

# Accessibility Conformance Report for OnVUE

**WCAG 2.2/Section 508 Edition  
(based on VPAT® version 2.5)**

## Overview

**Report date:** May 14, 2025

---

**Product:** OnVUE version 25.7.146

**Product description:** OnVUE is a Pearson VUE exam delivery channel through which candidates can take secured, proctored assessments remotely. OnVUE is offered as a delivery option by a subset of Pearson VUE exam programs; a list of these exam programs is available at <https://home.pearsonvue.com/Test-takers/OnVUE-online-proctoring/View-all.aspx>.

---

**Report prepared by:** Pearson VUE Accessibility department

**Contact information:** PVUEAccessibility@pearson.com

**Notes:**

- This report documents the accessibility conformance of the product as of the report date.
- References in this report to “the product” or “OnVUE” refer to the product identified above.

## Evaluation Methods

Trained Accessibility Quality Assurance Engineers, including native users of blindness technologies, conducted evaluations that included both automated and manual testing.

Current testing was conducted on Windows 11 with Chrome 132 and Edge 136.

Assistive technology used during the evaluation included JAWS 2024, JAWS 2025, NVDA 2024, and a refreshable braille display.

Evaluations included the following product elements known to be in the standard test candidate workflow processes:

- OnVUE-hosted Candidate Launch webpages:
  - System Test home page
  - OnVUE Download Agreement
  - OnVUE Exam Check In Download Page
- OnVUE compiled application pages:
  - Unlock OnVUE
  - Check-In Process
  - Diagnostics - Equipment checks
  - Results and troubleshooting tips
  - Diagnostics - Network check
  - Enter your phone number
  - Mobile check-in options
  - Desktop check-in: Take your picture
  - Desktop check-in: Take photos of your identification
  - Desktop check-in: Take pictures of your testing space
  - Secure browser test
- OnVUE in-exam elements:
  - OnVUE toolbar
  - Whiteboard

## Applicable Standards/Guidelines

This report covers the degree of conformance of the product to the accessibility standards and guidelines described in Table 1.

**Table 1. Conformance with accessibility standards and guidelines**

Standard/Guideline	Documentation Location	Included In Report
Web Content Accessibility Guidelines (WCAG) 2.2 (incorporates WCAG 2.0 and 2.1)	<a href="https://www.w3.org/TR/WCAG22">https://www.w3.org/TR/WCAG22</a>	Level A: Yes Level AA: Yes Level AAA: No
Revised Section 508 Accessibility Standards	<a href="https://www.access-board.gov/ict">https://www.access-board.gov/ict</a>	Chapter 3: Yes Chapter 4: No Chapter 5: Yes Chapter 6: Yes

## Terms

This document uses the following terms to describe the Conformance Level of the product to a success criterion:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or with equivalent facilitation.
- **Partially Supports:** Some product functionality does not meet the criterion.
- **Does Not Support:** Most product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

## WCAG 2.2 Report

When reporting on conformance with the WCAG 2.2 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 2 and Table 3 also document conformance with Revised Section 508: Chapter 5 – 501.1 Scope and 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

**Note:** Information about WCAG and Section 508 criteria is available from the websites provided in Table 1.

### Level A Success Criteria Conformance

Unless otherwise noted, the criteria in Table 2 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Table 2. Conformance to Level A success criteria**

Level A Criterion	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	All non-text content presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded)	Does Not Support	The speaker equipment test relies on hearing to complete. Audio plays during the speaker equipment test but there is no visual indication that sound is playing.
1.2.2 Captions (Prerecorded)	Not Applicable	The product has no synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The product has no synchronized media.
1.3.1 Info and Relationships	Partially Supports	<p>The product uses a logical structure in most places where information and relationships can be programmatically determined.</p> <p>Exceptions:</p> <ul style="list-style-type: none"><li>• A page has an incorrectly structured list.</li><li>• A page is missing a first-level heading.</li><li>• On diagnostic pages, screen reader does not announce reset condition when candidate selects “Reset.”</li></ul>

## Accessibility Conformance Report for OnVUE

Level A Criterion	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence	Supports	The programmatic reading order does not change the meaning of the content.
1.3.3 Sensory Characteristics	Supports	The product does not rely only on sensory information to convey meaning.
1.4.1 Use of Color	Supports	The product does not rely only on color to convey meaning.
1.4.2 Audio Control	Partially Supports	The audio that plays during the speaker equipment test can be paused, but in an unintuitive manner.
2.1.1 Keyboard	Supports	All core product functionality can be accessed by using the keyboard.
2.1.2 No Keyboard Trap	Supports	The product has no keyboard traps.
2.1.4 Character Key Shortcuts	Not Applicable	The product has no single-character keyboard shortcuts.
2.2.1 Timing Adjustable	Not Applicable	The product has no time limits.
2.2.2 Pause, Stop, Hide	Not Applicable	The product does not contain non-essential moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold	Supports	The product does not contain content that flashes more than three times per second.
2.4.1 Bypass Blocks <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	A mechanism is available to bypass blocks of content that are repeated.
2.4.2 Page Titled	Not Applicable	The product is a compiled application that does not support individual page titles.
2.4.3 Focus Order	Partially Supports	The focus order of the product elements preserves meaning and operability. Exception: Screen reader skips Diagnostics page Troubleshooting Tips modal dialog header.
2.4.4 Link Purpose (In Context)	Supports	The product uses meaningful link names.
2.5.1 Pointer Gestures	Not Applicable	No interactions are based on pointer gestures.

