Accessibility Conformance Report for Viewtracker – Analytics for Confluence Cloud (VPAT® 2.5Rev)

Self-assessment based on source-code review. Every conformance level below is supported by a review of the product's frontend implementation, completed September 2026. The browser-based test matrix is **partially executed**.

Name of Product/ Version	Viewtracker – Analytics for Confluence Cloud (Atlassian Cloud, Forge — continuously delivered). Includes the built-in reports, the Viewtracker macros and the Viewtracker Agent.
Report Date	September 2026
Product Description	An Atlassian Cloud app that records and reports usage of Confluence content — page and attachment views, edits, unique viewers, search behaviour and space/site-level usage. See *Scope of this assessment* under Notes for the interfaces covered.
Contact Information	support@elevatic.com · trust.elevatic.com
Evaluation Methods Used	Assessment by evaluators familiar with the product functionality, using the Accessibility Testing Matrix for WCAG Compliance: • Keyboard-only operation (T-KBD), • Screen-reader review with VoiceOver + Web Browser (T-SR), • Colour and non-text contrast measurement (T-CONTRAST), • Text resize and spacing (T-ZOOM), reflow and orientation (T-REFLOW), • Manual heuristic inspection (T-MAN), • Automated checks (T-AXE) via axe-core on rendered components. **Exploratory screen-reader pass.** The reports, macros and modals, including its charts, were walked through with VoiceOver. Chart content was found to be unavailable to the screen reader, missing accessible names were audible on the controls identified below, and content reachable by keyboard was reached. The pass corroborates the conformance levels reported here; it did not change any of them.
Notes	See *Notes* section below.

Notes

Scope of this assessment. Viewtracker presents its interfaces through two delivery paths, both in scope:

1. **Forge Custom UI** static resources rendered in iframes within Confluence — the global page, space page, content byline item and content action surfaces.
2. **Host-served iframes** delivered by the Viewtracker backend as server-rendered page templates — the global, space and content reports, the macro views and macro configuration dialogs, and the page tracking footer.

Also in scope: 13 macros (8 current, 5 deprecated), the Content & Usage report, the URL Tracking report, Search Analytics, the administration report, the export manager, and the settings and privacy surfaces.

A small number of surfaces are not enabled for every customer (administration report, URL tracking report, interfaces page). These are **in scope** and were covered by the implementation review; browser-based verification of them is pending.

Outside the boundary. The Atlassian host application (Confluence), the browser, assistive technology, and user-authored source content. The Viewtracker Agent's conversational surface is rendered by Atlassian's Rovo chat and is therefore host-provided. The product documentation site (help.elevatic.com) runs on a third-party platform and has not been assessed — see 602.3 / 12.1.2.

Conformance target. The claimed conformance target is **WCAG 2.1 Level AA**, matching Atlassian Marketplace requirements. Rows marked **(WCAG 2.2)** report criteria introduced in WCAG 2.2 as supplementary information; they are evidenced but are **not** part of the claimed conformance level.

Scoping statement for 2.4.5 Multiple Ways. Each Viewtracker interface is a client-rendered single application page embedded in a Confluence host page; its internal navigation selects views of that page and does not constitute a set of Web pages of its own. The applicable set is Confluence's, for which the host provides navigation and search. Viewtracker itself is reached from five independent host entry points (global navigation, space navigation, content byline, content action, and macros placed in pages).

Level AAA is included for completeness only and is marked Not Evaluated; it is not within the reported scope.

Applicable Standards/Guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) · Level AA (Yes) · Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) · Level AA (Yes) · Level AAA (No)

Standard/Guideline	Included In Report
Revised Section 508 (Jan 18 2017, corrected Jan 22 2018)	Yes
EN 301 549 V3.1.1 (2019-11) and V3.2.1 (2021-03)	Yes

Terms

Term	Meaning
SUPPORTS	At least one method meets the criterion without known defects.
PARTIALLY SUPPORTS	Some functionality does not meet the criterion.
DOES NOT SUPPORT	The majority does not meet the criterion.
NOT APPLICABLE	The criterion is not relevant to the product.
NOT EVALUATED	Not evaluated (WCAG Level AAA only).

