Unobstructed Side Reach	Not applicable	The app is not a hardware product.
407.8.2.2 Obstructed Side Reach	Not applicable	The app is not a hardware product.
407.8.3 Forward Reach	Not applicable	The app is not a hardware product.
407.8.3.1 Unobstructed Forward Reach	Not applicable	The app is not a hardware product.
407.8.3.2 Obstructed Forward Reach	Not applicable	The app is not a hardware product.
407.8.3.2.1 Operable Part Height for ICT with	Not applicable	The app is not a hardware product.

Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	The app is not a hardware product.
<u>408 Display Screens</u>		
408.2 Visibility	Not applicable	The app is not a hardware product.
408.3 Flashing	Not applicable	The app is not a hardware product.
<u>409 Status Indicators</u>		
409.1 General	Not applicable	The app is not a hardware product.
<u>410 Color Coding</u>		
410.1 General	Not applicable	The app is not a hardware product.
<u>411 Audible Signals</u>		
411.1 General	Not applicable	The app is not a hardware product.
<u>412 ICT with Two-Way Voice Communication</u>		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	The app is not a hardware product.
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	The app is not a hardware product.
412.3 Interference Reduction and Magnetic Coupling		
412.3.1 Wireless Handsets	Not applicable	The app is not a hardware product.
412.3.2 Wireline Handsets	Not applicable	The app is not a hardware product.
412.4 Digital Encoding of Speech	Not applicable	The app is not a hardware product.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Called ID	Not applicable	The app is not a hardware product.

412.7 Video Communication	Not applicable	The app is not a hardware product.
<u>412.8 Legacy TTY Support</u>		
412.8.1 TTY Connectability	Not applicable	The app is not a hardware product.
412.8.2 Voice and Hearing Carry Over	Not applicable	The app is not a hardware product.
412.8.3 Signal Compatibility	Not applicable	The app is not a hardware product.
412.8.4 Voice Mail and Other Messaging Systems	Not applicable	The app is not a hardware product.
<u>413 Closed Caption Processing Technologies</u>		
413.1.1 Decoding and Display of Closed Captions	Not applicable	The app is not a hardware product.
413.1.2 Pass-Through of Closed Caption Data	Not applicable	The app is not a hardware product.
<u>414 Audio Description Processing Technologies</u>		
414.1.1 Digital Television Tuners	Not applicable	The app is not a hardware product.
414.1.2 Other ICT	Not applicable	The app is not a hardware product.
<u>415 User Controls for Captions and Audio Descriptions</u>		
415.1.1 Caption Controls	Not applicable	The app is not a hardware product.
415.1.2 Audio Description Controls	Not applicable	The app is not a hardware product.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
<u>502 Interoperability with Assistive Technology</u>		
502.2.1 User Control of Accessibility Features	Not applicable	The app is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The app does not disrupt or disable Android's operating system accessibility features.
502.3 Accessibility Services		
502.3.1 Object Information	Partially supports	All user interface components within the app provide the necessary role, state, property, and value information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
502.3.2 Modification of Object Information	Supports	The app provides assistive technologies with the ability to modify states and properties of all applicable user interface components.
502.3.3 Row, Column, and Headers	Not applicable	The app does not use data tables to present information.
502.3.4 Values	Supports	All applicable values can be programmatically determined by assistive technologies.
502.3.5 Modification of Values	Supports	All applicable values can be modified using assistive technologies.
502.3.6 Label Relationships	Partially supports	All user interface components are

		programmatically associated with their respective labels, except for the instances described in WCAG 2.0/2.1 SC 1.3.1 Info and Relationships (Level A).
502.3.7 Hierarchical Relationships	Supports	The app exposes all hierarchical relationships in a way that they can be programmatically determined by assistive technologies.
502.3.8 Text	Supports	The app exposes all text in a way that it can be programmatically determined by assistive technologies.
502.3.9 Modification of Text	Supports	The app allows assistive technologies to modify the text within text input fields.
502.3.10 List of Actions	Partially supports	All user interface components within the app are structured so that their list of actions is exposed to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
502.3.11 Actions on Objects	Partially supports	All user interface components within the app are structured so that they can be executed using assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 2.1.1 Keyboard (Level A).
502.3.12 Focus Cursor	Partially supports	All applicable user interface components that receive TalkBack and external keyboard focus include a visible indicator of focus, except

