

# Accessibility Conformance Report for Reasonable Adjustment Request System (RARS)

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

## Overview

**Report date:** September 24, 2025

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**Product:** Reasonable Adjustment Request System (RARS)

**Product description:** RARS is a custom software system developed, hosted, and maintained for Certiport, Microsoft, and Pearson VUE by HyperGen Inc. Three implementations of RARS are available to certification candidates:

- RARS for Certiport is located at <https://certiport.onhgcloud.com/asp/HgPortal.asp>.
- RARS for Microsoft is located at <https://microsoft.onhgcloud.com/asp/HgPortal.asp>.
- RARS for Pearson VUE is located at <https://vue.onhgcloud.com/asp/HgPortal.asp>.

RARS is used as a repository for candidate accommodation requests and their supporting documentation. The accommodation review team uses the system to review requests, make determinations, communicate with candidates/advocates, and manage reviewer workload.

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### Notes:

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

## Evaluation Methods and Scope

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/Edge 138. Assistive technology used during the evaluation included JAWS 2024, JAWS 2025, NVDA 2024, NVDA 2025, and a refreshable braille display.

Evaluations included the following product elements:

- Login
- Candidate (New) Account Registration
- Candidate Registration - Verify Email Address
- Dashboard
- Edit Profile
- Accommodation Request - Step 1 (Program)
- Accommodation Request - Step 2 (Test)
- Accommodation Request - Step 3 (Accommodations)
- Accommodation Request - Step 4 (Contacts)
- Accommodation Request - Step 5 (Guidelines)
- Accommodation Request - Step 6 (Documents)

## 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: No

## 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:** Most product functionality meets the criterion. Exceptions provided.
- **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 that is presented to the user has a text alternative that serves the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The product has no prerecorded audio- or video-only media.
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.

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Level A Criterion	Conformance Level	Remarks and Explanations
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>• Steps in accommodation request process presented visually as tabs, but don't properly identify structure to assistive technology.</li> <li>• Dynamic updates announced only if screen reader focus is in the frame that updates dynamically.</li> <li>• Request Accommodations unnecessarily prepended to form labels (multiple pages).</li> <li>• No screen reader announcement when new page loads</li> </ul>
1.3.2 Meaningful Sequence	Partially Supports	<p>The programmatic reading order does not change the meaning of the content.</p> <p>Exception: Initial screen reader focus starts on the first form control, rather than at the top of each new page.</p>
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	Not Applicable	The product has no prerecorded audio or synchronized media that auto-plays for more than 3 seconds.
2.1.1 Keyboard	Partially Supports	<p>All core product functionality can be accessed by using the keyboard.</p> <p>Exception: Checkbox on Step 5 not exposed to arrow key navigation until after using tab navigation with screen reader.</p>
2.1.2 No Keyboard Trap	Supports	The product has no keyboard traps.
2.1.4 Character Key Shortcuts	Supports	Keyboard shortcuts can be turned off or remapped by the user and act only on the component that has focus.
2.2.1 Timing Adjustable	Supports	Time limits not subject to exception can be turned off or adjusted.

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Level A Criterion	Conformance Level	Remarks and Explanations
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	Does Not Support	The product does not provide unique, meaningful page titles.
2.4.3 Focus Order	Supports	The focus order of the product elements preserves meaning and operability.
2.4.4 Link Purpose (In Context)	Supports	The product uses meaningful link names.
2.5.1 Pointer Gestures	Supports	All interactions can be completed with a single pointer.
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>	Supports	Motion-operated product functionality can be either operated through the user interface and disabled or operated through an accessible interface.
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	Supports	Help mechanisms repeated on multiple pages occur in the same order relative to other page content unless the user initiates a change.
3.3.1 Error Identification	Supports	The product clearly identifies input errors.

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Level A Criterion	Conformance Level	Remarks and Explanations
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, unless reentering the information is essential, the information is required to ensure the security of the content, or previously entered information is no longer valid.
4.1.2 Name, Role, Value	Partially Supports	<p>The name and role of most user interface components that can be programmatically determined are fully compliant and encoded with Name, Role, Value.</p> <p>Exception: Browsing combobox options selects the options without explicit action by the user. Pressing Escape does not revert to the original selection.</p>

## 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 time-based media or media players.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The product has no time-based media or media players.
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 has sufficient color contrast in its content.

