

WebMD Health Services Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version:

Health Assessment Lobby

Product Description: The WebMD Health Assessment (“HA”) is a health profiling/health risk assessment tool that scores an end user’s health status, calculates risk levels, and provides recommendations for health improvement and behavior change. The WebMD Health Assessment Results Page includes a physician summary, risk reports and condition reports.

Report Date: June 3rd 2020

Contact Information: whs-accessibility@webmd.net

Notes:

Evaluation Methods Used:

Manually tested with assistive technologies and Deque Axe Accessibility Tool

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)

	Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Images, form buttons and form inputs have appropriate and equivalent text. • Decorative images are not accessible by a screen reader. • Embedded multimedia has equivalent text. • Iframes have appropriate titles.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • A descriptive text transcript that includes relevant auditory content is provided for non-live audio-only. • A descriptive text transcript or audio description is provided for non-live video-only, unless the video is decorative.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • Synchronized captions are provided for non-live video.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • A descriptive text transcript OR audio description track is provided for non-live video.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Partially Supports	<p>Web: A majority of the pages support the following criteria:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Semantic markup is used appropriately to designate headings, regions/landmarks, lists, emphasized or special text. Tables are used for tabular data and data cells are associated with their headers. Data table captions, if present, are associated to data tables. Text labels are associated with form input elements. Related form elements are grouped with fieldset/legend. ARIA labelling may be used when standard HTML is insufficient. <p>The following features do not meet the success criteria:</p> <ul style="list-style-type: none"> Remediation scheduled for Q2 2020 - Page does not have a main landmark
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> The reading and navigation order is logical and intuitive.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> Instructions do not rely upon shape, size, or visual location. Instructions do not rely upon sound.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> Color is not used as the sole method of conveying content or distinguishing visual elements. Color alone is not used to distinguish links from surrounding text unless the contrast ratio between the link and the surrounding text is at

Criteria	Conformance Level	Remarks and Explanations
		least 3:1 and an additional distinction is provided when the link is hovered and receives focus.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays on a page for more than 3 seconds. • Mechanism is within the first 3 focusable elements
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • All page functionality is available using the keyboard, unless the functionality cannot be accomplished in any known way using a keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Keyboard focus is never locked or trapped at one particular page element. The user can navigate to and from all navigable page elements using only a keyboard.
<p><u>2.1.4 Character Key Shortcuts</u> (Level A)</p> <p>WCAG 2.1</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • No custom character keys are used.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: A majority of the pages do not support the following criteria:</p> <ul style="list-style-type: none"> • If a page or application has a time limit, the user is given options to turn off, adjust, or extend that time limit. <p>The following features do not meet the success criteria:</p> <ul style="list-style-type: none"> • A user is timed out of the application and are not given an opportunity to extend the session.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> • Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • Automatically moving, blinking, or scrolling content that lasts longer than 5 seconds can be paused, stopped, or hidden by the user. • Automatically updating content can be paused, stopped, or hidden by the user or the user can manually control the timing of the updates. • Mechanism is within the first 3 focusable elements or within 3 elements before or after the content.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • No page content flashes more than 3 times per second unless that flashing content is sufficiently small and the flashes are of low contrast and do not contain too much red.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <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 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • A link is provided to skip navigation and other page elements that are repeated across web pages. OR • A proper heading structure and/or identification of page regions/landmarks is used.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • The web page has a descriptive and informative page title.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • The navigation order of links, form elements, etc. is logical and intuitive.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • The purpose of each link can be determined from the link text alone, or from the link text and its context (if it's included in the same element as the link). • Links (or form image buttons) with the same text that go to different locations are readily distinguishable.
<p>2.5.1 Pointer Gestures (Level A)</p> <p>WCAG 2.1</p>	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • If multipoint or path-based gestures are not essential to the functionality, then the functionality can also be performed with a single point activation.
<p>2.5.2 Pointer Cancellation (Level A)</p> <p>WCAG 2.1</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Proper event handlers are used to help avoid inadvertent activation of controls, avoid non-essential down-event activation when clicking, tapping, or long pressing the screen.
<p>2.5.3 Label in Name (Level A)</p> <p>WCAG 2.1</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • If an interface component presents text, the accessible name for that component is included in the visible text.
<p>2.5.4 Motion Actuation (Level A)</p> <p>WCAG 2.1</p>	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • Functionality that is triggered by moving the device or by user movement can be disabled and equivalent functionality is provided via standard controls like buttons.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> • The language of the page is identified using the HTML lang attribute.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: A majority of the pages support the following criteria: <ul style="list-style-type: none"> • When a page element receives focus, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: A majority of the pages support the following criteria: <ul style="list-style-type: none"> • When a user inputs information or interacts with a control, it does not result in a substantial change to the page, the spawning of a pop-up window, an additional change of keyboard focus, or any other change that could confuse or disorient the user unless the user is informed of the change ahead of time.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	Web: The following success criteria is not applicable: <ul style="list-style-type: none"> • Required form elements or form elements that require a specific format, value, or length provide this information within the element's label. • Form validation errors are efficient, intuitive, and accessible. The error is clearly identified, quick access to the problematic element is provided, and the user can easily fix the error and resubmit the form.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508	Web: Supports	Web: A majority of the pages support the following criteria:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Sufficient labels, cues, and instructions for required interactive elements are provided via instructions, examples, properly positioned form labels, and/or fieldsets/legends.
<p>4.1.1 Parsing (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> Significant HTML/XHTML validation/parsing errors are avoided, minor parsing errors may exist.
<p>4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> For all user interface components, the name, role and value can be programmatically determined. The focus state of a control can be programmatically determined and notifications about change of focus are sent to user agents and assistive technology. Markup/ARIA is used in a way that facilitates accessibility.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> Synchronized captions are provided for all live multimedia that contains audio.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p>	Web: Not Applicable	Web: The following success criteria is not applicable:

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: 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"> • Audio descriptions are provided for all video content. OR • Descriptive transcripts are used instead of or in addition to audio descriptions for optimal accessibility.
<p>1.3.4 Orientation (Level AA) WCAG 2.1</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Orientation of web content is not restricted to only portrait or landscape, unless a specific orientation is necessary.
<p>1.3.5 Identify Input Purpose (Level AA) WCAG 2.1</p>	Web: Not Applicable	Web: No auto-complete attributes are needed.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Text and images of text have a contrast ratio of at least 4.5:1. • Large text - at least 18 point (typically 24px) or 14 point (typically 18.66px) and bold - has a contrast ratio of at least 3:1.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • The page is readable and functional when the page is zoomed to 200%.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • If the same visual presentation can be made using text alone, an image is not used to present that text.
<p>1.4.10 Reflow (Level AA) WCAG 2.1</p>	Web: Supports	Web: A majority of the pages support the following criteria:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> No loss of content or functionality occurs and horizontal scrolling is avoided when content is presented at a width of 320pixels.
1.4.11 Non-text Contrast (Level AA) WCAG 2.1	Web: Supports	Web: A majority of the pages support the following criteria: <ul style="list-style-type: none"> A contrast ratio of at least 3:1 is present for differentiating graphical objects and author-customized interface components. The various states of author-customized interactive components must all present 3:1 contrast.
1.4.12 Text Spacing (Level AA) WCAG 2.1	Web: Supports	Web: A majority of the pages support the following criteria: <ul style="list-style-type: none"> No loss of content or functionality occurs when the user adapts text line height/spacing to 1.5 times the font size, paragraph spacing to 2 times the font size, word spacing to .16 times the font size, and letter spacing to .12 times the font size.
1.4.13 Content on Hover or Focus (Level AA) WCAG 2.1	Web: Not Applicable	Web: The following success criteria is not applicable: When additional content is presented on hover or keyboard focus: <ul style="list-style-type: none"> The newly revealed content can be dismissed without moving the pointer or keyboard focus. The pointer can be moved to the new content without the content disappearing. The new content remains visible until the pointer or keyboard focus is moved away from the triggering control, the new content is dismissed, or the new content is no longer relevant.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508	Web: Partially Supports	Web: A majority of the pages partially support the following criteria:

Criteria	Conformance Level	Remarks and Explanations
<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 		<ul style="list-style-type: none"> • Multiple ways are available to find other web pages on the site - at least two of: a list of related pages, table of contents, site map, site search, or list of all available web pages. (Describe which technique is used) <p>The following features do not meet the success criteria:</p> <ul style="list-style-type: none"> • Navigation elements are the sole means of navigating the site. Legacy versions of our platform have a search mechanism and main applications are linked in the Resource section of our WebMD One platform.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Page headings and labels for forms and interactive controls are informative.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • It is visually apparent which page element has the current keyboard focus.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • The language attribute is used on parts of the page in which a different language is used. <p>The following features do not meet the success criteria:</p> <ul style="list-style-type: none"> • During our translation process, the language of the page content may not use the lang attribute.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p>