		for the instances described in WCAG 2.0/2.1 SC 2.4.7 Focus Visible (Level AA).
502.3.13 Modification of Focus Cursor	Supports	The app allows assistive technologies to control the focus and selection cursor on all applicable user interface components.
502.3.14 Event Notification	Partially supports	The app exposes applicable notification information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.3 Status Messages (Level AA).
502.4 Platform Accessibility Features	Not applicable	The app is not platform software.
<u>503 Applications</u>		
503.2 User Preferences	Partially supports	<p>The app supports user preferences at operating system level, except for the instances described in WCAG 2.0/2.1 SC 1.4.4 Resize Text (Level AA).</p> <p>The app also supports Android-specific preferences, such as colour inversion.</p>
503.3 Alternative User Interfaces	Not applicable	The app does not provide an alternative user interface that functions as an assistive technology.
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	The app does not include synchronized multimedia that would require captions.
503.4.2 Audio Description Controls	Not applicable	The app does not include synchronized multimedia that would

		require audio description.
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	The app does not include content editing or creation.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The app does not include authoring tools that support the conversion of content from one format to another.
504.2.2 PDF Export	Not applicable	The app does not include a PDF export feature.
504.3 Prompts	Not applicable	The app does not include content editing or creation that would require a feature to prompt authors to create content that conforms to WCAG 2.0/2.1 Levels A and AA.
504.4 Templates	Not applicable	The app does not require templates for content editing or creation.

Chapter 6: Support Documentation and Services

Notes: This accessibility conformance report does not cover the Babylon Health (Android UK) app's support documentation and services.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
<u>602 Support Documentation</u>		
602.2 Accessibility and Compatibility Features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
602.3 Electronic Support Documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
603.3 Accommodation of Communication Needs	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Software: Partially supports Web: Partially supports Electronic Docs: Partially supports	Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria: <ul style="list-style-type: none">• 1.1.1 Non-text content• 1.2.1 Audio-only and video-only (pre-recorded)• 1.2.3 Audio description or media alternative (prerecorded)• 1.2.5 Audio description (prerecorded)• 1.3.1 Info and relationships• 1.3.2 Meaningful sequence• 1.3.3 Sensory characteristics• 1.3.4 Orientation• 1.4.1 Use of color• 1.4.2 Audio control• 2.1.1 Keyboard• 2.1.2 No keyboard trap• 2.1.4 Character key shortcuts• 2.2.1 Timing adjustable• 2.4.1 Bypass blocks• 2.4.2 Page titled

		<ul style="list-style-type: none"> • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.5.3 Label in name • 2.5.4 Motion actuation • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.3 Labels or instructions • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.2 Usage with limited vision	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.1 Audio-only and video-only • 1.2.3 Audio description or media alternative (prerecorded)

		<ul style="list-style-type: none"> • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.3 Sensory characteristics • 1.3.4 Orientation • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.4 Resize text • 1.4.5 Images of text • 1.4.10 Reflow • 1.4.11 Non-text contrast • 1.4.12 Text spacing • 1.4.13 Content on hover or focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.1 Pointer gestures • 2.5.2 Pointer cancellation • 2.5.3 Label in name • 2.5.4 Motion actuation
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		<ul style="list-style-type: none"> • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.3 Usage without perception of colour	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.4.1 Use of color • 1.4.3 Contrast (minimum) • 1.4.11 Non-text contrast • 3.3.1 Error identification • 3.3.4 Error prevention (legal, financial, data)
4.2.4 Usage without hearing	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app can be used without hearing, with the following exception:</p> <ul style="list-style-type: none"> • Appointments can only be conducted

