

Accessibility Conformance Report Based on Voluntary Product Accessibility Template™ (VPAT™)

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial information and communication technology (ICT) products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

Tyler Technologies is committed to providing a platform that enables the development of applications that are compliant with the Revised Section 508 Standards as published by the United States Access Board. The scope of this VPAT covers the standard features and components in Tyler’s Case Management Development Platform powered by Entellitrak, that are rendered to end users of an application built on the platform. Application developers are also able to create custom content, which is not covered by this VPAT. Tyler provides guidance to developers so that custom content can be made compliant with these standards.

Users who require accessibility should select “Enable accessibility enhancements” and/or “Enable high-contrast stylesheet” in their user profiles in order to enable all accessible features. An application administrator can also enable these settings for a user.

Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at www.w3.org/TR/2008/REC-WCAG20-20081211	Yes — Level A & AA
Section 508 as published in 2017, at www.Section508.gov	Yes

Table Information

The tables’ structure is as follows: The first column contains the criteria being evaluated; the second column describes the product’s level of conformance to the criteria; and, the third column contains any additional remarks and explanations regarding the product.

VPAT™ VERSION 2.0 BETA 2

- Name of Product: Case Management Development Platform, powered by Entellitrak
- Version: 21.1.0
- Date: April 2021
- Contact for more information: Tyler Federal Division Customer Relations 703-709-6110 FD-CustomerRelationsTeam@tylertech.com

Where sections of criteria do not apply, the section has been noted as such, and the table has been removed.

When multiple standards are being recorded in this document, the duplicative sections are noted and responses are provided only once. The duplicate entry will cross-reference the data.

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 criteria without known defects or meets with equivalent facilitation. Note: The definition of “Supports” includes instances where the criteria is supported via the criteria not being applicable to the product (i.e., there is no content that violates the success criteria).
- **Supports with Exceptions:** Some of the product’s functionality does not meet the criteria.
- **Does Not Support:** A majority of the product’s functionality does not meet the criteria.
- **Not Applicable:** The criteria are not relevant to the product. In the WCAG section, use “supports” instead of “not applicable” when reporting web conformance.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can only be used in WCAG 2.0 Level AAA.

TABLES 1 & 2 (COMBINED): CONFORMANCE CRITERIA, LEVELS A AND AA

Note: WCAG 2.0 Level AAA was Not Evaluated

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
<i>1.1.1 Non-text Content (Level A)</i>	<i>Supports</i>	<i>All non-text content has alternative text.</i>
<i>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not contain audio-only or video-only content out of the box.</i>
<i>1.2.2 Captions (Prerecorded) (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not contain audio-only or video-only content out of the box.</i>
<i>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not contain audio-only or video-only content out of the box.</i>
<i>1.2.4 Captions (Live) (Level AA)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not contain audio-only or video-only content out of the box.</i>
<i>1.2.5 Audio Description (Prerecorded) (Level AA)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not contain audio-only or video-only content out of the box.</i>
<i>1.3.1 Info and Relationships (Level A)</i>	<i>Supports</i>	<i>Page regions are identified on all standard pages generated by the Case Management Development Platform, and table components have the proper association of header cells and data cells.</i>
<i>1.3.2 Meaningful Sequence (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform provides correct reading sequences when the sequence affects meaning.</i>
<i>1.3.3 Sensory Characteristics (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform components do not rely solely on sensory characteristics.</i>
<i>1.4.1 Use of Color (Level A)</i>	<i>Supports</i>	<i>The Case Management Development Platform does not rely on color as the only means of conveying information.</i>

