



# Enhanced Ballot Proposal

---

PREPARED FOR:

West Virginia Secretary of State

IN RESPONSE TO:

*RFP SOS2400000001*

*Election Division E-Ballot Delivery Technology*



October 17, 2023

**Enhanced Voting**  
13475 Atlantic Blvd, Suite 8  
Jacksonville, FL 32225

850-723-8274  
Aaron.Wilson@enhancedvoting.com

A handwritten signature in blue ink, appearing to read "A. Wilson".

## Table of Contents

<b>ENHANCED VOTING INTRODUCTION.....</b>	<b>3</b>
<b>ENHANCED BALLOT INTRODUCTION .....</b>	<b>3</b>
<b>PROJECT REQUIREMENTS 4.1 – 4.1.2.7 .....</b>	<b>5</b>
<b>ACCESSIBILITY &amp; GOVERNMENT REQUIREMENTS 4.1.2.8 .....</b>	<b>14</b>
<b>ESTABLISH CYBER SECURITY SYSTEMS AND CONTROLS 4.1.3.....</b>	<b>15</b>
<b>QUALIFICATIONS &amp; EXPERIENCE 4.2.1 .....</b>	<b>15</b>
<b>MANDATORY QUALIFICATION &amp; EXPERIENCE REQUIREMENTS 4.2.2.....</b>	<b>16</b>
<b>REFERENCES.....</b>	<b>18</b>



## Enhanced Voting Introduction

Enhanced Voting works with election officials throughout the United States to supply voting solutions that are secure, easy to use, and accessible to all. We support electronic ballot delivery for overseas military and civilians and fully accessible vote-by-mail for voters with disabilities. Enhanced Voting also supplies Enhanced Results, a comprehensive election results solution with Election Night Reporting (ENR), custom reports, state results aggregation, and blended systems aggregation. Enhanced Voting also supplies vote-my-mail ballot tracking with Ballot Scout, a proven ballot tracking solution. Finally, Enhanced Voting supplies a Ballot Remake Station for automated ballot duplication, transforming how local election officials are duplicating unreadable absentee ballots.

As previous election staffers and election security experts, we have a longstanding relationship within the election community that enables us to execute election-specialized projects, implementations, voter outreach and education, and project management.

## Enhanced Ballot Introduction

Enhanced Ballot is the fastest-growing, most secure modern electronic balloting solution. With the most powerful administration portal in the industry, it quickly and easily adapts to each customer's specific needs.

Also, it adapts to each customer's data to make it easy to incorporate into the state's current processes and systems. Enhanced Ballot's voter interface follows the best practices of the Center for Civic Design's Anywhere Ballot. The Anywhere Ballot is a digital ballot design developed through Election Assistance Commission (EAC) funded research focused on designing digital ballot marking for people with low literacy and cognitive disabilities.

The system follows the security best practices published by the Center for Internet Security (CIS) and the National Institute of Standards and Technology (NIST).

Enhanced Ballot is the only electronic ballot delivery solution that is WCAG 2.1 AA compliant (please see attached report). Other solutions only claim to be WCAG 2.0 AA compliant, a 2008 standard. WCAG 2.1 was published in 2018. As such, it has the most comprehensive accessibility compliance on the market and will work with JAWS and any other assistive technology that depends on WCAG compliance.

Type	Web Application
Version	3.0
Hosting Provider	Microsoft Azure (FedRAMP and NIST SP 800-53 certified)
Device Support	Desktops, Laptops, Tablets, and Mobile Devices
Operating System Support	Windows, Apple macOS and iOS, Android, and Linux
Browser Support	Chrome, Edge, Firefox, Internet Explorer (versions supported by Microsoft), and Safari
Access Technology Support	WCAG 2.1 AA compliant  Tested with hundreds of combinations of access technologies, including JAWS, JAWS Fusion, Job Access with Speech, NVDA, Windows Narrator,

	Apple VoiceOver, Android TalkBack, Adobe Read Aloud, and Dragon NaturallySpeaking.
<b>Features and Modules</b>	<ul style="list-style-type: none"> <li>• Ballot Marking and Delivery Wizard – Enables voters to authenticate and walk through the ballot marking process to mark and return their ballots.</li> <li>• Election Management – Create, edit, manage, and publish elections.</li> <li>• Side-by-Side Ballot Proofing - see the PDF ballot and accessible ballot side-by-side for proofing.</li> <li>• Voter Management – create, import, edit, manage, and email voters.</li> <li>• Voter Simulation - simulate any voter's experience to review instructions, ballot content, and other aspects of the voter experience without impersonating the voter.</li> <li>• Portal Management – create, edit, and manage the messages and instructions given to voters.</li> <li>• File Import – import files with election and voter information.</li> <li>• Integrations – integrations are available with all election management and voter registration systems.</li> <li>• Reporting – generate reports on the election, voters, settings, logs, etc.</li> <li>• Email Sending and Tracking – manage all email content sent to voters; automate sending and tracking of emails.</li> <li>• Sample Ballots – publish accessible sample ballots for all voters (does not require authentication).</li> <li>• FAQ/Help Management – create, edit, manage, and publish help articles for voters.</li> <li>• FPCA/Ballot Request – allows voters to submit a request for a UOCAVA or accessible ballot.</li> <li>• Return Documents – manage all instructions and downloadable materials for voters, including envelope.</li> <li>• Electronic Return – allows for the secure and encrypted return of ballots.</li> <li>• Ballot Remake/Duplication – allows for the automated remake of returned ballots to fully-tabulatable ballots on the jurisdiction's voting system.</li> </ul>

## Project Requirements 4.1 – 4.1.2.7

### 4.1 Project Goals and Mandatory Requirements

Vendor should describe its approach and methodology to providing the service or solving the problem described by meet the goals/objectives identified below. Vendor's response should include any information about how the proposed approach is superior or inferior to other possible approaches.

Enhanced Ballot has several key differentiators we would like to highlight.

1. We are the only WCAG 2.1 AA compliant provider. See our Accessibility Conformance Report for evidence of this.
2. We are the only provider to follow the design principles of the Anywhere Ballot. The Anywhere Ballot was developed by the Center for Civic Design as a universal ballot design with specific attention for voters with low vision and low cognitive capabilities.
3. We are the only provider that can support external authentication providers such as Microsoft365, Google, Okta, and others.
4. We are the only provider that allows the customer to have control over every word shown to voters in the voter interface.
5. We are the only provider to support voter simulation and casting of test ballots that flow through every important step of the system.
6. We are the only provider to support fully customized emails.
7. We are the only provider with a partnership with ES&S that allows us to work directly with ES&S to obtain ballot data and print fully tabulatable ES&S ballots.
8. We are the only provider with a fully VVSG 2.0 compliant implementation of end-to-end verifiability.

Here is a quick summary of several of the ways the Enhanced Ballot approach is to end-to-end verifiability is different:

Factor	Enhanced Ballot	Others
Cryptographic Key Administration	Encryption keys are randomly generated for each election and held only by the election officials, not Enhanced Voting or Azure. Only the election official can access and decrypt ballots.	The hosting provider or vendor manages the encryption which allows the vendor and hosting provider to access the ballot at any time.
Ballot Encryption	Voter's selections are encrypted on the voter's device. This prevents anyone - including Enhanced Voting or Azure - from accessing the voter's selections.	The ballot is encrypted once it reaches the vendor's server, allowing the vendors and hosting provider access to the voter's selections with the ability to view or modify.
Voter Verification	Voters are provided a verification code that is tied to the contents of the ballot and allows the voter to verify their ballot was correctly transmitted to the election official. Our approach proves the integrity	Offers an id code for voters to lookup their ballot and show the ballot to the voter. This approach does not prove the server has not manipulated the ballot and allows

	of the ballot is intact without revealing the contents on the ballot.	for easy vote buying and voter coercion.
Public Verification	Each encryption and decryption produce digital proofs that allow auditors to verify the correct operation of the overall system without compromising ballot privacy and without trusting the vendor or election jurisdictions.	Only produce audit logs which can be easily manipulated by the vendor.
Rigorously Vetted Cryptographic Approach	The Enhanced Ballot cryptographic protocol was developed over decades by Microsoft researcher Josh Benaloh, PhD and other cybersecurity experts. It is publicly available for review and has been vetted and approved by dozens of academic researchers. More information is available at <a href="https://www.electionguard.vote/">https://www.electionguard.vote/</a> .	Developed their own unvetted protocols or uses standard encryption technologies which fall short of meeting unique election requirements of ballot integrity and secrecy.