		<p>by video or phone. The app does not include support the delivery of live captioning or transcripts of appointments.</p> <p>Web: The embedded web pages can be used without hearing.</p> <p>Electronic Docs: The PDF-based private sickness certificate can be used without hearing.</p>
4.2.5 Usage with limited hearing	<p>Software: Partially supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app can be used with limited hearing, with the following exception:</p> <ul style="list-style-type: none"> • Appointments can only be conducted by video or phone. The app does not include support the delivery of live captioning or transcripts of appointments. <p>Web: The embedded web pages can be used with limited hearing.</p> <p>Electronic Docs: The PDF-based private sickness certificate can be used with limited hearing.</p>
4.2.6 Usage with no or limited vocal capability	<p>Software: Partially supports</p> <p>Web: Supports</p>	<p>Software: The app does not rely on speech input, with the following exception:</p>

	<p>Electronic Docs: Supports</p>	<ul style="list-style-type: none"> • Appointments can only be conducted by video or phone. The app does not support alternative input methods to speech for appointments. <p>Web: The embedded web pages do not rely on speech input.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not rely on speech input.</p>
4.2.7 Usage with limited manipulation or strength	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.3.4 Orientation • 1.4.13 Content on hover or focus • 2.1.1 Keyboard • 2.1.2 No keyboard trap • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.1 Pointer gestures • 2.5.2 Pointer cancellation

		<ul style="list-style-type: none"> • 2.5.3 Label in name • 2.5.4 Motion actuation • 3.2.1 On focus • 3.2.4 Consistent identification • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value
4.2.8 Usage with limited reach	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app is usable by people with limited reach and strength.</p> <p>Web: The embedded web pages are usable by people with limited reach and strength.</p> <p>Web: The embedded web pages are usable by people with limited reach and strength</p>
4.2.9 Minimize photosensitive seizure triggers	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app does not include content likely to cause photosensitive seizure triggers.</p> <p>Web: The embedded web pages do not include content likely to cause photosensitive seizure triggers.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not include content likely to cause photosensitive seizure triggers.</p>

<p>4.2.10 Usage with limited cognition, language or learning</p>	<p>Software: Partially supports</p> <p>Web: Partially supports</p> <p>Electronic Docs: Partially supports</p>	<p>Refer to issues identified in the WCAG 2.0/2.1 section, specifically the following criteria:</p> <ul style="list-style-type: none"> • 1.1.1 Non-text content • 1.2.1 Audio-only and video-only (prerecorded) • 1.2.2 Captions (prerecorded) • 1.2.3 Audio description or media alternative (prerecorded) • 1.2.4 Captions (live) • 1.2.5 Audio description (prerecorded) • 1.3.1 Info and relationships • 1.3.2 Meaningful sequence • 1.3.3 Sensory characteristics • 1.3.4 Orientation • 1.3.5 Identify input purpose • 1.4.1 Use of color • 1.4.2 Audio control • 1.4.5 Images of text • 1.4.12 Text spacing • 2.1.1 Keyboard • 2.1.4 Character key shortcuts • 2.2.1 Timing adjustable • 2.2.2 Pause, stop, hide • 2.4.1 Bypass blocks • 2.4.2 Page titled • 2.4.3 Focus order
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		<ul style="list-style-type: none"> • 2.4.4 Link purpose (in context) • 2.4.5 Multiple ways • 2.4.6 Headings and labels • 2.4.7 Focus visible • 2.5.1 Pointer gestures • 2.5.2 Pointer cancellation • 2.5.3 Label in name • 2.5.4 Motion actuation • 3.1.1 Language of page • 3.1.2 Language of parts • 3.2.1 On focus • 3.2.2 On input • 3.2.3 Consistent navigation • 3.2.4 Consistent identification • 3.3.1 Error identification • 3.3.2 Labels or instructions • 3.3.3 Error suggestion • 3.3.4 Error prevention (legal, financial, data) • 4.1.1 Parsing • 4.1.2 Name, role, value • 4.1.3 Status messages
4.2.11 Privacy	<p>Software: Supports</p> <p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Software: The app does not provide additional features for accessibility that may impact on the privacy of users.</p>

		<p>Web: The embedded web pages do not provide additional features for accessibility that may impact on the privacy of users.</p> <p>Electronic Docs: The PDF-based private sickness certificate does not provide additional features for accessibility that may impact on the privacy of users.</p>
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Chapter 5: Generic Requirements

Notes: The Babylon Health Android app (UK version) is not closed software.