Summary

Conformance level	Level A	Level AA	Total
SUPPORTS	10	6	**16**
PARTIALLY SUPPORTS	10	13	**23**
DOES NOT SUPPORT	6	2	**8**
NOT APPLICABLE	6	3	**9**
Total	**32**	**24**	**56**

Six of these criteria were introduced in WCAG 2.2 and are marked **(WCAG 2.2)** where they appear. They are assessed and reported for completeness but are not part of the claimed

WCAG 2.1 Level AA conformance level. Excluding them, the 50 criteria of WCAG 2.1 Level AA stand at 13 Supports, 21 Partially Supports, 8 Does Not Support and 8 Not Applicable.

WCAG 2.x Report

Tables 1 and 2 also document conformance with the WCAG-referencing provisions of EN 301 549 (Clause 9 Web; Clauses 10.1–10.4 Non-web documents; Clauses 11.1–11.4 and 11.8.2 Software; Clauses 12.1.2 and 12.2.4) and Revised Section 508 (501.1, 504.2, 602.3), as noted in those sections. Success criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	DOES NOT SUPPORT	Icon-only buttons throughout the reports expose no accessible name; several images carry no text alternative, and others carry a machine value rather than a description. The analytics charts — the product's primary output — provide no text alternative and no equivalent data table. Confirmed by screen-reader walkthrough: chart content is not available to a screen reader.
1.2.1 Audio-only and Video-only (Prerecorded)	NOT APPLICABLE	No audio or video content.
1.2.2 Captions (Prerecorded)	NOT APPLICABLE	No audio or video content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	NOT APPLICABLE	No audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships	DOES NOT SUPPORT	Report data grids expose correct column headers. However, section titles across every report are rendered as generic containers rather than headings; no report page carries a top-level heading outside a dialog; one summary table has an empty header row with no header cells; and one heading level is skipped. Structure is therefore not programmatically determinable on most surfaces.
1.3.2 Meaningful Sequence	SUPPORTS	Reading and focus order follow DOM order; no visual reordering or positive tab index is used.
1.3.3 Sensory Characteristics	PARTIALLY SUPPORTS	Instructions generally do not rely on shape, size or location. One macro-editor instruction identifies a control solely by its position on screen.
1.4.1 Use of Color	PARTIALLY SUPPORTS	Chart series are distinguished by colour alone: the timeline renders no legend and no pattern fill, and the views heatmap suppresses cell labels, encoding magnitude only as shade. Measured series colours confirm the consequence — see 1.4.11. The content status indicator is a coloured square whose meaning is available only from a hover tooltip on a non-focusable element.
1.4.2 Audio Control	NOT APPLICABLE	No audio plays automatically.
2.1.1 Keyboard	PARTIALLY SUPPORTS	Standard form and navigation controls are keyboard operable. Six controls are pointer-only, including the overview metrics accordion, the CQL filter expander, the content report entry point and the sidebar resizer. The charts expose no keyboard interface.
2.1.2 No Keyboard Trap	SUPPORTS	All dialogs use a focus-locking modal component that releases focus on close; no keyboard trap exists. One dialog does not close on Escape, which this criterion does not require — Cancel remains reachable by keyboard.
2.1.4 Character Key Shortcuts	NOT APPLICABLE	The application defines no single-character key shortcuts.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable	SUPPORTS	No time limits are imposed on user interaction; session and authentication timing are governed by the Atlassian host. Export links remain valid for 48 hours, which exceeds 20 hours and therefore falls under the criterion's 20-hour exception.
2.2.2 Pause, Stop, Hide	PARTIALLY SUPPORTS	A metric carousel on the content report auto-advances every five seconds indefinitely alongside other content; the only pause responds to pointer hover, and the navigation controls restart it when the pointer leaves. The export table and synchronisation countdowns also refresh automatically with no stop control. No reduced-motion preference is honoured.
2.3.1 Three Flashes or Below Threshold	SUPPORTS	No flashing content. The only repeating animation is a loading indicator pulsing at well under three flashes per second.
2.4.1 Bypass Blocks	DOES NOT SUPPORT	The global and space reports present a persistent navigation sidebar repeated across every route, with no skip link. Most other entry points render into a container with no landmark structure at all.
2.4.2 Page Titled	PARTIALLY SUPPORTS	Most host templates carry a descriptive title. Four templates have no title, the four Forge surfaces share one generic title, and the single-page routes do not update the document title on navigation.
2.4.3 Focus Order	PARTIALLY SUPPORTS	Focus order within a view is logical. A metric-preferences popup returns focus to the document body rather than to its trigger on close; dialogs do not move focus into themselves when they open, including the destructive-action confirmations; and one report table produces duplicated tab stops.