## Accessibility Conformance Report for OnVUE

Level A Criterion	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation	Supports	All product functionality operated through a single point of screen contact occurs or reverses on the pointer up event or can be reversed before or after completion.
2.5.3 Label in Name <i>Does not apply to Revised Section 508</i>	Supports	For user interface components that have visible text labels, the programmatic component names match the visible labels.
2.5.4 Motion Actuation <i>Does not apply to Revised Section 508</i>	Not Applicable	The product has no motion-operated functionality.
3.1.1 Language of Page	Supports	The product identifies the default language of each page.
3.2.1 On Focus	Supports	Elements do not change when they receive focus.
3.2.2 On Input	Supports	Changing the setting of any user interface component does not automatically cause a change of context.
3.2.6 Consistent Help	Not Applicable	The product does not provide human contact details or mechanisms, a self-help option, or a fully automated contact mechanism.
3.3.1 Error Identification	Partially Supports	The product clearly identifies input errors. Exception: Screen reader does not announce phone number validation error.
3.3.2 Labels or Instructions	Supports	Content input fields are clearly labeled, and clear instructions are given for user input.
3.3.7 Redundant Entry	Supports	Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated or available for the user to select.
4.1.1 Parsing	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. WCAG 2.2 does not include this criterion.
4.1.2 Name, Role, Value	Supports	The name and role of all user interface components that can be programmatically determined are fully compliant and encoded with Name, Role, Value.

## Level AA Success Criteria Conformance

Unless otherwise noted, the criteria in Table 3 also apply to the following sections of Revised Section 508:

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Table 3. Conformance to Level AA success criteria**

Level AA Criterion	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The product has no live media that requires live captions.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has no synchronized media that requires audio description.
1.3.4 Orientation <i>Does not apply to Revised Section 508</i>	Supports	The product supports system-level orientation settings.
1.3.5 Identify Input Purpose <i>Does not apply to Revised Section 508</i>	Supports	The purpose of input fields can be programmatically determined.
1.4.3 Contrast (Minimum)	Supports	The product content has sufficient color contrast.
1.4.4 Resize text	Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text	Supports	The product does not include images of text.
1.4.10 Reflow <i>Does not apply to Revised Section 508</i>	Does Not Support	Pre-exam system test pages do not support reflow. Content is obscured and/or requires scrolling in two directions.
1.4.11 Non-text Contrast <i>Does not apply to Revised Section 508</i>	Partially Supports	Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1. Exception: The contrast of the language dropdown outline is insufficient.
1.4.12 Text Spacing <i>Does not apply to Revised Section 508</i>	Supports	The product adapts to user-defined text spacing with no loss of content or functionality.
1.4.13 Content on Hover or Focus <i>Does not apply to Revised Section 508</i>	Supports	Pop-up content does not prevent user access to other page content, and users have adequate access to pop-up content.

## Accessibility Conformance Report for OnVUE

Level AA Criterion	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Not Applicable	Pages are arranged in a linear sequence by design as steps in a process and do not include multiple ways to access pages.
2.4.6 Headings and Labels	Supports	Headings and labels describe the content topic or purpose.
2.4.7 Focus Visible	Partially Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception. Exception: Visual focus is lost after initiating microphone check.
2.4.11 Focus Not Obscured (Minimum)	Supports	When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
2.5.7 Dragging Movements	Supports	All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
2.5.8 Target Size (Minimum)	Supports	All pointer input targets are at least 24 by 24 CSS pixels. (Exceptions: spacing, equivalent methods, inline targets, user agent control, and essential presentation.)
3.1.2 Language of Parts	Supports	When content is presented in multiple languages, the product identifies language changes.
3.2.3 Consistent Navigation <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product presents repeated navigation elements in the same relative order.
3.2.4 Consistent Identification <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product consistently identifies repeated functional elements.
3.3.3 Error Suggestion	Supports	The product provides suggestions when user input results in validation errors.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	The product helps prevent errors by checking, confirming, and allowing reversal of user input submissions.



## Accessibility Conformance Report for OnVUE

Level AA Criterion	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum)	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process.
4.1.3 Status Messages <i>Does not apply to Revised Section 508</i>	Partially Supports	Status messages are promptly displayed or communicated to the user.  Exception: Screen reader does not announce the OnVUE Cares banner.

## Level AAA Success Criteria Conformance

This report does not cover the degree of conformance of the product to WCAG 2.x Level AAA Success Criteria.