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality		
5.1.2.2 Assistive technology		
5.1.3 Non-visual access		
5.1.3.1 Audio output of visual information	Not applicable	The app is not closed software.
5.1.3.2 Auditory output delivery including speech	Not applicable	The app is not closed software.
5.1.3.3 Auditory output correlation	Not applicable	The app is not closed software.
5.1.3.4 Speech output user control	Not applicable	The app is not closed software.
5.1.3.5 Speech output automatic interruption	Not applicable	The app is not closed software.
5.1.3.6 Speech output for non-text content	Not applicable	The app is not closed software.
5.1.3.7 Speech output for video information	Not applicable	The app is not closed software.
5.1.3.8 Masked entry	Not applicable	The app is not closed software.
5.1.3.9 Private access to personal data	Not applicable	The app is not closed software.
5.1.3.10 Non-interfering audio output	Not applicable	The app is not closed software.
5.1.3.11 Private listening volume	Not applicable	The app is not closed software.
5.1.3.12 Speaker volume	Not applicable	The app is not closed software.
5.1.3.13 Volume reset	Not applicable	The app is not closed software.
5.1.3.14 Spoken languages	Not applicable	The app is not closed software.
5.1.3.15 Non-visual error identification	Not applicable	The app is not closed software.

5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The app is not closed software.
5.1.4 Functionality closed to text enlargement	Not applicable	The app is not closed software.
5.1.5 Visual output for auditory information	Not applicable	The app is not closed software.
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality		
5.1.6.2 Input focus	Not applicable	The app is not closed software.
5.1.7 Access without speech	Not applicable	The app is not closed software.
5.2 Activation of accessibility features	Not applicable	The app is not closed software.
5.3 Biometrics	Not applicable	The app is not closed software.
5.4 Preservation of accessibility information during conversion	Not applicable	The app is not closed software.
5.5 Operable parts		
5.5.1 Means of operation	Not applicable	The app is not closed software.
5.5.2 Operable parts discernibility	Not applicable	The app is not closed software.
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Not applicable	The app is not closed software.
5.6.2 Visual status	Not applicable	The app is not closed software.
5.7 Key repeat	Not applicable	The app is not closed software.
5.8 Double-strike key acceptance	Not applicable	The app is not closed software.
5.9 Simultaneous user actions	Not applicable	The app is not closed software.

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not evaluated	The app has not been evaluated against this criterion.
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.1.2 Concurrent voice and text	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.1 Visually distinguishable display	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.2 Programmatically determinable send and receive direction	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.2.3 Speaker identification	Does not support	Although the caller is identified in text as part of the user interface for the app's video

		appointment feature, speaker identification for RTT is not provided.
6.2.2.4 Visual indicator of Audio with RTT	Does not support	The app's video appointment feature does not provide a real-time visual indicator of audio activity on the display.
6.2.3 Interoperability	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.2.4 RTT responsiveness	Does not support	The app's video appointment feature only supports voice communication. It does not support communication via RTT or TTY (teleprinter or teletypewriter).
6.3 Caller ID	Supports	The app's video appointment feature displays the caller ID for incoming calls. For users who cannot see the display, the caller ID is announced by TalkBack.
6.4 Alternatives to voice-based services	Does not support	The app does not provide an alternative to voice-based services. However, a language translation service is provided free of charge for users.
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution	Not evaluated	The app has not been evaluated against this criterion.