1.4.2 Audio Control (Level A)	Supports	The Case Management Development Platform does not contain audio or video content out of the box.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The Case Management Development Platform's visual presentation meets the 4.5:1 contrast ratio standard when the high-contrast stylesheet is enabled.
1.4.4 Resize text (Level AA)	Supports	The Case Management Development Platform supports the ability to resize text without assistive technology up to and beyond 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	The Case Management Development Platform does not contain images of text.
2.1.1 Keyboard (Level A)	Supports	All features in the Case Management Development Platform are reachable using only the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The Case Management Development Platform enables keyboard users to move away from components using a keyboard.
2.2.1 Timing Adjustable (Level A)	Supports	The Case Management Development Platform's only time-based feature is a session- timeout warning and the user is able to extend their session.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The Case Management Development Platform does not contain moving, blinking, or automatic-scrolling features.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The Case Management Development Platform does not provide features that flash or blink
2.4.1 Bypass Blocks (Level A)	Supports	The Case Management Development Platform contains skip navigation and identifies regions of pages
2.4.2 Page Titled (Level A)	Supports	The Case Management Development Platform pages have titles
2.4.3 Focus Order (Level A)	Supports	Where the navigation sequences affect meaning or operation, the focus order follows the correct sequence
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of the Case Management Development Platform's links can be determined either by the link text alone or included context
2.4.5 Multiple Ways (Level AA)	Supports	The Case Management Development Platform provides multiple ways to locate a page within a set of pages, including search, site-wide navigation, and the ability for developers to place links on the user's dashboard.
2.4.6 Headings and Labels (Level AA)	Supports	The Case Management Development Platform provides descriptive labels and headings
2.4.7 Focus Visible (Level AA)	Supports	All browser products provide on-screen indication of current focus. The Case Management Development Platform's applications rely on the browser's capabilities to provide an on-screen indication of current focus. There is evident change in on-screen focus as a user navigates through one or more Case Management Development Platform components in an application. This applies to all browsers with which the Case Management Development Platform is compatible.
3.1.1 Language of Page (Level A)	Supports	The default human language is programmatically determinable throughout Case Management Development Platform pages built for an application. The Case Management Development Platform's default human language is English.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined. The Case Management Development Platform's default human language is English.
3.2.1 On Focus (Level A)	Supports	Focusing on a Case Management Development Platform component does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	For most Case Management Development Platform components available out of the box, a change of the component does not initiate a change of context. When this does apply, the user is informed in advance.
3.2.3 Consistent Navigation (Level AA)	Supports	The Case Management Development Platform's navigation is consistent throughout all included pages.
3.2.4 Consistent Identification (Level AA)	Supports	Components available out of the box are identified consistently throughout the platform.
3.3.1 Error Identification (Level A)	Supports	Case Management Development Platform error messages are described in text and in detail to the user.
3.3.2 Labels or Instructions (Level A)	Supports	Labels and instructions are provided to users for all out-of-the-box components.

3.3.3 Error Suggestion (Level AA)	Supports	When a user makes an input error, the user is provided with the information needed to correct the error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	The Case Management Development Platform provides developers with the ability to configure applications that conform to this requirement.
4.1.1 Parsing (Level A)	Supports	The Case Management Development Platform conforms to this standard. It also provides developers with the ability to configure applications that conform to this requirement.
4.1.2 Name, Role, Value (Level A)	Supports	The Case Management Development Platform's out-of-the-box components provide this information programmatically, and it is available to assistive technology.

TABLE 3: CONFORMANCE CRITERIA, LEVEL AAA

Note: The Case Management Development Platform was not evaluated at Level AAA.; therefore this section does not apply.

TABLE 4: WCAG CONFORMANCE REQUIREMENTS

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
1. Conformance Level	Level A & Level AA	See details in the above table.
2. Full Pages	Level A & Level AA	See details in the above table.
3. Complete Processes	Level A & Level AA	See details in the above table.
4. Only Accessibility-Supported Ways of Using Technologies	Level A & Level AA	See details in the above table.
5. Non-Interference	Level A & Level AA	See details in the above table.

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CHAPTER 3: FUNCTIONAL PERFORMANCE CRITERIA

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
302.1 Without Vision	Supports	The Case Management Development Platform supports assistive technology used by people who are visually impaired. The Case Management Development Platform's mobile interface is not fully 508-compliant. Accessing the Case Management Development Platform through a computer provides an alternative accessible option.
302.2 With Limited Vision	Supports	The Case Management Development Platform supports assistive technology used by people who are visually impaired. The Case Management Development Platform's mobile interface is not fully 508-compliant. Accessing the Case Management Development Platform through a computer provides an alternative accessible option.
302.3 Without Perception of Color	Supports	The Case Management Development Platform supports a high-contrast stylesheet and Windows high-contrast mode.
302.4 Without Hearing	Supports	The Case Management Development Platform does not require user hearing nor provide audio-based information out of the box.
302.5 With Limited Hearing	Supports	The Case Management Development Platform does not require user hearing nor provide audio-based information out of the box.
302.6 Without Speech	Supports	The Case Management Development Platform does not require speech.
302.7 With Limited Manipulation	Supports	The Case Management Development Platform supports mouse and keyboard inputs as well as assistive technology. The Case Management Development Platform's mobile interface is not fully 508-compliant. Accessing the Case Management Development Platform through a computer provides an alternative accessible option.
302.8 With Limited Reach and Strength	Supports	The Case Management Development Platform supports mouse and keyboard inputs as well as assistive technology. The Case Management Development Platform's mobile interface is not fully 508-compliant. Accessing the Case Management Development Platform through a computer provides an alternative accessible option.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The Case Management Development Platform provides developers with the ability to configure applications that conform to this criteria.

CHAPTER 4: HARDWARE

Note: The Case Management Development Platform is not hardware; therefore, this section does not apply.