4.1.1.1. The Vendor provides an electronic ballot delivery and marking tool to all 55 West Virginia Counties in the State. The tool shall be ready for go-live use by no later than the statutory absentee ballot mailing deadline on March 29, 2024. All development, proofing, training, and other necessary actions shall be complete prior to that date.

Enhanced Ballot will be available to all 55 West Virginia counties and fully implemented by the required deadline.

Below is a proposed schedule. Enhanced Voting will work with West Virginia to finalize the plan after the contract award.

Date	Deliverables
No later than: 1 week after contract award	Project Setup includes: <ul style="list-style-type: none"> <li>Kickoff meeting.</li> </ul>
NLT: 2 weeks after contract award	<ul style="list-style-type: none"> <li>Weekly status meetings begin.</li> </ul>
NLT: 4 weeks after contract award	Online training <ul style="list-style-type: none"> <li>Webinars for State staff on setup, configuration, and use.</li> <li>Webinar or video for voters on use.</li> <li>Self-paced training guides available</li> </ul>
NLT: 2/29/2024	<ul style="list-style-type: none"> <li>ElectionGuard devices delivered and setup a state office</li> <li>Development and State User Acceptance Testing complete.</li> <li>Training of county election officials complete.</li> </ul>
NLT 3/29/2023	<ul style="list-style-type: none"> <li>Ballot data imported and proofed.</li> <li>Election published for voters.</li> </ul>
5/14/2024	Hosting and support: Primary Election Day.

4.1.1.2. The tool satisfies all West Virginia and federal requirements for electronic absentee voting,



including but not limited to W. Va. Code§ 3-3-1 *et seq.*, the Uniformed and Overseas Absentee Voting Act, the Military and Overseas Voter Empowerment Act, and the Americans with Disabilities Act.

Enhanced Ballot satisfies West Virginia and federal requirements for electronic absentee voting including but not limited to W. Va. Code§ 3-3-1 *et seq.*, the Uniformed and Overseas Absentee Voting Act, the Military and Overseas Voter Empowerment Act, and the Americans with Disabilities Act. In fact, Enhanced Ballot is the only solution to meet the end-to-end verifiability requirements of the Voluntary Voting System Guidelines (VVSG) 2.0.

#### 4.1.1.3. The tool's functionality allows convenient confirmation of voter eligibility, voter identity, and accessibility.

Enhanced Ballot supports the ability to confirm voter eligibility, identity, and accessibility. Enhanced Ballot offers several options for voter authentication including software and hardware based authentication approaches.

#### 4.1.2.1 The tool is capable of recognizing and reading each ballot style based on the "Ballot Design" files in the format provided by the Agency, a county, or a county's ballot programming vender.

Enhanced Ballot seamlessly integrates with ES&S (Election Systems & Software) ElectionWare. Enhanced Voting will import the ballot styles from ElectionWare to support the accessible mail ballot option.

Enhanced Voting works closely with ES&S and holds monthly meetings with their product managers. Enhanced Ballot can seamlessly import ballot data, create online ballot styles, and then create tabulatable ballots on the return without any extra setup and configuration by the State. We have demonstrated this capability in Florida, Arkansas, South Carolina, Kentucky, Ohio, New York, and others.

If West Virginia prefers, Enhanced Voting can work directly with ES&S to obtain the ballot design files directly and automatically import them into Enhanced Ballot once ES&S receives ballot proofing sign-off from the counties. This is the approach taken most often by our mutual ES&S customers.

#### 4.1.2.2 The tool includes a cloud server or equivalent backend which securely processes each electronic absentee ballot submission into a cast vote record (CVR) format, stores the records in a tamper-resistant manner, and enables all participating counties to access the CVRs as required by the election schedule and process for in-county tallying.

Enhanced Voting is the only provider to support electronic return using an end-to-end verifiable approach that meets VVSG 2.0's requirements for end-to-end verifiability (E2E-V). E2E-V assures voters, election officials, and the public that the ballot was returned without being tampered with and is the only technology with similar verification properties to a paper ballot. Therefore, whether the voter returns the ballot via mail or electronically, the integrity of the ballot is assured. Other providers take a basic approach to electronic return, leaving voters and election jurisdictions at a higher security risk.

With Enhanced Ballot, the ballots cast vote record (CVR) is encrypted in the voter's browser and a digital signature is applied to the ballot. During this process, the voter is given a verification code, which is cryptographically tied to the content of the ballot but without revealing exactly how the voter voted to anyone. During the final decryption process, the verification code is independently generated and published to the Enhanced Ballot verification code lookup site so voters can track and confirm that their ballot was received exactly as it was counted. This approach provides confirmation without revealing how the voter voted to anyone.

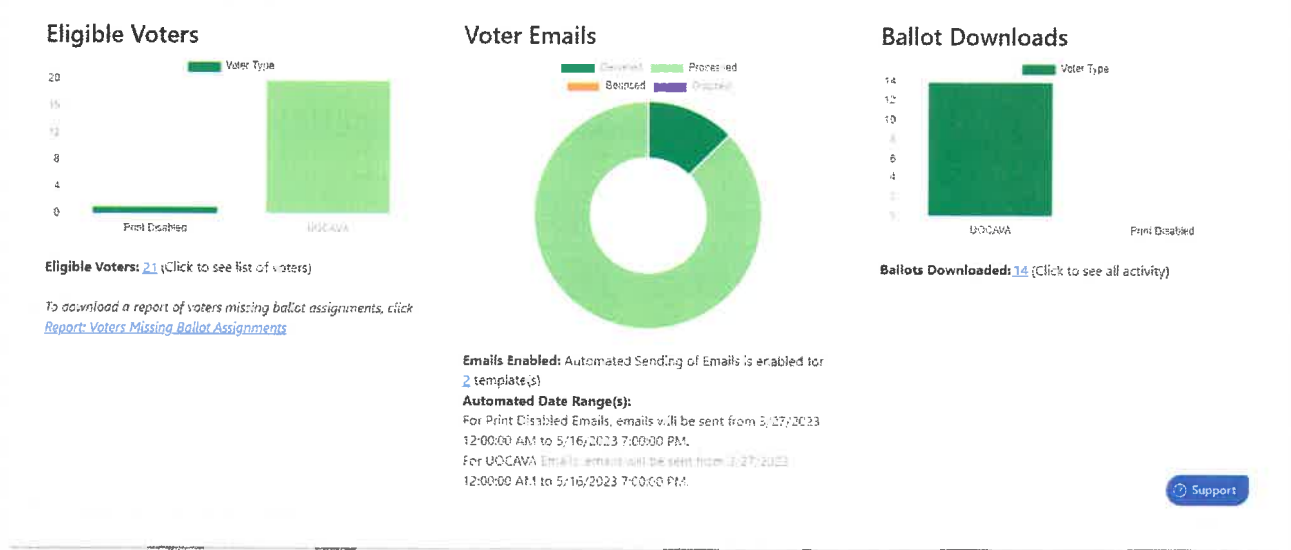
Once the ballots are returned, county election officials can review the supporting documents submitted by the voter. The election official can decrypt the ballots cast vote record (CVR) if the voter's submission is approved. Once ballots are decrypted, the election official can print the final ballots in ES&S format for printing and tallying. The final ballot cannot be tied back to the original voter. Additionally, the voter will be able to track the progress of their ballot through the review and decryption process using their verification code. The verification code is cryptographically tied to the ballot, which provides verifiability that the ballot was not tampered with during the return and decryption.

