Pronto Voluntary Product Accessibility Template (VPAT)
This Voluntary Product Accessibility Template, or VPAT, is a tool that administrators and decision-makers can use to evaluate Pronto's conformance with the accessibility standards under Section 508 of the Rehabilitation Act and the Act WCAG 2.0 AA Standards.

January 2, 2021

Pronto Web Content Accessibility Guidelines (WCAG 2.0) Checklist
Name of Product: Pronto
WCAG 2.0 Guidelines

Principle 1: Perceivable
Information and user interface components must be presentable to users in ways they can perceive.

Criteria	Supporting Features	Remarks and Explanations
1.1 Text Alternatives: Provide text alternatives for any non-text content	Supports	Voice-over implemented on all user interface elements.
1.2 Time-based Media: Provide alternatives for time-based media.	Not Applicable	With the exception of user-added video, time-based media was not encountered.
1.3 Adaptable: Create content that can be presented and navigated in different ways.	Supports	All content in the app is programmatically accessible by Voice-over and other assistive technology.
1.4 Distinguishable: Make it easier for users to see and hear content, including adequately separating the foreground from the background.	Supports, with exceptions	Color is not used as the sole method of conveying content. High contrast between the background and foreground in almost all cases. One exception is text comments overlaid on live video. If live video content is too light, text might be harder to see.

Principle 2: Operable
User interface components and navigation must be operable.

Criteria	Supporting Features	Remarks and Explanations
2.1 Keyboard Accessible: Make all functionality available from a keyboard	Not Applicable	

2.2 Enough Time: Provide users enough time to read and use content.	Supports, with exceptions	When starting live video, the countdown only provides 5 seconds before engaging, with no way to extend countdown. But user must initiate live video before this countdown appears.
2.3 Seizures: Do not design content in a way that is known to cause seizures.	Supports	Content does not flash.
2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.	Supports	App's hierarchical navigation is accessible to assistive technologies.

Principle 3: Understandable
Information and the operation of user interface must be understandable.

Criteria	Supporting Features	Remarks and Explanations
3.1 Readable: Make text content readable and understandable.	Supports	Language support for English and Portuguese; Dynamic text size support.
3.2 Predictable: Make web pages appear and operate in predictable ways.	Supports	Navigation is consistent throughout the application.
3.3 Input Assistance: Help user avoid and correct mistakes.	Supports	Alerts in place to ensure proper login credentials are used and confirmations are used to avoid errant content deletion.

Principle 4: Robust
Compatible: Maximize compatibility with current and future agents, including assistive technologies.

Criteria	Supporting Features	Remarks and Explanations
4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies	Supports	Accessibility support is implemented natively to each platform according to each platform's standards. This provides maximum support for future system-level assistive technology upgrades.

Date: October 9, 2017

Section 508 of the Rehabilitation Act

Name of Product: Pronto
Section 1194.21 Software Applications and Operating Systems — Detail

Criteria	Supporting Features	Remarks and Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Pronto does not interfere with any operating system or browser shortcuts. Accessibility features such as sticky keys, magnifiers, screen readers, cursor sizes and virtual keyboards are not disabled or disrupted by Pronto.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Pronto uses default platform focus styles throughout.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	All graphical user interface elements have alternative textual information accessible to Assistive Technology.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Pronto uses icons to help depict the purpose of certain interface elements, such as "+" add buttons. The use of these icons is consistent throughout the app. Whenever a single graphic is used, such as a lone "+" graphic, alt text or is used to enable screen readers to read the purpose of the link/button to the user.

(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content,, text input caret location, and text attributes.	Supports	Provided by the system
(g) Applications shall not override user selected contract and color selections and other individual display attributes	Not Applicable	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Pronto does not use color alone to distinguish the importance of a visual element.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pronto does not use flashing or blinking text with a frequency greater than 2 Hz and lower than 55 Hz.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	Pronto and all forms in the application work well with screen readers such as JAWS or VoiceOver.

Section 1194.22 Web-based Internet Information and Applications — Detail

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", longdesc", or in element content).	Supports	Meaningful images in the Pronto user interface have alt-text descriptions. Non-relevant images have no alt-text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports, with exceptions	User-uploaded multimedia may not contain accessibility information.

(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Pronto does not use color alone to distinguish the importance of a visual element.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	A user or screen reader can read and understand pages in Pronto with the associated style sheets disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	Pronto does not use server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	Pronto does not use server-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Data tables, such as the list of group members that have viewed a given message, are markup with headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Pronto does not use data tables with two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Supports	Pronto does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pronto does not cause the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports	Pronto is compliant with all provisions of this section, so a text-only version is unnecessary.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	Pronto uses modern techniques to provide feedback from interactive elements and to allow Assistive Technology such as screen readers to read and transmit information back to the user.

Criteria	Supporting Features	Remarks and Explanations
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	Pronto does not require any applet or plug-in to work with its default functionality.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	Pronto and all forms in the application work with screen readers.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Pronto does not use a navigation structure that is repetitive.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	Pronto does not utilize any timed responses.

Section 1194.31 Functional Performance Criteria — Detail

Criteria	Supporting Features	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Pronto has been optimized to work well with screen readers such as VoiceOver.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Pronto supports screen magnification and system-provided zoom functionality.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Supports, with exceptions	Pronto does not require hearing for general operation. During a live video session with other users, a deaf or hard of hearing user will not have a way to know what other live stream users are saying, unless those users also post text comments during the chat.

Criteria	Supporting Features	Remarks and Explanations
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	Pronto does not use any audio for its default operation. Users can upload their own content and are responsible for ensuring the accessibility of the uploaded content.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Pronto does not require speech for general operation. During a live video session with other users, a user can post comments instead of speaking. These comments are overlaid on top of the video for other users.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Pronto does not require fine motor control or simultaneous actions.

Section 1194.31 Functional Performance Criteria — Detail

Criteria	Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	