CHAPTER 5: SOFTWARE

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
501 Scope — Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	
502 Interoperability with Assistive Technology	Supports	Within the Case Management Development Platform, users and administrators can enable or disable the Case Management Development Platform's accessibility enhancements for an individual user account. There is a separate option to enable or disable the Case Management Development Platform's high-contrast stylesheet.
502.2.1 User Control of Accessibility Features	Supports	Within the Case Management Development Platform, users and administrators can enable or disable the Case Management Development Platform's accessibility enhancements for an individual user account. There is a separate option to enable or disable the Case Management Development Platform high-contrast stylesheet. Individual accessibility features cannot be controlled by users.
502.2.2 No Disruption of Accessibility Features	Supports	Within the Case Management Development Platform, users and administrators can enable or disable the Case Management Development Platform accessibility enhancements for an individual user account. There is a separate option to enable or disable the Case Management Development Platform high-contrast stylesheet.
502.3 Accessibility Services	Supports	The Case Management Development Platform supports the use of assistive technologies such as JAWS and Dragon.
502.3.1 Object Information	Supports	The Case Management Development Platform's components provide this information programmatically.
502.3.2 Modification of Object Information	Supports	The Case Management Development Platform's components' states and properties can be set programmatically, including through assistive technology.
502.3.3 Row, Column, and Headers	Supports	The Case Management Development Platform table components have the proper association of header cells and data cells and those relationships can be determined programmatically.
502.3.4 Values	Supports	The Case Management Development Platform's components' values and range of values can be determined programmatically.
502.3.5 Modification of Values	Supports	Those values of the Case Management Development Platform's components that users can adjust can also be set programmatically, including through assistive technology.
502.3.6 Label Relationships	Supports	The Case Management Development Platform label relationships can be programmatically determined.
502.3.7 Hierarchical Relationships	Supports	The Case Management Development Platform provides hierarchical relationships that can be programmatically determined.
502.3.8 Text	Supports	The Case Management Development Platform's text components provide programmatically determinable details.
502.3.9 Modification of Text	Supports	The Case Management Development Platforms text components can be set programmatically, including through assistive technology.
502.3.10 List of Actions	Supports	All actions that can be set on a Case Management Development Platform component can be determined programmatically.
502.3.11 Actions on Objects	Supports	The Case Management Development Platform supports the ability for assistive technology to programmatically execute available actions.
502.3.12 Focus Cursor	Supports	The Case Management Development Platform applications rely on the browser's capabilities to provide an on-screen indication of current focus and exposes the information and mechanisms needed. This applies to all browsers with which the Case Management Development Platform is compatible.
502.3.13 Modification of Focus Cursor	Supports	The Case Management Development Platform either conforms to these standards where the capability exists or does not support the capability for any user.
502.3.14 Event Notification	Supports	Events relevant to the user's interaction are also available to assistive technology.

502.4 Platform Accessibility Features	Supports	The Case Management Development Platform conforms to these standards where the capability exists. The Case Management Development Platform does not contain audio or video content out of the box.
503 Applications	Supports	The Case Management Development Platform meets the application standards.
503.2 User Preferences	Supports	The Case Management Development Platform honors these user settings from a user's browser and/or operating system.
503.3 Alternative User Interfaces	Supports with exceptions	The Case Management Development Platform supports assistive technology and has no known conflicts with accessibility features provided by operating systems or third-party products when used with a computer. The Case Management Development Platform's mobile interface is not fully 508-compliant. Accessing the Case Management Development Platform through a computer provides an alternative accessible option.
503.4 User Controls for Captions and Audio Description.	Supports	The Case Management Development Platform does not contain audio or video content out of the box.
503.4.1 Caption Controls	Supports	The Case Management Development Platform does not contain audio or video content out of the box.
503.4.2 Audio Description Controls	Supports	The Case Management Development Platform does not contain audio or video content out of the box.
504 Authoring Tools	Supports	The Case Management Development Platform is not a content authoring tool.
504.2 Content Creation or Editing	See WCAG 2.0 section	The Case Management Development Platform is not a content authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	The Case Management Development Platform is not a content authoring tool.
504.2.2 PDF Export	Supports	The Case Management Development Platform is not a content authoring tool.
504.3 Prompts	Supports	The Case Management Development Platform is not a content authoring tool.
504.4 Templates	Supports	The Case Management Development Platform is not a content authoring tool.

CHAPTER 6: SUPPORT DOCUMENTATION AND SERVICES

CRITERIA	CONFORMANCE LEVEL	REMARKS AND EXPLANATIONS
601.1 Scope	Supports	
602 Support Documentation	Supports	Details about accessibility and compatibility features are available in the Case Management Development Platform User Guide.
602.2 Accessibility and Compatibility Features	Supports	Details about accessibility and compatibility features are available in the Case Management Development Platform User Guide.
602.3 Electronic Support Documentation	See the section above on WCAG 2.0	See the section above on WCAG 2.0.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation will be provided in alternate formats upon request with no additional charge.
603 Support Services	Supports	Tyler Technologies support services conform to this standard.
603.2 Information on Accessibility and Compatibility Features	Supports	Tyler Technologies support will provide this information upon request at no additional charge.
u603.3 Accommodation of Communication Needs	Supports	Tyler Technologies support provides multiple channels for user communication as needed.

For further details, please contact our team at **703.709.6110**, or by email at FD-CustomerRelationsTeam@tylertech.com.