Furthermore, the use of ElectionGuard generates cryptographic proofs throughout the encryption and decryption process which can be audited by anyone to verify the correct operation. The combination of voter verifiability and public verifiability are what makes this approach end-to-end verifiable (E2E-V). Cybersecurity experts and researchers agree that electronic ballot return should only be done using an E2E-V approach.

ElectionGuard is setup using offline ElectionGuard administrator and Guardian devices. These devices create the election public and private keys. The private key is split among the guardians - a group of state officials selected by STATE. The public key is used online to encrypt the ballots. At the end of the election, the guardians reconvene and perform an offline tally ceremony to check all of the online submitted ballots. This process will catch any issues that happened online. This process is the only way for West Virginia to verify the correctness of each ballot without trusting the vendor or the hosting provider.

#### 4.1.2.3 The tool includes a web-based or equivalent administration console for reporting and tracking voter participation.

Enhanced Ballot is web-based with an administration dashboard and provides various reports. Additional reports can be added upon request.

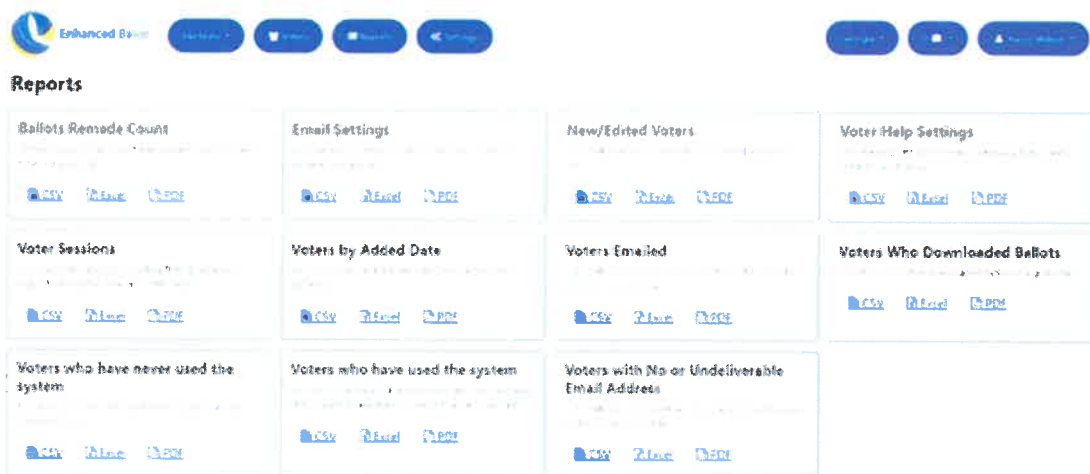


#### Current Reports:

- New/Edited Voters Log
- Voter Sessions



- Voters Added by Date
- Voters Emailed
- Voters Who Downloaded Ballots
- Voters who have never used the system
- Voters who have used the system
- Voters with No or Undeliverable Email Address
- Ballot Proofing
- Election Change Log
- Eligible Voter Ballot Assignments
- Email Notifications
- Precinct to Ballot Style



*Image - Administrator reports available.*

4.1.2.4 The tool permits a voter to mark a ballot independently and without assistance.

Enhanced Ballot allows a voter to mark their ballot independently and without assistance. It works with voters' assistive devices, including screen readers, to support their ability to mark their ballots privately and independently. The ballot marking process takes the voter one contest at a time throughout the ballot. Voters review their selections on a review screen before presenting their return options.

4.1.2.5 The tool provides the Agency the option to permit a voter to transmit a marked ballot, along with a return packet that includes the requisite forms and disclosures, to the county clerk electronically, or alternatively to print a voted ballot with the aforementioned return packet for return via other approved means to the county clerk.

Enhanced Ballot offers voters the option to return the ballot electronically or print the ballot for postal return. In both cases, the system will present the requisite forms and disclosures to the voter to complete and return. With the electronic return option, the voter submits the forms, along with the ballot, directly to the county clerk. In both cases, Enhanced Ballot supports the dynamic completion of voter and local information to assist the voter with properly returning their ballots.

**Official Demo Election**

Return your ballot

**Electronic Return.** Please follow the instructions that follow to properly return your ballot.

**Step 1.**

You are required to Sign and Return your Mail Ballot Certificate.

Click **Download Mail Ballot Certificate** below to download a blank version. You may print and sign the blank version or use one of the electronic signature options that follow.

If you are using a screen reader, please turn it off in order to draw your signature.

**Option 1. Apply Signature Digitally**

Use one of the following options to digitally apply your signature. If you are using a screen reader, please turn it off in order to draw your signature. If you are unable to apply a signature due to a physical impairment or otherwise, you can select the option to use an "X" as your mark.

-  Draw Signature
-  Upload Image
-  Apply "X" (I am unable to sign)

**Option 2. Download and Sign Document**

Download the document using the button below, sign it, and then upload it using the Upload option.

[Download Mail Ballot Certificate](#)

Upload Signed Document

 No file uploaded yet.



4.1.2.5.1 The option for a voter to return a ballot shall be an optional functionality available to the Agency at no cost, and the Vendor shall not be compensated in any manner in the event the Agency opts to permit voters to return a ballot electronically.

Enhanced Voting understands and complies with this cost and compensation requirement. The option for a voter to return a ballot is optional. Enhanced Voting will not be compensated in any manner should the voter return the ballot electronically.

4.1.2.6 The tool includes a verification portal that permits a voter to review their marked, submitted ballot, in a secure and anonymous manner, and in a read-only format, affording the voter with the ability to confirm the ballot cast is the ballot received by the county.


Enhanced Voting provides end-to-end verifiability based on our use of ElectionGuard in parallel with proven RSA encryption and digital signatures.

First, ElectionGuard offers voter verifiability, which means voters can detect if their device attempts to encrypt and digitally sign a different ballot than they intended. This is done by allowing the voter to challenge the encryption. Using this challenging feature, the voter can detect if their local device is trying to manipulate their ballot.



Second, the voter is given a verification code upon the ballot encryption, which is cryptographically tied to the content of the ballot but without revealing exactly how the voter voted to anyone. During the final

decryption process, the verification code is independently generated and published to the Enhanced Ballot verification code lookup site so voters can track and confirm that their ballot was received exactly as it was counted. This approach provides confirmation without revealing how the voter voted to anyone.

*Any approach to verification that reveals how the voter voted violates VVSG 2.0 requirement 9.1.6-E (1) which states that the system “must provide a voter with a receipt that allows them to verify that their ballot has been correctly recorded and tallied by the system. These receipts must not display any selections made by the voter.”*


 **Submission Complete**

**Submission Details**


-  Your ballot was encrypted successfully, to protect your privacy.
-  Your ballot was uploaded to the secure ballot box where it will remain until your local election official processes it.

**Tracking my Ballot**

Use the Copy feature below to capture your ballot verification code. This code is unique to your exact ballot and can be used to track and confirm it was received correctly by your local election official.

**10D0894BE48A0F228668186948CF134996CB3DB6520A  
F74714850479F98D4926** 

Use the Copy feature below to capture your ballot verification code. This code is unique to your exact ballot and can be used to track and confirm it was received correctly by your local election official.