6.5.3 Frame rate	Not evaluated	The app has not been evaluated against this criterion.
6.5.4 Synchronization between audio and video	Not evaluated	The app has not been evaluated against this criterion.
6.5.5 Visual indicator of audio with video	Does not support	The app does not provide a real-time visual indicator of audio activity.
6.5.6 Speaker identification with video (sign language) communication	Does not support	The app does not provide speaker identification or a means for speaker identification for real time signing and sign language users.
6.6 Alternatives to video-based services (advisory only)		

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Not applicable	The app's video appointment feature does not support closed captions, so there is no requirement for a mode of operation to display available captions.
7.1.2 Captioning synchronization	Not applicable	The app's video appointment feature does not support closed captions.
7.1.3 Preservation of captioning	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.1.4 Captions characteristics	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.1.5 Spoken subtitles	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.1 Audio description playback	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.2 Audio description synchronization	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.2.3 Preservation of audio description	Not applicable	The app is not a media player, nor does it contain an embedded media player.
7.3 User controls for captions and audio description	Not applicable	The app is not a media player, nor does it contain an embedded media player.

Chapter 8: Hardware

Notes: The Babylon Health Android app (UK version) is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections	Not applicable	The app is not a hardware product.
8.1.3 Colour	Not applicable	The app is not a hardware product.
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range	Not applicable	The app is not a hardware product.
8.2.1.2 Incremental volume control	Not applicable	The app is not a hardware product.
8.2.2.1 Fixed-line devices	Not applicable	The app is not a hardware product.
8.2.2.2 Wireless communication devices	Not applicable	The app is not a hardware product.
8.3 Stationary ICT		
8.3.2.1 Unobstructed high forward reach	Not applicable	The app is not a hardware product.
8.3.2.2 Unobstructed low forward reach	Not applicable	The app is not a hardware product.
8.3.2.3.1 Clear space	Not applicable	The app is not a hardware product.
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not applicable	The app is not a hardware product.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not applicable	The app is not a hardware product.
8.3.2.4 Knee and toe clearance width	Not applicable	The app is not a hardware product.
8.3.2.5 Toe clearance	Not applicable	The app is not a hardware product.
8.3.2.6 Knee clearance	Not applicable	The app is not a hardware product.
8.3.3.1 Unobstructed high side reach	Not applicable	The app is not a hardware product.
8.3.3.2 Unobstructed low side reach	Not applicable	The app is not a hardware product.
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	Not applicable	The app is not a hardware product.

8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not applicable	The app is not a hardware product.
8.3.4.1 Change in level	Not applicable	The app is not a hardware product.
8.3.4.2 Clear floor or ground space	Not applicable	The app is not a hardware product.
8.3.4.3.2 Forward approach	Not applicable	The app is not a hardware product.
8.3.4.3.3 Parallel approach	Not applicable	The app is not a hardware product.
8.3.5 Visibility	Not applicable	The app is not a hardware product.
8.3.6 Installation instructions	Not applicable	The app is not a hardware product.
8.4 Mechanically Operable parts		
8.4.1 Numeric keys	Not applicable	The app is not a hardware product.
8.4.2.1 Means of operation of mechanical parts	Not applicable	The app is not a hardware product.
8.4.2.2 Force of operation of mechanical parts	Not applicable	The app is not a hardware product.
8.4.3 Keys, tickets and fare cards	Not applicable	The app is not a hardware product.
8.5 Tactile indication of speech mode	Not applicable	The app is not a hardware product.

Chapter 9: [Web](#)

See the WCAG 2.0/2.1 Report section.

Chapter 10: Non-Web Documents

Notes:

10.0 General (informative)		
10.1.1.1 through 10.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
10.5 Caption positioning	Not applicable	The app does not support captioning.
10.6 Audio description timing	Not applicable	The app does not contain synchronized media with audio description.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)		
11.1.1.1 through 11.4.1.3	See WCAG 2.0/2.1 section	See information in WCAG 2.0/2.1 section
11.5 Interoperability with assistive technology		
11.5.1 Closed functionality		
11.5.2 Accessibility services		
11.5.2.1 Platform accessibility service support for software that provides a user interface		
11.5.2.2 Platform accessibility service support for assistive technologies		
11.5.2.3 Use of accessibility services	Refer to 11.5.2.5 through 11.5.2.17	Refer to remarks and explanations in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	The app is not assistive technology.
11.5.2.5 Object information	Partially supports	All user interface components within the app provide the necessary role, state, property, and value information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
11.5.2.6 Row, column, and headers	Not applicable	The app does not use data tables to present information.
11.5.2.7 Values	Supports	All applicable values can be programmatically determined by assistive technologies.