2.4.4 Link Purpose (In Context)	PARTIALLY SUPPORTS	Link text describes its purpose in context throughout; no generic link wording is used. The export download control renders as a link with no accessible name.
2.5.1 Pointer Gestures	SUPPORTS	No path-based or multipoint gestures are required. The single drag-and-drop interaction is endpoint-based and ships keyboard lift, move and drop.
2.5.2 Pointer Cancellation	PARTIALLY SUPPORTS	Standard controls complete on the up-event. One popup dismissal fires on the down-event, with no up-event completion and no abort path.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name	DOES NOT SUPPORT	Controls that display visible label text — the chart-type and content-selection radios, the settings toggles and selects, and the filter fields — expose no accessible name at all, so the visible label is not contained in the accessible name.
2.5.4 Motion Actuation	NOT APPLICABLE	No functionality is operated by device or user motion.
3.1.1 Language of Page	PARTIALLY SUPPORTS	Most templates and all static entry points declare a language. Two error pages do not.
3.2.1 On Focus	SUPPORTS	Receiving focus does not trigger a change of context on any surface.
3.2.2 On Input	SUPPORTS	Changing a filter or setting re-queries the report in place; no navigation, form submission, focus move or dialog opens as a result. Filter dialogs hold local state and commit only on Apply. Announcement of the resulting update is covered by 4.1.3.
3.2.6 Consistent Help **(WCAG 2.2)**	SUPPORTS	The in-product help panel is rendered from a shared component and appears in the same relative position across the report surfaces. Reported as supplementary information — see Notes.
3.3.1 Error Identification	PARTIALLY SUPPORTS	Field-level validation errors are identified in text. Three paths do not identify the error: one notification renders a title with no message body; one settings save reports success when the server rejected it; and three data-deletion flows report no outcome at all.
3.3.2 Labels or Instructions	DOES NOT SUPPORT	Placeholder text is the dominant labelling pattern. Most form fields, select controls, toggles and search fields have no programmatic label, and the settings screens render visible label text that is not associated with its control.
3.3.7 Redundant Entry **(WCAG 2.2)**	SUPPORTS	No multi-step process re-requests information already supplied. Reported as supplementary information — see Notes.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (obsolete)	SUPPORTS	Per the W3C errata this criterion is always satisfied; it is removed in WCAG 2.2.
4.1.2 Name, Role, Value	DOES NOT SUPPORT	A screen-reader walkthrough confirms that assistive technology cannot determine the name, role or state of many controls. Icon-only buttons expose no accessible name, clickable containers expose no role or keyboard affordance, and expanded/collapsed state is conveyed by a change of icon alone.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	NOT APPLICABLE	No audio or video content.
1.2.5 Audio Description (Prerecorded)	NOT APPLICABLE	No audio or video content.
1.3.4 Orientation *(2.1 and 2.2)*	SUPPORTS	Content is not locked to a single orientation; no orientation lock or rotation transform is applied.
1.3.5 Identify Input Purpose *(2.1 and 2.2)*	PARTIALLY SUPPORTS	Most inputs are report parameters, to which no defined input purpose applies. Three fields collect the user's own name and email address; none carries autocomplete metadata, and one explicitly disables it.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum)	PARTIALLY SUPPORTS	Most text colors derive from design tokens that resolve against the host theme. A number of color values are fixed and do not adapt to the theme; three of these are body text, the lowest measuring approximately 2.9:1 against its background. Automated checking with Lighthouse and Accessibility Insights has additionally reported contrast shortfalls on link and body text.
1.4.4 Resize Text	PARTIALLY SUPPORTS	Text resizes to 200% across the report surfaces with no loss of content, no clipping and no overlap. One loss of functionality was found at that level: a dropdown that opens upward renders its options outside the viewport, where they cannot be selected by keyboard or pointer.
1.4.5 Images of Text	PARTIALLY SUPPORTS	Interface text is rendered as real text. Three macro-type preview images are bitmaps consisting almost entirely of rendered text, displayed with no text alternative. All chart axis labels, legends and data labels are painted to canvas rather than rendered as text.
1.4.10 Reflow *(2.1 and 2.2)*	DOES NOT SUPPORT	Report surfaces enforce a minimum width of 500 CSS px, above the 320 px requirement, so content does not reflow at narrow viewports. Two dialogs position content off-screen with no scrollable overflow at narrow widths, which is loss of content rather than scrolling. No responsive breakpoints are defined.