[Ballot Tracking Website](#) 

[I'm Finished](#)



**Official Demo Election**

September 18, 2023

**UNOFFICIAL RESULTS**

Last Updated: Thursday, August 17, 2023, 1:43:12 PM  
This page auto-refreshes and is updated in real-time.

[← Back to login](#)

Ballot has been received by the election office.

**Code** 10D0894BE4BADF22B668186948CF134996C83D86520AF74714850479F98D4926

**Cast Time** Aug 17, 2023, 5:37:33 PM

**Ballot**  Selections are encrypted

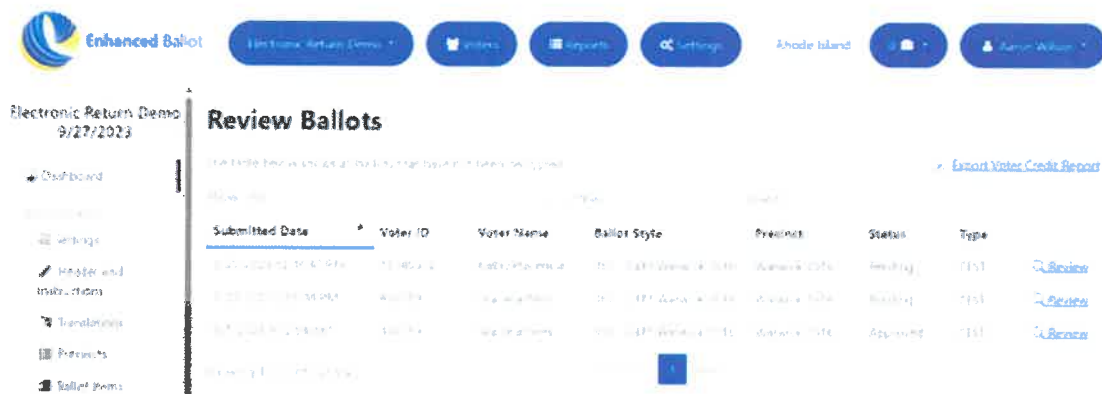
**Selections**

This election uses [ElectionGuard](#) for end-to-end verifiability.

*Image – List of electronically returned ballot waiting for review by local election officials.*

Third, ElectionGuard offers a means to verify that the RSA-encrypted ballots were not manipulated during the decryption or at any other point in the process. This is done by creating verification records on the voting client based on an RSA-encrypted ballot. These verification records allow the Secretary of State to tabulate the encrypted ballots without decrypting them individually. When that tabulation result is compared with the tabulation of the RSA-encrypted ballots and the results match, the Secretary and others are assured that the RSA-encrypted ballots were not tampered with at any point, including during the decryption.

End-to-end verifiability allows West Virginia to verify the correct return of the electronic ballots without trusting the vendor or the hosting provider. All other approaches require the vendors and hosting provider to be trusted. Furthermore, West Virginia can use end-to-end verifiability to prove to auditors and skeptics that nothing was manipulated during the process. All other approaches fail to provide one-hundred percent proof.



Submitted Date	Voter ID	Voter Name	Ballot Style	Precinct	Status	Type
8/17/2023 5:37:33 PM	10D0894BE4BADF22B668186948CF134996C83D86520AF74714850479F98D4926	John Doe	Ballot Style	Precinct	Received	Review
8/17/2023 5:37:33 PM	10D0894BE4BADF22B668186948CF134996C83D86520AF74714850479F98D4926	Jane Smith	Ballot Style	Precinct	Received	Review
8/17/2023 5:37:33 PM	10D0894BE4BADF22B668186948CF134996C83D86520AF74714850479F98D4926	Bob Johnson	Ballot Style	Precinct	Approved	Review

*Image – List of electronically returned ballot waiting for review by local election officials.*

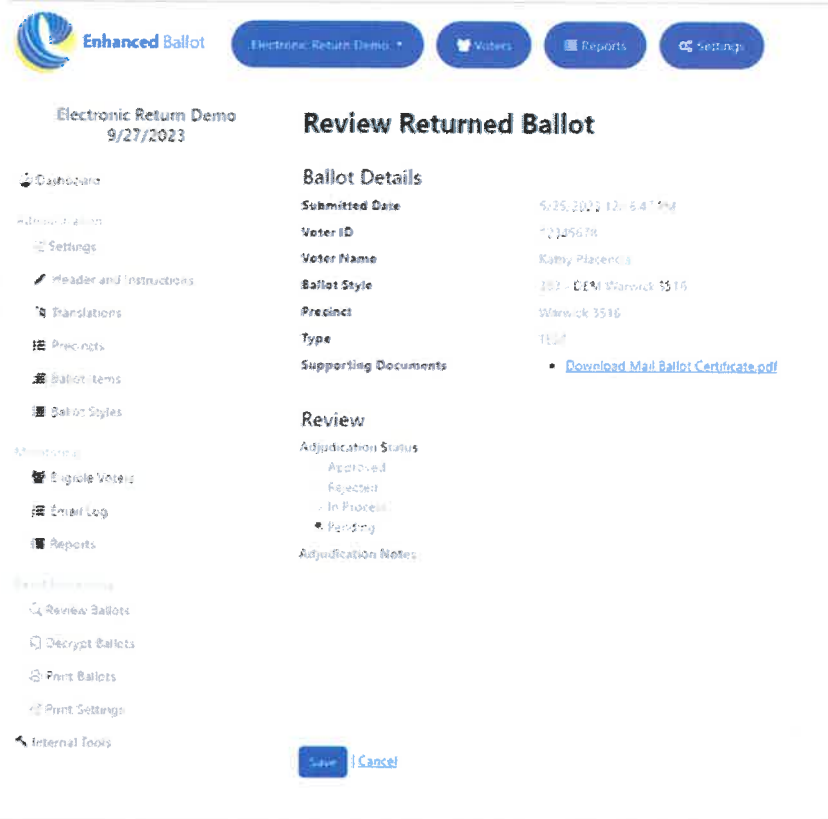


Image - Ballot review page where local election official can review submitted documentation and decide whether to accept the ballot.

**Processed Ballots**

Print Selected All

View: 100

Created Time	Created By	Tracking ID	Origin	Type	# Prints	Last Printed Time	Printed By	Print
5/25/2022 12:54:15M	Kathy Placencia	72249678	Electronic Return	TEST	1	5/25/2022 12:54:15M	Kathy Placencia	<a href="#">Print</a> <a href="#">Download</a>
5/25/2022 12:54:15M	Kathy Placencia	72249678	Electronic Return	TEST	1	5/25/2022 12:54:15M	Kathy Placencia	<a href="#">Print</a> <a href="#">Download</a>
5/25/2022 12:54:15M	Kathy Placencia	72249678	Electronic Return	TEST	1	5/25/2022 12:54:15M	Kathy Placencia	<a href="#">Print</a> <a href="#">Download</a>
5/25/2022 12:54:15M	Kathy Placencia	72249678	Electronic Return	TEST	1	5/25/2022 12:54:15M	Kathy Placencia	<a href="#">Print</a> <a href="#">Download</a>

Showing 1 of 1 of 4 entries

Support

Image – List of all approved and decrypted ballots for printing in tabulatable format.

4.1.2.7 The Vendor provides training and support to the Agency and counties during the duration of the contract.

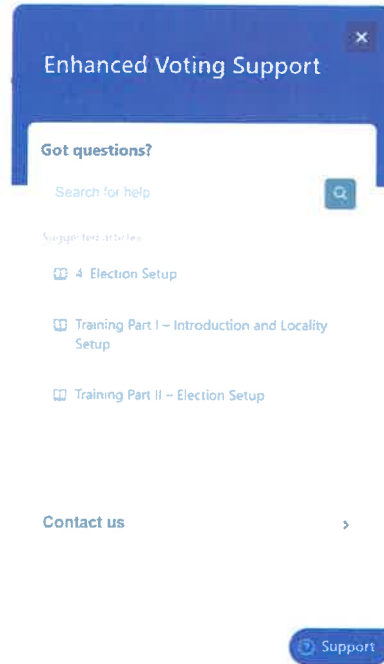
Enhanced Voting provides election support every step of the way, from onboarding through election day. We deliver client-specific training and user guides, a 24/7 ticketing system, direct phone and email contact information, and client progress tracking.