Criteria	Conformance Level	Remarks and Explanations
<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 		<ul style="list-style-type: none"> • Navigation links that are repeated on web pages do not change order when navigating through the site.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 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 	Web: Supports	<p>Web: A majority of the pages support the following criteria:</p> <ul style="list-style-type: none"> • Navigation links that are repeated on web pages do not change order when navigating through the site.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • If an input error is detected, suggestions are provided for fixing the input in a timely and accessible manner.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • If the user can change or delete legal, financial, or test data, the changes/deletions can be reversed, verified, or confirmed.
<p>4.1.3 Status Messages (Level AA)</p> <p>WCAG 2.1</p>	Web: Not Applicable	<p>Web: The following success criteria is not applicable:</p> <ul style="list-style-type: none"> • If an important status message is presented and focus is not set to that message, the message must be announced to screen reader users, typically via an ARIA alert or live region.

Table 3: Success Criteria, Level AAA

Notes: Health Assessment Lobby has not been evaluated for WCAG 2.1 Level AAA conformance.

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.2 With Limited Vision	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.3 Without Perception of Color	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.4 Without Hearing	Not Applicable	Application does not include audio-only Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.5 With Limited Hearing	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.6 Without Speech	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.7 With Limited Manipulation	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.
302.8 With Limited Reach and Strength	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	Health Assessment Lobby does not rely on equivalent functionality and meets all WCAG 2.1 Level A and AA success criteria.

Chapter 4: [Hardware](#)

Notes: Health Assessment Lobby is a web software application and is not subject to the requirements of this section.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
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	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.2 Modification of Object Information	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.3 Row, Column, and Headers	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.5 Modification of Values	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.6 Label Relationships	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.7 Hierarchical Relationships	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.8 Text	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.9 Modification of Text	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.10 List of Actions	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.11 Actions on Objects	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.12 Focus Cursor	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.13 Modification of Focus Cursor	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.3.14 Event Notification	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
502.4 Platform Accessibility Features	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.

Criteria	Conformance Level	Remarks and Explanations
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
503.3 Alternative User Interfaces	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
<u>503.4 User Controls for Captions and Audio Description</u>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Health Assessment Lobby does not have any audio or video content.
503.4.2 Audio Description Controls	Not Applicable	Health Assessment Lobby does not have any audio or video content.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Health Assessment does not preserve the accessibility information when it exported to a PDF format
504.2.2 PDF Export	Not Applicable	Health Assessment does not export PDFs in the PDF 1.7 format and allow an export to PDF/UA0-1.
504.3 Prompts	Not Applicable	Health Assessment Lobby does not have any audio or video content.
504.4 Templates	Not Applicable	Health Assessment Lobby does not have any audio or video content.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>601.1 Scope</u>	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
602.3 Electronic Support Documentation	Does Not Support	Product implementation guides (in PDF format) for administrators are available via our Site Manager Portal but may not be accessible to all assistive technologies. Personal implementation support is available via email and phone support from our Client Program Managers.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supported	Product implementation guides (in PDF format) for administrators are available via our Site Manager Portal but may not be accessible to all assistive technologies. Personal implementation support is available via email and phone support from our Client Program Managers.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Health Assessment Lobby is not considered platform software as defined by Section 508.
603.3 Accommodation of Communication Needs	Supported	<p>WebMD provides customer service and health coaching to consumers with hearing impairments. WebMD Health Coaches and Customer Service Representatives use an interpretation service or TTY relay vendor to advance coaching or solve a customer service challenge.</p> <p>WebMD can accept inbound calls from a TTY relay/translation service from persons with hearing impairments. For outbound calls, WebMD telephones a call relay service and then adds the consumer to the call. Hearing-impaired consumers often</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>times add the phone number for their interpretation services on the WebMD Health Assessment.</p> <p>WebMD also has a policy for consumers with hearing impairments who prefer that a WebMD Health Coach engage, instead, with the consumer's caretaker or family member.</p>

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.