1.4.11 Non-text Contrast *(2.1 and 2.2)*	PARTIALLY SUPPORTS	Several graphical affordances fall below the 3:1 minimum, including the lightest heatmap bucket at 1.12:1 against its surface, two chart series colours at 1.41:1 and 1.86:1 against the light-theme background, the drag handle for reordering metrics, the sidebar resize splitter, and the border of a clickable card. Sampling of the rendered charts found one series at 2.35:1 against its background and six of ten adjacent series pairs below 3:1 against each other, the closest at 1.09:1. A further six series colours fall below 3:1 in one theme and do not update when the theme changes after load. Focus indicators are suppressed on one control — see 2.4.7.
1.4.12 Text Spacing *(2.1 and 2.2)*	PARTIALLY SUPPORTS	Two summary lists set a container height shorter than the line box they contain, so the required 1.5× line height overflows. Table cells combine a fixed height with clipped overflow, so increased letter and word spacing is truncated rather than reflowed.
1.4.13 Content on Hover or Focus *(2.1 and 2.2)*	PARTIALLY SUPPORTS	Standard tooltips are dismissible, hoverable and persistent. The chart tooltip satisfies none of the three conditions: it is pointer-triggered on a non-focusable canvas, it is not hoverable, and it cannot be dismissed with Escape.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (AA)	SUPPORTS	Each Viewtracker interface is a single application page embedded within the Confluence host rather than a set of Web pages of its own, so the applicable set is Confluence's, which provides navigation and search. The interfaces are reached from five independent host entry points. See the scoping statement in Notes.
2.4.6 Headings and Labels	PARTIALLY SUPPORTS	Where headings and labels exist, their wording is descriptive. Coverage is the defect: report section titles are not marked up as headings (see 1.3.1), and the navigation region on both report shells is given a misleading accessible name.
2.4.7 Focus Visible	PARTIALLY SUPPORTS	The design system's focus ring is present throughout, confirmed by keyboard traversal. One control does not show it: the inline number field in the Content & Usage filter dialog, where the focus, hover and active states are collapsed into a single rule that removes the outline, making keyboard focus indistinguishable from hover.
2.4.11 Focus Not Obscured (Minimum) **(WCAG 2.2)**	SUPPORTS	Verified by keyboard traversal of the surfaces carrying fixed headers, in both directions and at increased zoom. Focus is scrolled into view and no focused component was found hidden behind a fixed header. Reported as supplementary information — see Notes.
2.5.7 Dragging Movements **(WCAG 2.2)**	PARTIALLY SUPPORTS	Reordering report columns is available only by dragging. Keyboard operation is provided, but no single-pointer alternative to the drag gesture exists. Reported as supplementary information — see Notes.
2.5.8 Target Size (Minimum) **(WCAG 2.2)**	PARTIALLY SUPPORTS	Measured in the rendered interface. Standard buttons meet the minimum. Below it: row-selection checkboxes at 13 × 13 px, icon-only row actions at 16 × 20 px, icon links at 20 × 32 px, the sidebar resize control at 16 px wide, and one primary action button at 20 px tall. Reported as supplementary information — see Notes.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts	SUPPORTS	The interface is presented in a single language; no passages in another language occur.
3.2.3 Consistent Navigation	SUPPORTS	The global and space report sidebars are built from the same shared components in an identical relative order; the only differences are surface-specific entries inserted mid-list, which the criterion permits.
3.2.4 Consistent Identification	PARTIALLY SUPPORTS	Repeated functions are implemented by shared components and are therefore identified consistently in most places. Four inconsistencies remain: the same CSV action is labelled "Download" in one place and "Export" in six others; the Export control opens differently-worded menus; two identical validation messages differ in wording; and one control is labelled both "Revoke" and "Generate" for the same action.
3.3.3 Error Suggestion	PARTIALLY SUPPORTS	Where errors are described, the suggested correction is clear and specific. On the three paths that fail 3.3.1 no suggestion can be offered because no error is surfaced. Two further messages present validation feedback in an advisory style rather than as an error.
3.3.4 Error Prevention (Legal, Financial, Data)	SUPPORTS	All eight irreversible actions — deleting tracked views for a space or user, deleting excluded file types, revoking and regenerating API tokens, cancelling an export, and excluding all spaces — are guarded by a confirmation dialog that states the consequence. Exports present a review step showing the row count and a personal-data notice.
3.3.8 Accessible Authentication (Minimum) **(WCAG 2.2)**	NOT APPLICABLE	Authentication is performed by the Atlassian platform, not by the ICT under evaluation; the application receives an authenticated context. Reported as supplementary information — see Notes.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages *(2.1 and 2.2)*	DOES NOT SUPPORT	No live regions are implemented anywhere in the application. Loading indicators, filter and search result changes, empty-result states, export completion, synchronisation state transitions and the rate-limit takeover all occur without announcement. Transient toast notifications are the single exception and do announce.