Our team views support as a partnership where we are invested in the success of our client's elections. We routinely have a one-touch resolution to questions or concerns and immediately engage our development team when needed. Every member of our Enhanced Voting team actively ensures that client support remains our focus.

Enhanced Voting will provide a help desk that is available for election administration personnel and voters. The election administration help desk will be staffed during regular business hours all year. For the periods specified, the help desk will expand its days and hours to 24 hours per day and seven days a week to support election administration personnel and voters.

Enhanced Voting provides support through the following channels:

1. In-Product Support Widget (see image) –Our unique in-product support widget provides quick and easy access to documentation and ticket creation in our support system.
2. Email – All emails sent to [support@enhancedvoting.com](mailto:support@enhancedvoting.com) go into our support ticketing system, and several support team members are immediately alerted.
3. Phone – We offer phone support with direct phone numbers for our staff. For voters, we have a toll-free telephone number.



## Accessibility & Government Requirements 4.1.2.8

- 4.1.2.8 Section 508 Compliance - Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure, maintain, or use Information and Communication Technology (ICT), it shall be accessible to people living with disabilities. Federal employees and members of the public who have disabilities must have access to, and use of, information and data that is comparable to people without disabilities.

Products, platforms and services delivered as part of this work statement that are ICT, or contain JCT, must conform to the Revised 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at <https://www.access-board.gov/guidelines-andstandards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standardsand-guidelines>

Enhanced Ballot meets West Virginia's and the federal Rehabilitation Act (section 508) accessibility standards and the Web Content Accessibility Guidelines ("WCAG") 2.1 AA requirements.

As stated, Enhanced Ballot is the only electronic ballot delivery solution that is WCAG 2.1 AA compliant. Other solutions only claim to be WCAG 2.0 AA compliant, 2008 5 standard. WCAG 2.1 was published in 2018. As such, it has the most comprehensive accessibility compliance on the market and will work with JAWS and any other assistive technology that depends on WCAG compliance. Please review Enhanced Voting's Accessibility Conformance Report awarded by Accessibility.Works in supporting documentation. This report addresses each of the requirements in 4.1.2.8.1 through 4.1.2.8.8 related to Enhanced Ballot.

Enhanced Ballot meets West Virginia's and federal requirements for the Uniformed and Overseas Absentee Voting Act, the Military and Overseas Voter Empowerment Act, and the American with Disabilities Act.

#### 4.1.2.8.1- 4.2.8.8

All Enhanced Ballot features comply with Section 508 Standards. Please review Enhanced Voting's Accessibility Conformance Report awarded by Accessibility.Works in supporting documentation.

### Establish Cyber Security Systems and Controls 4.1.3

Enhanced Voting will supply our completed attachments for this section as Confidential attachments via email to David Tackett within 7 days.

4.1.3.1 Cybersecurity systems and controls are essential to distinguish, counteract, or decrease security risks. These measures are required to manage threats targeting computer systems and networks. These measures must be adaptive and robust. To determine whether your cyber security systems and controls meet our requirements:

- 4.1.3.1.1 Please see Attachment B – OWASP Application Level Security Verification Levels 1-3.
- 4.1.3.1.2 Attachment C – OWASP Mobil Application Level Security Verification does not apply to Enhanced Ballot.
- 4.1.3.1.3 Please see Attachment D – Security Requirements for Databases.
- 4.1.3.1.4 Please see Attachment E – Select Controls from NIST SP 800-171.
- 4.1.3.1.5 Please see Attachment F – POA&M Tracker.

### Qualifications & Experience 4.2.1

Enhanced Ballot has been implemented in fourteen states over the past ten years and has successfully delivered ballots to voters in 170 counties across the globe. Enhanced Ballot has supported over 160,000 ballot styles for 350,000 eligible voters, supporting multiple languages such as English, Gujarati, Korean, Spanish, and Vietnamese with the adaptability to support any language.

Through the implementation of a state-of-the-art ballot delivery product, Enhanced Voting can seamlessly support fully accessible vote-by-mail for voters with disabilities and military and overseas civilians stationed abroad.

4.2.1.1 Vendor's tool has been reviewed by at least one (1) independent, nationally recognized organization supporting the Disability Community for its user acceptance and Section 508 conformity for voters living with disabilities. Copies of any reports or public statements by the organization(s) should be provided to the Agency for Confidential review.

Enhanced Ballot has been reviewed by the following agencies:

- National Federation of the Blind (NFB)

- Accessibility.Works
- Florida Council of the Blind (FCB)

Please review Enhanced Voting's Accessibility Conformance Report awarded by Accessibility.Works in supporting documentation.

## Mandatory Qualification & Experience Requirements 4.2.2

4.2.2.1 Implemented tool in at least two (2) federal elections. A list of all previous federal elections, including the jurisdiction, shall be provided to the Agency.

State	Scope	Highlights
Arkansas	Statewide: UOCAVA Ballot Delivery	<ul style="list-style-type: none"> <li>• 1,765,681 Registered voters.</li> <li>• Supported 2022 election cycle; current customer.</li> <li>• Imported election data from ES&amp;S ElectionWare.</li> <li>• Imported voters from state-wide voter registration system.</li> <li>• 63,233 ballot styles supported.</li> <li>• Languages supported: English</li> </ul>
Georgia	Statewide: UOCAVA Ballot Delivery & Public Sample Ballots	<ul style="list-style-type: none"> <li>• 7,004,035 Registered voters.</li> <li>• Supported 2022 general election: current customer.</li> <li>• Imported election data from Dominion, including ballot remakes.</li> <li>• 500,000+ sample ballots shown.</li> <li>• 18,935 ballot styles supported.</li> <li>• Language supported: English, Spanish</li> </ul>
Florida	51 counties: UOCAVA & Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>• 14,539,989 Registered voters.</li> <li>• Supported 2022 election cycle, 41 of 67 counties are current customers.</li> <li>• Imported election data from ES&amp;S and Dominion voting systems.</li> <li>• Automated voter-import from voter registration system.</li> <li>• 33,906 ballot styles supported.</li> <li>• Languages supported: English, Spanish</li> </ul>
Hawaii	Statewide: Accessible Remote Ballot Delivery and Return	<ul style="list-style-type: none"> <li>• Acquired company <a href="#">Five Cedars</a> in 2022 (incumbent vendor).</li> <li>• Supported 2022 election cycle; current customer.</li> </ul>
Illinois	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>• 8,722,026 Registered voters.</li> <li>• Supported 2020 Primary and General elections.</li> <li>• Supported 7,616 ballot styles.</li> <li>• Language supported: English, Spanish</li> </ul>
Kentucky	Statewide: UOCAVA & Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>• 1,678,538 Registered voters.</li> <li>• Supported 2020, 2021, and 2022 election cycle, current customer.</li> </ul>



