

Hit Labs, Inc. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Pronto Web and Mobile Apps

Report Date: May 31, 2024

Product Description: A communication application for web, Android, and iOS

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Notes:

This VPAT describes the accessibility features of Pronto, a web and mobile application for communication. The sections covered in this VPAT are based on the relevant accessibility standards.

The “Web” component refers collectively to the Web and Desktop apps as they share the same code base and the desktop runs within the context of a browser engine. The “Software” component refers collectively to the iOS and Android mobile apps.

The following components are not applicable and have been omitted from the detailed conformance tables below:

- **Closed Functionality:** Pronto does not contain any closed functionality components.
- **Authoring Tools:** Pronto is not an authoring tool
- **Electronic Docs:** Pronto's support documents are not covered in this document

Evaluation Methods Used:

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A: Yes Level AA: Yes Level AAA: No
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
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) <i>AND</i> EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports Software: Partially Supports	All user interface elements have text alternatives. Users may send photos and videos that do not have text alternatives. On iOS, automatic content descriptions are generated when a user-uploaded photo is viewed.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Not Applicable Software: Not Applicable	The only prerecorded audio and video in the app is user-generated. This includes uploaded videos, audio messages, and recorded meetings. Users are responsible for providing an alternative by including a textual representation in the text body of the associated message, task, or announcement.
1.2.2 Captions (Prerecorded) (Level A)	Web: Not Applicable Software: Not Applicable	The only prerecorded audio in the app is user-generated. This includes uploaded videos, audio messages, and recorded meetings. Captions are not supported on these objects. Users are responsible for providing an alternative by including a textual representation in the text body of the associated message, task, or announcement.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Not Applicable Software: Not Applicable	The only prerecorded audio in the app is user-generated. This includes uploaded videos, audio messages, and recorded meetings. Users are responsible for providing an alternative by including a textual representation in the text body of the associated message, task, or announcement.
1.3.1 Info and Relationships (Level A)	Web: Supports Software: Supports	Information and structure in the apps are programmatically accessible by Voice-over and other assistive technology.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A)	Web: Supports Software: Supports	Meaningful sequences such as the order of messages in a message stream can be programmatically determined for a correct reading sequence.
1.3.3 Sensory Characteristics (Level A)	Web: Supports Software: Supports	Instructions do not rely on shape, size, visual location, or sound.
1.4.1 Use of Color (Level A)	Web: Supports Software: Supports	Color is not used as the sole method of conveying content. High contrast between the background and foreground in almost all cases.
1.4.2 Audio Control (Level A)	Web: Supports Software: Supports	Prerecorded audio is not provided, and user generated content does not auto-play.
2.1.1 Keyboard (Level A)	Web: Supports Software: Partially Supports	Keyboard navigation is well supported in the web/desktop app. Partial support is available on mobile.
2.1.2 No Keyboard Trap (Level A)	Web: Supports Software: Partially Supports	Keyboard navigation is well supported in the web/desktop app. Partial support is available on mobile.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Web: Supports Software: Supports	All of Pronto's keyboard shortcuts require non-printable keyboard keys (e.g. Ctrl, Alt)
2.2.1 Timing Adjustable (Level A)	Web: Supports Software: Supports	Interface elements are not timed out
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports Software: Partially Supports	On web/desktop, animated GIFs only start automatically when a message is received in realtime. A playing GIF can be paused by hovering over it with the mouse pointer. On mobile, animated GIFs always play automatically and there is no current mechanism to pause them.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports Software: Supports	Pronto does not contain any blinking content that matches this criteria.
2.4.1 Bypass Blocks (Level A)	Web: Partially Supports Software: Supports	On web/desktop, there is not currently a mechanism to bypass repetitive content (such as the left navigation bar), but since Pronto is an SPA in practice this does not tend to be an issue because full page reloads rarely happen.

Criteria	Conformance Level	Remarks and Explanations
		On mobile, the navigation bar can be completely hidden.
2.4.2 Page Titled (Level A)	Web: Supports Software: Supports	
2.4.3 Focus Order (Level A)	Web: Supports Software: Supports	Navigating Pronto by keyboard or screen reader occurs in consistent and logical sequence, generally top-to-bottom and left-to-right
2.4.4 Link Purpose (In Context) (Level A)	Web: Supports Software: Supports	Static links in the apps are described by their text labels. Users may also share links in chat. For standalone links, Pronto generates previews of these links that contain a title and a description. Users may also share text along with their link to describe the purpose.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Web: Supports Software: Supports	The web/desktop app does not use multipoint or path-based gestures. On mobile, where these gestures are available, there are alternative means to invoke the operation.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Web: Supports Software: Supports	Actions in Pronto complete on mouse-up (web/desktop) and touch-up (mobile), and thus can be aborted by moving the mouse/touch away from the button or target area before mouse-up/touch-up.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Web: Partially supports Software: Supports	Most of the web/desktop complies, but there are still a small number of remaining areas that need to be addressed. Mobile apps full comply.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Web: Supports Software: Supports	
3.1.1 Language of Page (Level A)	Web: Supports Software: Supports	Pronto always uses the device language supplied by the operating system.
3.2.1 On Focus (Level A)	Web: Supports Software: Supports	Moving focus when navigating Canvas never results in an action or change of context.
3.2.2 On Input (Level A)	Web: Supports Software: Supports	Some search screens automatically perform a search as a user types, but these do not cause a change of context for accessibility technologies.