Table 3: Success Criteria, Level AAA

Level AAA is not within the reported scope; every Level AAA criterion is Not Evaluated (permitted for Level AAA). The Applicable Standards/Guidelines table above records Level AAA as not included in this report.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	DOES NOT SUPPORT	Chart data is available only as painted pixels, no accessible names are exposed programmatically, report structure is not conveyed as headings, and status changes are not announced. Confirmed by screen-reader walkthrough. See WCAG 1.1.1, 1.3.1, 4.1.2, 4.1.3.
302.2 With Limited Vision	PARTIALLY SUPPORTS	Text resizes under browser zoom and most colours derive from theme tokens. Content does not reflow to 320 CSS px, and a number of hard-coded colours fall below the contrast minimum. See WCAG 1.4.3, 1.4.4, 1.4.10, 1.4.11.
302.3 Without Perception of Color	PARTIALLY SUPPORTS	Chart series and the content status indicator are distinguished by colour alone. See WCAG 1.4.1.
302.4 Without Hearing	SUPPORTS	No audio-only information is presented.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	SUPPORTS	No audio-only information is presented.
302.6 Without Speech	SUPPORTS	No speech input is required to operate the application.
302.7 With Limited Manipulation	PARTIALLY SUPPORTS	Most controls are keyboard operable; six are pointer-only, column reordering requires a drag gesture, and a number of targets fall below the minimum size. See WCAG 2.1.1, 2.5.7, 2.5.8.
302.8 With Limited Reach and Strength	SUPPORTS	Web software with no physical reach or strength requirement.
302.9 With Limited Language, Cognitive, and Learning Abilities	PARTIALLY SUPPORTS	Labels are largely clear and repeated functions are consistently identified, but most form controls have no programmatic label and three error paths surface no message. See WCAG 3.3.1, 3.3.2, 3.3.3.

Chapter 4: Hardware

Not Applicable. The ICT is web-based software with no hardware component; the entire chapter (401–415) does not apply.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope — Incorporation of WCAG 2.0 AA	SEE WCAG 2.X	See the WCAG 2.x Level A and AA tables above.

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	NOT APPLICABLE	The ICT is web-based software rendered in the browser; the non-web software platform and platform-service provisions (502.2.x, 502.3.x) do not apply. Assistive-technology interoperability for this product is reported under WCAG 4.1.2, which is Does Not Support.
503.2 User Preferences	PARTIALLY SUPPORTS	The interface inherits platform and browser preferences for font size and colour where theme tokens are used. A number of fixed colour values do not follow the user's theme, and no reduced-motion preference is honoured.
503.3 Alternative User Interfaces	NOT APPLICABLE	No alternative user interface that itself functions as ICT is provided.
503.4 User Controls for Captions and Audio Description	NOT APPLICABLE	No audio or video with captions or audio description is presented.
504 Authoring Tools	NOT APPLICABLE	The application records and reports usage of existing Confluence content and inserts report macros into pages; it does not provide a content-authoring interface. Accessibility of user-generated source content remains governed by the Atlassian host editors. Rendered macro output is web content covered by the WCAG tables above.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	SUPPORTS	This Accessibility Conformance Report documents accessibility and compatibility features and is available on request.
602.3 Electronic Support Documentation	PARTIALLY SUPPORTS	Product documentation is delivered as web content at help.elevatic.com on a third-party platform (Scroll Sites). Automated checks return a Lighthouse accessibility score of 92; automated rules cover only part of WCAG, so this is not a conformance determination and a full assessment has not been performed. Documentation of the product's own interfaces is covered by the WCAG 2.x tables.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	NOT APPLICABLE	Support documentation is provided electronically only.
603.2 Information on Accessibility and Compatibility Features	SUPPORTS	Accessibility information is available through the vendor support channel.
603.3 Accommodation of Communication Needs	SUPPORTS	Support is offered over email and web, accommodating a range of communication needs.