		<ul style="list-style-type: none"> <li>Imported election data from ES&amp;S ElectionWare, Hart BOSS, and Hart Verity systems.</li> <li>43,527 ballot styles supported.</li> <li>Language supported: English</li> </ul>
Massachusetts	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>Supported 2020 Primary and General Elections.</li> <li>Supported 11,160 ballot styles.</li> <li>Language supported: English</li> </ul>
New York	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>7,930,451 Registered voters</li> <li>Supported 2022 election cycle; current customer.</li> <li>Supporting integration with ES&amp;S and Dominion voting systems.</li> <li>Aggregate election results from ES&amp;S ElectionWare and Clear Ballot Voting Systems to provide full election night results.</li> <li>50,984 ballot styles supported.</li> <li>Languages supported: English, Spanish</li> </ul>
New Hampshire	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>1,009,004 Registered Voters.</li> <li>Supported 2020, 2021, and 2022 election cycle; current customer.</li> <li>Imported election data from legacy Dominion AccuVote systems.</li> <li>Supported 960 ballot styles.</li> <li>Language supported: English</li> </ul>
New Jersey	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>6,407,297 Registered voters.</li> <li>Supported 2020 &amp; 2022 election cycles.</li> <li>Implementation in under 1 week.</li> <li>Imported election data from Dominion DemocracySuite and legacy Dominion WinEDS systems.</li> <li>11,854 ballot styles supported.</li> <li>Languages supported: English, Korean, Gujarati</li> </ul>
Oklahoma	Statewide: UOCAVA Remote Ballot Delivery	<ul style="list-style-type: none"> <li>2,295,906 Registered Voters.</li> <li>Supported all elections since 2013; current customer.</li> <li>Ballot delivery, marking, and tracking for all UOCAVA voters statewide.</li> <li>Fully integrated with state voter registration and election management systems.</li> <li>Ballots automatically duplicated upon return.</li> <li>260,000 ballot styles supported.</li> <li>Language supported: English</li> </ul>
Ohio	19 Counties: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>8,000,000 Registered voters.</li> <li>Supported counties since 2018; current customers.</li> </ul>

		<ul style="list-style-type: none"> <li>• Accessible ballot marking and delivery, plus sample ballots for some jurisdictions.</li> <li>• Integrated with county tabulation systems, including various versions of ES&amp;S, Dominion, Hart InterCivic, Clear Ballot, and Unisyn Systems.</li> <li>• Certified by State of Ohio</li> <li>• 26,000 ballot styles supported.</li> <li>• Languages supported: English, Spanish</li> </ul>
Oregon	Statewide: Accessible Remote Ballot Delivery	<ul style="list-style-type: none"> <li>• Acquired company <a href="#">Five Cedars</a> in 2022 (incumbent provider).</li> <li>• Supported 2022 election cycle, all counties.</li> </ul>
South Carolina	Statewide: UOCAVA Remote Ballot Delivery & Return	<ul style="list-style-type: none"> <li>• Currently converting South Carolina to Enhanced Ballot from Omniballot</li> </ul>
Utah	Statewide: UOCAVA & Accessible Remote Ballot Delivery & Return Election Night Reporting	<ul style="list-style-type: none"> <li>• 1,658,207 Registered voters.</li> <li>• Supporting 2023, 2024, 2025, 2026, &amp; 2027 election cycles.</li> </ul>
Virginia	Statewide: UOCAVA & Accessible Remote Ballot Delivery; Election Night Reporting	<ul style="list-style-type: none"> <li>• 6,092,117 Registered users.</li> <li>• Supported 2019, 2020, 2021 &amp; 2022 election cycles; current customers.</li> <li>• 29,132 ballot styles supported.</li> <li>• Languages supported: English, Spanish, Korean, Gujarati, Vietnamese</li> </ul>

## References

Since 2013, Enhanced Voting has elevated election technology to the degree voters and election officials expect and deserve. Enhanced Voting has worked with election officials nationwide to supply voting solution products that are secure, easy to use, and accessible to all. Please review the below references.

State	Contact
Arkansas	<p>Josh Bridges Election Systems Analyst 501-682-3419 josh.bridges@sos.arkansas.gov</p> <p>Arkansas Secretary of State Executive Office State Capitol 500 Woodlane Avenue, Suite 256 Little Rock, AR 72201 501-682-1010</p>
Georgia	<p>Gabriel Sterling Chief Operating Officer 404.615.9337 gsterling@sos.ga.gov</p>

	<p>Georgia Secretary of State 214 State Capitol Atlanta, GA 30334</p>
Florida	51 counties (individual references available upon request).
Kentucky	<p>Karen Sellers <i>Executive Director</i> 502.330.5681 Karen.Sellers@ky.gov</p> <p>State Board of Elections 140 Walnut St. Frankfort, KY 40601</p>
New York	<p>Thomas Connolly <i>Deputy Executive Director</i> 518.486.5001 thomas.connolly@elections.ny.gov</p> <p>New York State Board of Elections 40 North Pearl St. Albany, New York 12207</p>
New Hampshire	<p>Patricia D. Piecuch <i>Elections Director</i> 603.271.8241 patricia.piecuch@sos.nh.gov</p> <p>NH Department of State State House, Room 204 107 North Main Street Concord, NH 03301</p>
New Jersey	<p>Lauren Zyriek <i>Deputy Secretary of State</i> 609.633.1230 Lauren.Zyriek@sos.nj.gov</p> <p>Wade Hale <i>Deputy Director of Elections</i> 609.954.8129 Wade.Hale@sos.nj.gov</p> <p>NJ Department of State 20 W. State St., 4<sup>th</sup> Floor Trenton, NJ 08625</p>
Oklahoma	<p>Rusty Clark <i>Assistant Secretary</i> 405.521.4913 Rusty.clark@elections.ok.gov</p> <p>Oklahoma State Election Board 2300 N. Lincoln Blvd., Room G28</p>

	Oklahoma City, OK 73105
Ohio	19 Counties (individual references available upon request).
Oregon	<p>Luke Belant  <i>Deputy Director of Elections</i>            971.718.6534  <a href="mailto:Luke.belant@sos.oregon.gov">Luke.belant@sos.oregon.gov</a></p> <p>Elections Division            Public Service Building Suite 126            255 Capitol St. NE            Salem OR 97310</p>
Utah	<p>Shelly Jackson  <i>Deputy Director of Elections</i>            801.538.1746  <a href="mailto:shellyjackson@utah.gov">shellyjackson@utah.gov</a></p> <p>Office of the Lieutenant Governor            P.O. Box 142325            Salt Lake City, UT 84114</p>
Virginia	<p>Susan Beals  <i>Commissioner</i>            804.864.8903  <a href="mailto:Susan.beals@elections.virginia.gov">Susan.beals@elections.virginia.gov</a></p> <p>Virginia Department of Elections            Washington Building            1100 Bank Street, First Floor            Richmond, VA 23219</p>

4.2.2.2 Vendor's applicable network and systems or tool have been assessed for security vulnerabilities by at least two (2) independent, federally recognized, certified, or industry specific equivalent technology or cybersecurity auditors. Copies of all assessments or equivalent reports completed in the past 3 years shall be provided to the Agency.

Enhanced Ballot has been tested by Pro V&V (a federally certified voting system test laboratory) and the Cyber and Infrastructure Security Agency (CISA), among others. Enhanced Voting will supply reports as Confidential attachments via email to David Tackett.

Security experts built Enhanced Ballot as the most secure and innovative electronic balloting solution. Its design is uncompromising in ballot secrecy, integrity, voter authentication, and verifiability. Enhanced Ballot meets every accessibility requirement without compromising security.

Electronic balloting is a complex technology system with multiple layers, and each must be properly secured. Other providers will focus on their hosting provider's security. Enhanced Voting focuses on the security and protection of the entire technology stack and implements the security best practices from the Center for Internet Security Election Security Best Practices. These best practices derive from the CIS Controls and the Open Web Application Security Project (OWASP).



The Enhanced Ballot system also meets the NIST Cybersecurity Framework guidelines as confirmed by Pro V&V during their security and penetration testing of the Enhanced Ballot system.