11.5.2.8 Label relationships	Partially supports	All user interface components are programmatically associated with their respective labels, except for the instances described in WCAG 2.0/2.1 SC 1.3.1 Info and Relationships (Level A).
11.5.2.9 Parent-child relationships	Supports	The app exposes all parent-child relationships in a way that they can be programmatically determined by assistive technologies.
11.5.2.10 Text	Supports	The app exposes all text in a way that it can be programmatically determined by assistive technologies.
11.5.2.11 List of available actions	Partially supports	All user interface components within the app are structured so that their list of actions is exposed to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.2 Name, Role, Value (Level A).
11.5.2.12 Execution of available actions	Partially supports	All user interface components within the app are structured so that they can be executed using assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 2.1.1 Keyboard (Level A).
11.5.2.13 Tracking of focus and selection attributes	Partially supports	All applicable user interface components that receive TalkBack and external keyboard focus include a visible indicator of focus, except for the instances described in WCAG

		2.0/2.1 SC 2.4.7 Focus Visible (Level AA).
11.5.2.14 Modification of focus and selection attributes	Supports	The app allows assistive technologies to control the focus and selection cursor on all applicable user interface components.
11.5.2.15 Change notification	Partially supports	The app exposes applicable notification information to assistive technologies, except for the instances described in WCAG 2.0/2.1 SC 4.1.3 Status Messages (Level AA).
11.5.2.16 Modifications of states and properties	Supports	The app provides assistive technologies with the ability to modify states and properties of all applicable user interface components.
11.5.2.17 Modifications of values and text	Supports	All applicable values and text can be modified using assistive technologies.
11.6 Documented accessibility usage		
11.6.1 User control of accessibility features	Not applicable	The app is not platform software.
11.6.2 No disruption of accessibility features	Supports	The app does not disrupt or disable Android operating system accessibility features.
11.7 User preferences	Partially supports	<p>The app supports user preferences at operating system level, except for the instances described in WCAG 2.0/2.1 SC 1.4.4 Resize Text (Level AA).</p> <p>The app also supports Android-specific preferences, such as colour inversion.</p>
11.8 Authoring tools		

11.8.1 Content technology		
11.8.2 Accessible content creation	Not applicable	The app does not include content editing or creation.
11.8.3 Preservation of accessibility information in transformations	Not applicable	The app does not include authoring tools that support the conversion of content from one format to another.
11.8.4 Repair assistance	Not applicable	The app does not include authoring tools that would require accessibility checking functionality against WCAG 2.0/2.1 Levels A and AA.
11.8.5 Templates	Not applicable	The app does not require templates for content editing or creation.

Chapter 12: Documentation and Support Services

Notes: This accessibility conformance report does not cover the Babylon Health Android (UK) app's support documentation and services.

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.1.2 Accessible documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2.3 Effective communication	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.
12.2.4 Accessible documentation	Not evaluated	This accessibility conformance report does not cover the app's support documentation and services.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services	Not applicable	The app does not provide relay or

		emergency service access.
13.1.3 Sign relay services	Not applicable	The app does not provide relay or emergency service access.
13.1.4 Lip-reading relay services	Not applicable	The app does not provide relay or emergency service access.
13.1.5 Captioned telephony services	Not applicable	The app does not provide relay or emergency service access.
13.1.6 Speech to speech relay services	Not applicable	The app does not provide relay or emergency service access.
13.2 Access to relay services	Not applicable	The app does not provide relay or emergency service access.
13.3 Access to emergency services	Not applicable	The app does not provide relay or emergency service access.