## Revised Section 508 Report

These standards address access to information and communication technology (ICT) under Section 508 of the Rehabilitation Act. Application and scoping information, including definitions and exceptions, is specified in:

- Chapter 1: Application and Administration
- Chapter 2: Scoping Requirements

**Note:** Information about Section 508 criteria is available from the website provided in Table 1.

### Chapter 3: Functional Performance Criteria (FPC)

**Note:** Section 301 defines the scope of Chapter 3. The table does not include that section.

**Table 4. Conformance to Section 508 Chapter 3 criteria**

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	At least one mode of operation does not require user vision. Refer to Table 2, criteria 1.3.1, 2.4.3, 3.3.1, and 4.1.2 for exceptions.
302.2 With Limited Vision	Partially Supports	At least one mode of operation enables users to make use of limited vision. Refer to Table 2, criteria 1.3.1, 2.4.3, 3.3.1, and 4.1.2 and Table 3, criteria 1.4.3 and 2.4.7 for exceptions.
302.3 Without Perception of Color	Partially Supports	At least one visual mode of operation does not require user perception of color. The OnVUE desktop app does not respect operating system–level contrast themes.
302.4 Without Hearing	Partially Supports	At least one mode of operation does not require user hearing. Refer to Table 2, criteria 1.2.1 and 1.2.2 for exceptions.
302.5 With Limited Hearing	Partially Supports	At least one mode of operation enables users to make use of limited hearing. Refer to Table 2, criteria 1.2.1 and 1.2.2 for exceptions.
302.6 Without Speech	Supports	At least one mode of operation does not require user speech.

## Accessibility Conformance Report for OnVUE

Functional Performance Criterion	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports	At least one mode of operation does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features to simplify use by individuals with limited cognitive, language, and learning abilities.

## Chapter 4: Hardware

**Note:** The Chapter 4 standards do not apply to this product because the product has no hardware components.

## Chapter 5: Software

**Note:** Section 501 defines the scope of Chapter 5. Subsections 50x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

**Table 5. Conformance to Section 508 Chapter 5 criteria**

Software Criterion	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software and does not control access to platform accessibility features.
502.2.2 No Disruption of Accessibility Features	Partially Supports	The OnVUE desktop app does not respect operating system–level contrast themes.
502.3.1 Object Information	Supports	Object role, state(s), boundary, name, and description can be programmatically determined.
502.3.2 Modification of Object Information	Supports	States and properties the user can set can be set programmatically, including through assistive technology.

## Accessibility Conformance Report for OnVUE

Software Criterion	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Supports	In data tables, occupied rows and columns and their headers can be programmatically determined.
502.3.4 Values	Supports	Current and allowable values associated with an object can be programmatically determined.
502.3.5 Modification of Values	Supports	Values the user can set can be set programmatically, including through assistive technology.
502.3.6 Label Relationships	Supports	Component labels and labeled components can be programmatically determined.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships between component containers and contained components can be programmatically determined.
502.3.8 Text	Supports	The content of text objects and attributes, and the boundaries of rendered text, can be programmatically determined.
502.3.9 Modification of Text	Supports	Text that users can set can be set programmatically, including through assistive technology.
502.3.10 List of Actions	Supports	Actions available to users can be programmatically determined.
502.3.11 Actions on Objects	Supports	Assistive technology can programmatically execute actions on objects.
502.3.12 Focus Cursor	Supports	Focus, the text insertion point, and selection attributes of UI components are tracked.

## Accessibility Conformance Report for OnVUE

Software Criterion	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Partially Supports	Focus, the text insertion point, and selection attributes of UI components are tracked. Refer to Table 3, criterion 2.4.7 for exceptions.
502.3.14 Event Notification	Supports	Notifications of events relevant to user interactions are available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	The product does not meet the definition of platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.
503.4.1 Caption Controls	Not Applicable	The product has no time-based media or media players.
503.4.2 Audio Description Controls	Not Applicable	The product has no time-based media or media players.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not Applicable	The product has no authoring tools.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product has no authoring tools.
504.2.2 PDF Export	Not Applicable	The product has no authoring tools.
504.3 Prompts	Not Applicable	The product has no authoring tools.
504.4 Templates	Not Applicable	The product has no authoring tools.

## Chapter 6: Support Documentation and Services

**Note:** Section 601 defines the scope of Chapter 6. Subsections 60x.1 state that the elements of each section shall conform to that section. The table does not include these sections and subsections.

**Table 6. Conformance to Section 508 Chapter 6 criteria**

Support Criterion	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation lists and explains how to use the accessibility and compatibility features required by Chapter 5.
602.3 Electronic Support Documentation	Supports	Electronic support documentation conforms to WCAG 2.0 Level A and AA Success Criteria.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is available in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product support services include information about accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate the communication needs of individuals with disabilities.

## Legal Disclaimer

Pearson VUE has made every attempt to ensure the accuracy and reliability of the information provided in this report as of the report date. We cannot guarantee that this product is free from accessibility defects. The contents of this document are subject to change without notice. No contractual obligations are formed either directly or indirectly by this document. This document shall not be interpreted to be included in any contract between any parties.