The NIST cybersecurity framework, however, does not have requirements specific to the unique nature of electronic returned voted ballots. This is why we have invested in using an end-to-end verifiable approach to electronic return. End-to-end verifiability is the only alternative to paper ballots that provides the software independence required by the Voluntary Voting System Guidelines (VVSG) 2.0 from the Election Assistance Commission (EAC).

The approach uses a combination of standard and homomorphic encryption technologies to encrypt and decrypt the ballots in a completely verifiable way. This is discussed in more depth in other answers.



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Centralized Request for Proposals  
 Info Technology

<b>Proc Folder:</b> 1288892			<b>Reason for Modification:</b>
<b>Doc Description:</b> WVSOS Election Division E-Ballot Delivery Technology			
<b>Proc Type:</b> Central Contract - Fixed Amt			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2023-09-25	2023-10-17 13:30	CRFP 1600 SOS2400000001	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Customer Code: VS0000043992  
 Vendor Name : Enhanced Voting  
 Address : 13475 Atlantic Blvd. Suite 8  
 Street :  
 City : Jacksonville  
 State : Florida Country : USA Zip : 32225  
 Principal Contact : Aaron Wilson  
 Vendor Contact Phone: 850-723-8274 Extension:

**FOR INFORMATION CONTACT THE BUYER**

Toby L Welch  
 (304) 558-8802  
 toby.l.welch@wv.gov

Vendor Signature X  FEIN# 46-3771239 DATE 10/4/2023

All offers subject to all terms and conditions contained in this solicitation

# Enhanced Voting Accessibility Conformance Report

## EN 301 549 Edition

(Based on VPAT® Version 2.4Rev)

### Name of Product/Version:

Enhanced Voting's Enhanced Ballot System

### Report Date:

January 28<sup>th</sup>, 2023

### Product Description:

Enhanced Ballot is an electronic ballot delivery system deployed by election jurisdictions and used by eligible voters to electronically mark their ballot before returning it to their local jurisdiction.

### Contact Information:

Email: [accessibility@enhancedvoting.com](mailto:accessibility@enhancedvoting.com)

### Report Author:

This report and all testing was completed by [Accessibility.Works](#). Accessibility.works is a brand of Propeller Media Works. Propeller was founded in 1997 and specializes in custom accessible web design, digital marketing and WCAG remediation. The Accessibility.works team focuses exclusively on digital accessibility consulting, ADA / 508 / WCAG auditing, remediation, and training to ensure their client's websites, mobile apps, and web apps meet current WCAG standards and therefore comply with international, national, and state accessibility laws.

---

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

Page 1 of 25

## Notes:

WCAG 2.1 Level A Conformance Summary	WCAG 2.1 Level AA Conformance Summary
<ul style="list-style-type: none"><li>• Supports: 21</li><li>• Partially Supports: 0</li><li>• Not Applicable: 9</li><li>• Does Not Support: 0</li></ul>	<ul style="list-style-type: none"><li>• Supports: 14</li><li>• Partially Supports: 0</li><li>• Not Applicable: 6</li><li>• Does Not Support: 0</li></ul>

## Evaluation Methods Used:

Automatic and manual testing was performed with the assistance of the Accessibility Management Platform (AMP), Deque Axe Dev Tools, and Evinced Web Flow Analyzer. Manual testing methodologies combined the use of accessibility features of operating systems (Windows, MacOS, and Chromebook), Microsoft Active Accessibility tools (Object Inspector and Event Watcher) and keyboard testing, along with JAWS, NVDA, VoiceOver, and ChromeVox screen readers on Windows, MacOS, and Chromebook platforms, respectively.

## Applicable Standards/Guidelines

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

### Standard/Guideline

[Web Content Accessibility Guidelines 2.0](#)

[Web Content Accessibility Guidelines 2.1](#)

[EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 \(2019-11\)](#) AND  
[EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 \(2021-03\)](#)

### Included in Report

Level A (Yes)  
Level AA (Yes)  
Level AAA (No )  
Level A (Yes)  
Level AA (Yes)  
Level AAA (No )  
(No)



## 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 Level AAA criteria.

## Table 1: Success Criteria, Level A

Notes: The conformance levels and remarks and explanations below apply for all the web-based (HTML) front-end interfaces displayed in the EnhancedVoting Web Experience.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1.1 (Open Functionality Software)</li> <li>11.1.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	Textual alternatives are provided to <img> elements via the alt attribute. Iconographic interactive controls also provide accessible names through aria-label on the standard HTML interactive element such as <A> or <button>.
<p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not leverage video content and this success criteria is not applicable. This is based on recent testing use cases. If the application is requested to host video content, these requirements will need to be re-evaluated.
<p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.2 (Web)</li> <li>10.1.2.2 (Non-web document)</li> <li>11.1.2.2 (Open Functionality Software)</li> <li>11.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>	Not Applicable	The experience does not leverage video content and this success criteria is not applicable. This is based on recent testing use cases. If application is requested to host video content, these requirements will need to be re-evaluated.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not leverage video content and this success criteria is not applicable. This is based on recent testing use cases. If application is requested to host video content, these requirements will need to be re-evaluated.
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined within the experience. The interfaces utilize explicit label markup along with ARIA roles, states, and properties to convey accessible information to users of assistive technology. Heading structure is also present, consistent, and logical.
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The tabbing order coincides with the reading order, which is meaningful and logical. The order of content within the DOM (Document Object Model) defines the tabbing order.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Instructions and assessment content within the experience interfaces do not rely solely on sensory characteristics such as visual or auditory cues in any fashion.
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not leverage multimedia that require audio controls.
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	Supports	The Experience interfaces support keyboard navigation and interaction. There are no "keyboard traps" when users are navigating with the keyboard. All expected

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		keyboard paradigm work for the indicated role of an element when non-standard HTML is utilized.
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience does not contain keyboard traps when users are navigating with the keyboard.
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	There is no dependency in experience on keyboard shortcuts for the completion of core use cases and no interference with existing common shortcuts.
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> </ul>	Not Applicable	There was no timed portion of the experience, and the application did not time-out unexpectedly during testing causing a reversion from authenticated to non-authenticated state. Therefore, there was no experience

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		where it was necessary to present to the user a timeout alert dialog to extend the session.
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not contain any blinking, flashing, moving, or scrolling content that requires the need for providing a pause/hide mechanism.
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience does not contain any blinking, flashing, moving, or scrolling content that causes the screen to blink or flash more than three times in any one second period.
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> </ul>	Not Applicable	The experience does not present any large link lists – so there is no associated need to skip links to allow for bypassing blocks of content. The repetitive banner content is only 2 interactive elements which means a skip to main content link was not a necessary component. Further – a consistent heading structure allows a method to quickly navigate to page H1 to start main function of view. Repetitive content does not

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		burden the keyboard-only user in any meaningful manner in this experience.
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	<p>Within the experience, each page has a meaningfully described page title unique to the page function.</p> <p>Example:</p> <p>“Ballot   User Preferences”</p> <p>This presentation model is followed through the experience. Never is any page forced to use the URL as a descriptive page title.</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Active (actionable) controls in the experience can be navigated to logically and sequentially with the keyboard, and the focusable components receive focus in an order that preserves meaning and operability.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Supports	Hyperlinks within the widgets are meaningful within context through markup and positioning within HTML heading structures.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> <p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	Experience does not contain multi-point or path-based gestures to progress through key use-cases.
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience does not include any function that occurs on down-click of a pointer device. All clickable elements require the follow-up release action of pointer device to activate function of control.
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3 (Open Functionality Software)</li> <li>• 11.2.5.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The visual labels in the experience match the accessible name of the control to allow voice-control users to activate the controls by what is visually presented on screen.
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p>	Not Applicable	The experience does not present any functionality that



Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		<p>has to be executed by user motion alone. All core action is supported by accessible and keyboard-executable controls.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The default English language of each page in the experience can be programmatically determined.</p> <p>The default (English) language is specified within the lang attribute of the &lt;html&gt; tag. And when a user selects an alternative language such as Spanish or Korean, the lang attribute of the &lt;html&gt; tag properly updates to reflect the new language choice.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The experience does not automatically or obtrusively change context or content when a user focuses upon interactive controls with the keyboard or mouse.</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> </ul>	<p>Supports</p>	<p>The experience does not automatically or obtrusively change context or content when a user inputs or interacts with form fields or interactive controls unless there is an explicit user action such as activation of a</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		button or link to transition between views of the experience flows.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Form fields and controls indicate an erroneous state and reference error suggestions via ARIA markup when a form field is in error.
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience provides labels in proximity to the form fields and instructions and messages inline with the inputs. Form constraint instructions and error messages are programmatically associated to inputs as well.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> </ul>	Supports	The experience implements standard, valid HTML5 doctype grammars and markup to the ARIA 1.2 specification markup, which ensures accessibility conformance and support for third-party assistive technology and operating system accessibility features.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>		
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Supports	<p>ARIA markup is implemented for many actionable controls within the widget application to provide accessibility information (the name, state, and role) to users of assistive technologies.</p> <p>When non-standard HTML elements are used, such as the ballot selection radio buttons, all ARIA is proper to make them indistinguishable from standard HTML elements.</p>

## Table 2: Success Criteria, Level AA

Notes: The conformance levels and remarks and explanations below apply for all the web-based (HTML) front-end interfaces displayed in the Enhanced Voting Web Experience.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not leverage video content and this success criteria is not applicable. This is based on recent testing use cases. If application is requested to host video content, these requirements will need to be re-evaluated.
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p>	Not Applicable	The experience does not include live multimedia

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		<p>content, including video, presentations that require an audio-description file.</p>
<p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The display experience follows user-preferred orientations election and will shift between portrait and landscape mode as needed based on user action.</p>
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5 (Open Functionality Software)</li> <li>• 11.1.3.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>All inputs have programmatic labels that explicitly define the purpose of input with explicit FOR/ID matches.</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> </ul>	<p>Supports</p>	<p>Text (and images of text) within the application provide a sufficient contrast ratio of 4.5:1 and 3:1 for large text (text greater than 18pt or 14pt and bold).</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		Application also offers user preferences that allows a user to select between multiple contrast modes.
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience provides a responsive layout, and the text can be resized up to 200% without a loss of data (context) or the need to scroll horizontally.
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience does not utilize images of text. Only logo images which are meaningfully described with alt attribute. All text that be managed with standard HTML is handle in such a manner.
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10.1 (Open Functionality Software)</li> </ul>	Supports	The experience can resize properly and reflow for responsive design based on viewport size. This occurs without the use of a horizontal scrollbar. It can manage to well below 320px size and remain readable without a loss of information.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.1.4.10.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	All iconographic controls and non-text contrast elements achieve the necessary 3:1 contrast or higher.
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Experience accepts text spacing adjustments without loss of information or problematic display.
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>	Not Applicable	There is no instance within the experience where a user can expose content on hover or focus beyond title attributes that are not interactable.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience provides consistent and multiple ways to navigate and does not impede browser based functions for navigation.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Headings and labels are descriptive and unique and describe the topic and purpose of content and groups of form fields, regions, and sections of the content.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	A well-defined visual indicator is displayed on user-interactive elements throughout the experience. Sighted keyboard users can visually discern actively focused elements and element selection.

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	There is no change in language of parts within the experience to force the need for language of parts declarations. Instead the entire default language is defined by
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	The experience provides consistent navigation from view to view within flow.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Supports	Navigational components, features, controls, and iconography are identified consistently within all views with the experience.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Error messages within the widgets are instructive and programmatically associated to form fields when presented in-line.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>		
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	The experience does not contain or lead to legal or financial transactions.
<p><b>4.1.3 Status Messages</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document) – Does not apply</li> <li>• 11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	Not Applicable	There is no presentation of status messages within the experience.

**Table 3: Success Criteria, Level AAA**

Notes: WCAG AAA level of compliance is not a requirement of delivery, and this was not evaluated. Many of the AAA requirements also do not apply as noted.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	There is no video content
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	There is no video content
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	There is no video content
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	There is no video content
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	There is no audio content related to experience.
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">2.2.3 No Timing</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">2.2.4 Interruptions</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<a href="#">2.2.6 Timeouts</a> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
<b>2.3.2 Three Flashes</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Applicable	The experience does not display animation or dynamically changing content that blinks or flashes more than three times in any one-second period.
<b>2.3.3 Animation from Interactions</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Applicable	The experience does not display animation or dynamically changing content that blinks or flashes more than three times in any one-second period.
<b>2.4.8 Location</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>2.4.9 Link Purpose (Link Only)</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>2.4.10 Section Headings</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>2.5.5 Target Size</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>2.5.6 Concurrent Input Mechanisms</b> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>3.1.3 Unusual Words</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	
<b>3.1.4 Abbreviations</b> (Level AAA) EN 301 549 Criteria – Does not apply	Not Evaluated	

# EN 301 549 Report

## Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	<p>The experience utilizes ARIA roles, states, and properties to convey accessible information to users of assistive technology. List content is structured accurately with HTML list markup and implied headings with HTML heading tags, and full keyboard support is achieved with screen readers' virtual cursor and forms mode.</p> <p>The application is functional with screen readers like JAWS, NVDA, ChromeVox and VoiceOver</p> <p>Active (actionable) controls in the interface can be navigated to logically and sequentially with the keyboard, and the focusable components receive focus in an order that preserves meaning and operability with the following exception:</p>
4.2.2 Usage with limited vision	Supports	<p>The experience provides a well-defined on-screen indication of visual focus that can be tracked by assistive technologies like screen magnification software.</p> <p>The experience provide a responsive layout, and the text can be resized up to</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>200% without a loss of data (context) or the need to scroll horizontally.</p> <p>All 1.4.3 related criteria are met as well within the web experience.</p>
4.2.3 Usage without perception of colour	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element in the experience.
4.2.4 Usage without hearing	Supports	The experience does not require user hearing to understand or perform any function within the experience and the experience does not rely solely on sensory characteristics such as auditory cues.
4.2.5 Usage with limited hearing	Supports	The experience does not require user hearing to understand or perform any function within the experience and the experience does not rely solely on sensory characteristics such as auditory cues.
4.2.6 Usage with no or limited vocal capability	Supports	The experience is fully keyboard accessible and do not require user speech to perform application functions.
4.2.7 Usage with limited manipulation or strength	Supports	The experience provides full keyboard support and provides accessible labels to form fields via a combination of explicit

Criteria	Conformance Level	Remarks and Explanations
		label markup and ARIA label markup allowing direct voice access to form fields and actionable controls with voice recognition software like Dragon NaturallySpeaking.
4.2.8 Usage with limited reach	Supports	The experience provides full keyboard support and provides accessible labels to form fields via a combination of explicit label markup and ARIA label markup allowing direct voice access to form fields and actionable controls with voice recognition software like Dragon NaturallySpeaking .
4.2.9 Minimize photosensitive seizure triggers	Supports	The experience does not display animation or dynamically changing content that blinks or flashes more than three times in any one-second period.
4.2.10 Usage with limited cognition, language or learning	Supports	<p>The experience does not display animation or dynamically changing content that blinks or flashes more than three times in any one-second period.</p> <p>Headings and labels (when applied) are descriptive and unique and describe the topic and purpose of content and groups of form fields.</p> <p>Navigational components and controls are identified consistently within the application.</p>