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Clause 4: Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	DOES NOT SUPPORT	See Section 508 302.1.
4.2.2 Usage with limited vision	PARTIALLY SUPPORTS	See Section 508 302.2.
4.2.3 Usage without perception of colour	PARTIALLY SUPPORTS	See Section 508 302.3 / WCAG 1.4.1.
4.2.4 Usage without hearing	SUPPORTS	No audio-only information is presented.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	SUPPORTS	No audio-only information is presented.
4.2.6 Usage with no or limited vocal capability	SUPPORTS	No voice input is required.
4.2.7 Usage with limited manipulation or strength	PARTIALLY SUPPORTS	See Section 508 302.7 / WCAG 2.1.1.
4.2.8 Usage with limited reach	SUPPORTS	Web software; no physical reach requirement.
4.2.9 Minimize photosensitive seizure triggers	SUPPORTS	No flashing content; see WCAG 2.3.1.
4.2.10 Usage with limited cognition, language, or learning	PARTIALLY SUPPORTS	See Section 508 302.9 / WCAG 3.3.x.
4.2.11 Privacy	SUPPORTS	Accessibility features do not degrade the privacy afforded to users.

Clause 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	NOT APPLICABLE	The application is open-functionality web software that permits assistive technology via the browser; the closed-functionality provisions (5.1.2–5.1.6) do not apply.
5.2 Activation of accessibility features	SUPPORTS	The application does not disrupt platform accessibility features activated by the user.
5.3 Biometrics	NOT APPLICABLE	No biometric identification or control is used.

Criteria	Conformance Level	Remarks and Explanations
5.4 Preservation of accessibility information during conversion	SUPPORTS	Viewtracker exports report data as UTF-8 CSV. Each export is a single header row of the report's own column names followed by comma-separated data rows, with no decorative rows, merged cells or layout content, so the column semantics present on screen are preserved in the output.
5.5 Operable parts	NOT APPLICABLE	No physical or mechanical operable parts (hardware provision).
5.6 Locking or toggle controls	NOT APPLICABLE	Hardware provision; not applicable to web software.
5.7 Key repeat	NOT APPLICABLE	Hardware provision; key-repeat behaviour is governed by the platform.
5.8 Double-strike key acceptance	NOT APPLICABLE	Hardware provision; not applicable.
5.9 Simultaneous user actions	SUPPORTS	No operation requires simultaneous user actions.

Clauses 6, 7, 8: Two-Way Voice, Video, Hardware

Not Applicable. The application provides no two-way voice communication (Clause 6), no video-capability or caption/audio-description processing (Clause 7), and no hardware (Clause 8).

Clause 9: Web

See the WCAG 2.x Report above; Clause 9 maps directly to WCAG 2.x Level A and AA.

Clause 10: Non-Web Documents

Criteria	Conformance Level	Remarks and Explanations
10.1.1.1 through 10.4.1.3	NOT APPLICABLE	Viewtracker produces no non-web documents. Its only file output is plain UTF-8 CSV data, which carries no presentation, structure or media to which these provisions apply; preservation of column semantics is reported under Clause 5.4. The in-product report output is web content covered under Clause 9 / the WCAG tables.
10.5 Caption positioning	NOT APPLICABLE	No captioned media is produced.
10.6 Audio description timing	NOT APPLICABLE	No audio-described media is produced.

Clause 11: Software

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	SEE WCAG 2.X	See the WCAG 2.x Level A and AA tables.
11.5 Interoperability with assistive technology	NOT APPLICABLE	See Section 508 502. Assistive-technology interoperability for this product is reported under WCAG 4.1.2, which is Does Not Support.
11.6 Documented accessibility usage	SUPPORTS	Accessibility features are documented in this report.
11.7 User preferences	PARTIALLY SUPPORTS	See Section 508 503.2 — hard-coded colours do not follow the user's theme and no reduced-motion preference is honoured.
11.8 Authoring tools	NOT APPLICABLE	The application is not an authoring tool (see Section 508 504).

Clause 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	SUPPORTS	Documented in this report.
12.1.2 Accessible documentation	PARTIALLY SUPPORTS	See Section 508 602.3 — the documentation platform is a third-party component and has not been assessed.
12.2.2 Information on accessibility and compatibility features	SUPPORTS	Available via the vendor support channel.
12.2.3 Effective communication	SUPPORTS	Support accommodates a range of communication needs.
12.2.4 Accessible documentation	PARTIALLY SUPPORTS	See 12.1.2.

Clause 13: ICT Providing Relay or Emergency Service Access

Not Applicable. The application provides no relay or emergency-service access.

Legal Disclaimer

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