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Level AA Criterion	Conformance Level	Remarks and Explanations
1.4.4 Resize text	Supports	Text can be resized without assistive technology up to 200% 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>	Partially Supports	Content reflows and requires scrolling in two directions when resized above 200%, but the scrollbars disappear above this browser zoom level.
1.4.11 Non-text Contrast <i>Does not apply to Revised Section 508</i>	Supports	Non-text elements of the product meet or exceed the minimum color contrast ratio of 3:1.
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.
2.4.5 Multiple Ways <i>For Revised Section 508, Sections 501 and 602.3 – Does not apply to non-web docs</i>	Supports	The product provides more than one way to locate a Web page within a set of Web pages.
2.4.6 Headings and Labels	Partially Supports	Headings and labels describe the content topic or purpose. Exceptions: <ul style="list-style-type: none"> <li>Add Row and Delete Row button labels lack context when multiple rows are present.</li> <li>Request Type and Request Item combobox labels lack context when multiple rows are present.</li> <li>More Info buttons lack context when multiple are present.</li> </ul>
2.4.7 Focus Visible	Supports	Keyboard focus is visible and can be enhanced for assistive technology-enabled forms to improve visual perception.
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, unless

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Level AA Criterion	Conformance Level	Remarks and Explanations
		dragging is essential or the functionality is determined by the user agent and not modified by the author.
2.5.8 Target Size (Minimum)	Supports	All pointer-input targets are at least 24-by-24 CSS pixels unless they have equivalent spacing or an alternative control, the target is inline, the size is determined by the user agent, or a specific target presentation is required.
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.
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>	Supports	Status messages are promptly displayed or communicated to the user.

## 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. Exceptions: Refer to Table 2, criteria 1.3.1, 1.3.2, 2.1.1, 2.4.2, and 4.1.2 and Table 3, criteria 2.4.6.
302.2 With Limited Vision	Partially Supports	At least one mode of operation enables users to make use of limited vision. Exceptions: Refer to Table 2, criteria 1.3.1, 1.3.2, 2.1.1, 2.4.2, and 4.1.2 and Table 3, criteria 2.4.6.
302.3 Without Perception of Color	Supports	At least one visual mode of operation does not require user perception of color.
302.4 Without Hearing	Supports	At least one mode of operation does not require user hearing.
302.5 With Limited Hearing	Supports	At least one mode of operation enables users to make use of limited hearing.
302.6 Without Speech	Supports	At least one mode of operation does not require user speech.
302.7 With Limited Manipulation	Partially Supports	At least one mode of operation does not require fine motor control or simultaneous manual operations. Exceptions: Refer to Table 2, criteria 2.1.1 and 2.4.2 and Table 3, criteria 2.4.6.

Functional Performance Criterion	Conformance Level	Remarks and Explanations
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	Partially Supports	The product provides features to simplify use by individuals with limited cognitive, language, and learning abilities. The product does not control content or level of language. Exceptions: Refer to Table 2, criteria 1.3.1, 1.3.2, 2.1.1, 2.4.2, and 4.1.2 and Table 3, criteria 2.4.6.

## 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	Supports	Users have control of accessibility features.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell—no response required	Heading cell—no response required
502.3.1 Object Information	Partially Supports	Object role, state(s), boundary, name, and description can be programmatically determined. Exception: Refer to Table 2, criterion 4.1.2.
502.3.2 Modification of Object Information	Supports	States and properties the user can set can be set programmatically, including through assistive technology.

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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	Partially Supports	Component labels and labeled components can be programmatically determined. Exception: Refer to Table 2, criterion 1.3.1.
502.3.7 Hierarchical Relationships	Partially Supports	Hierarchical relationships between component containers and contained components can be programmatically determined. Exception: Refer to Table 2, criterion 1.3.1.
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	Partially Supports	Actions available to users can be programmatically determined. Exception: Refer to Table 2, criterion 4.1.2.
502.3.11 Actions on Objects	Partially Supports	Assistive technology can programmatically execute actions on objects. Exception: Refer to Table 2, criterion 4.1.2.
502.3.12 Focus Cursor	Supports	Focus, the text insertion point, and selection attributes of UI components are tracked.

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Software Criterion	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	Focus, the text insertion point, and selection attributes the user can set can be set programmatically, including through assistive technology.
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 User Controls for Captions and Audio Description	Not Applicable	The product has no time-based media or media players.
504 Authoring Tools	Not Applicable	The product has no authoring tools.

## Chapter 6: Support Documentation and Services

**Note:** The Chapter 6 standards do not apply to this product because the product does not provide support documentation or services to end users.

## Legal Disclaimer

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