Criteria	Conformance Level	Remarks and Explanations
3.2.6 Consistent Help (Level A 2.2 only)	Web: Supports	Help mechanisms are triggered within a dedicated screen in the settings area.
3.3.1 Error Identification (Level A)	Web: Partially Supports Software: Partially Supports	Most forms in Pronto are validated and errors are properly identified and described to the user. Some forms do not contain explicit field validation; form submission is disabled instead.
3.3.2 Labels or Instructions (Level A)	Web: Supports Software: Supports	
3.3.7 Redundant Entry (Level A 2.2 only)	Web: Supports Software: Supports	
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Web: Supports Software: Supports	Pronto uses standard controls wherever possible and adds accessibility support for custom controls.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports Software: Supports	Organizations have the option to enable live captions in Pronto Meetings.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Not Applicable Software: Not Applicable	The only prerecorded audio in the app is user-generated. This includes uploaded videos, audio messages, and recorded meetings. Users are responsible for providing an alternative by including a textual representation in the text body of the associated message, task, or announcement.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 and 2.2)	Web: Supports Software: Partially Supports	In the mobile app, compact width devices (e.g. phones) do not support landscape mode in all views due to space constraints, but larger devices (e.g. desktop, tablets) do.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Web: Supports Software: Supports	Fields for user information (such as email and telephone) are properly identified by type.
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports Software: Partially Supports	Primary text fully complies. Some secondary text is slightly below the specified contrast ratio. Pronto does not contain any images of text other than potentially user-uploaded content. Users are responsible for the contrast ratio of the content they upload.
1.4.4 Resize text (Level AA)	Web: Supports Software: Supports	The web/desktop app supports standard browser text zoom. The mobile apps support standard text resizing mechanisms on their respective operating systems.
1.4.5 Images of Text (Level AA)	Web: Supports Software: Supports	Pronto does not contain any images of text other than potentially user-uploaded content. Users are responsible for the accessibility of the content they upload.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Web: Supports Software: Supports	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Web: Partially Supports Software: Partially Supports	Pronto generally complies, especially in the main areas of the app, but there are still some areas where non-text contrast does not comply.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Web: Supports Software: Supports	
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Web: Supports Software: Supports	
2.4.5 Multiple Ways (Level AA)	Web: Partially Supports	As an alternative to nav-bar navigation, the Pronto web/desktop app provides a search box launched via a keyboard shortcut that can be used to jump to any chat and to some other areas of the app.
2.4.6 Headings and Labels (Level AA)	Web: Supports Software: Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA)	Web: Supports Software: Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports	
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Supports	All drag functionality can be achieved in a different way that does not require dragging
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Partially Supports	The great majority of the interface is compliant, but there are a few, mostly obscure, areas of the app where there is a smaller target size.
3.1.2 Language of Parts (Level AA)	Web: Partially Supports Software: Partially Supports	The only multi-language content in the app is user-generated. If language detection is enabled, Pronto will attempt to detect the user-generated text language and, where supported, pass that information on to assistive technologies.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	
3.2.4 Consistent Identification (Level AA)	Web: Supports	
3.3.3 Error Suggestion (Level AA)	Web: Partially Supports Software: Partially Supports	Most forms in Pronto are validated and errors are properly identified and described to the user.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supported Software: Supported	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Supported	
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Web: Partially Supported Software: Supported	On mobile, when new messages are received the accessibility subsystem is notified so that the user can be notified. Full support is not yet available on web/desktop.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Pronto has been optimized to work well with screen readers.
302.2 With Limited Vision	Supports	Pronto supports standard display settings such as magnification and text sizing
302.3 Without Perception of Color	Supports	Pronto does not rely on color alone to convey information
302.4 Without Hearing	Supports	Pronto does not use audio for its direct functionality. Users may upload audio content and are responsible for providing accessible alternatives. Meetings support live captions.
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	Speech is not required for the main usages of Pronto. In meetings users can alternatively send textual messages instead of speaking.
302.7 With Limited Manipulation	Supports	Pronto does not require fine motor control or simultaneous actions
302.8 With Limited Reach and Strength	Supports	Pronto does not require fine motor control or simultaneous actions
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Pronto has an easy-to-use interface that can be further adapted via accessibility technologies for users with cognitive or learning disabilities.

Chapter 4: [Hardware](#)

Notes: This section is omitted because Pronto is not a hardware product.

Chapter 5: [Software](#)

Notes: This section applies to the Pronto mobile apps

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	Supported except for user-generated content
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Supports	

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	Volume is controlled via the hardware buttons. Captions for meetings are available in a menu within the meetings interface.
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Pronto is not an authoring tool
504.2.2 PDF Export	Not Applicable	Pronto is not an authoring tool
504.3 Prompts	Not Applicable	Pronto is not an authoring tool
504.4 Templates	Not Applicable	Pronto is not an authoring tool

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supported	Not all accessibility functionality is currently documented in the support documentation.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	Pronto support can assist users with accessibility questions

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supported	Pronto support can assist users with accessibility needs

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