botsplash

BookMe Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: BookMe App by Botsplash

Report Date: Mar 26, 2024

Product Description: BookMe App - an appointment scheduler app.

Note 1: This version of ACR applies to the standard settings of the BookMe. Customizations to the BookMe for a client will prompt further accessibility adjustments in accordance with the client's specific accessibility needs.

Note 2. This version of ACR does not apply to the BookMe administrative Dashboard (separate VPAT pending).

Note 3: This version of ACR applies to the following pages of BookMe App:

Home BookMe Page	https://bookme.botsplash.com/botsplash/ramu
Team Page	https://bookme.botsplash.com/botsplash/ramu/about-company
Date/Slot Page	https://bookme.botsplash.com/botsplash/ramu/quick-meeting

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

Schedule meeting and confirmation Pages	https://bookme.botsplash.com/botsplash/ramu/quick-meeting/book/2024-03-29T15:45:00.000Z

Contact Information:

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Notes: This version of our Accessibility Conformance Report (ACR) dated March, 26, 2024 reports our conformance with WCAG 2.1 at Levels A, AA, and our compliance with Section 508 of the Rehabilitation Act, 1973 revised in 2017, based on the VPAT® Version 2.5 Section 508 template published by the Information Technology Industry Council (ITIC).

Evaluation Methods Used:

In compliance with ADA guidelines and VPAT standards, our design team prioritizes creating and maintaining design patterns and components that emphasize accessibility and consistency. Similarly, our development team embeds accessibility features into the web components they develop as foundational elements for product creation. Accessibility evaluations are seamlessly incorporated into both unit and integration testing procedures by our developers. To achieve this, they are trained to utilize cutting-edge automated accessibility testing tools. Any success criteria that are not addressed by automated tests are meticulously examined through the manual testing procedures conducted by our quality assurance testers, which encompass testing with various assistive technologies.

TBT – Tool-Based Testing; **SRT** – Screen Reader Testing; **CCT** – Color Contrast Testing;

MAT – Manual Accessibility Testing **SMT** – Screen Magnifier Testing;

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Key test methods used are listed below, with acronym legends. These acronyms are referenced in the Remarks and Explanations column to indicate how we tested for each of the WCAG 2.1 success criteria and are repeated in the page footer for easy reference. Version numbers indicate the limits within which we have tested and not the only versions tested.

Tool	Version
TBT - Tool-Based Testing	
Axe® by Deque DevTools	4.8.4
Siteimprove accessibility Checker	2.0
A11ygator	1.12
WebAIM WAVE	3.2.5.3
ARC toolkit	5.6.0
Lera	0.5.3
Lighthouse	11.3.0
Accessibility Insights	2.41.0

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CCT – **Color Contrast Testing**	
Color contrast Analyzer	1.1.2
Kontrast - WCAG Contrast Checker	1.1.9.
WebAIM Color contrast checker	
SRT – Screen Reader Testing	
Speak Screen Safari	17.0
MacOS Sonoma Voiceover Rotor	14.0
SMT – Screen Magnifier Testing	
ZoomText ®	2024.2402.66
OS tools on Windows 11 and MacOS Sonoma 14.0	
MAT – **Manual Accessibility Testing**	
Keyboard testing with visual focus	
Ongoing feedback from customers	

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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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Note: Since most tools adhere to WCAG 2.1 standards and verify products accordingly, we can confirm that this report complies with WCAG 2.1 requirements.

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.

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- **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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note 1: When reporting on conformance with the WCAG 2.0 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.

Note 2: In order to verify ADA compliance, WCAG 2.1 tools were employed. Consequently, it is hereby affirmed that this report is WCAG 2.1 compliant.

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Table 1: Success Criteria, Level A

Note 1:

In accordance with ADA and VPAT guidelines, the conformance level specified pertains to the software aspect, given that BookMe is a software application.

While BookMe offers robust customization options akin to those of an authoring tool, it primarily serves as a scheduling tool rather than a platform for creating or managing standalone content like text, images, or videos. An authoring tool, within the context of the ADA, is typically software designed specifically to generate or oversee content displayed on websites or applications.

Although BookMe's customization features are extensive and allow for the creation and management of complex content for scheduling pages, this content is primarily intended for scheduling purposes and enhances user experience rather than acting as standalone content. Furthermore, these customization capabilities are accessible to customers rather than end-users, further distinguishing BookMe from a traditional authoring tool.

Therefore, based on its primary functionality and focus on scheduling rather than content creation, BookMe does not qualify as an authoring tool under the ADA. Consequently, this report pertains solely to the software aspect of BookMe and does not extend to documentation, web content, or authoring tool classifications.

Note 2: After customization, all criteria must be reassessed to ensure compliance with ACR requirements. This applies to all subsequent points as well.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	**Test methods: TBT; SRT** By default, images are accompanied by alternative text
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Supports	**Test Methods: TBT; SRT; MAT** Information, structure, and relationships presented is programmatically identified or are accessible in text format
1.3.2 Meaningful Sequence (Level A)	Supports	**Test Method: SRT** When the order of content presentation impacts its meaning, a programmatically determined correct reading sequence is available
1.3.3 Sensory Characteristics (Level A)	Supports	**Test Method: MAT** Instructions for understanding and operating content are not solely based on sensory attributes of components, such as shape, size, visual placement, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	**Test Method: CCT** Buttons or links that use color also include text labels. Color is not essential for understanding or interpretation
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Supports	**Test Methods: MAT, SRT** All features can be accessed using the keyboard
2.1.2 No Keyboard Trap (Level A)	Supports	**Test Methods: MAT, SRT** There are no keyboard traps, and navigation remains consistent from one section to the next.
2.2.1 Timing Adjustable (Level A)	Partially supports	**Test Method: MAT**

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Criteria	Conformance Level	Remarks and Explanations
		Botsplash does not offer timing settings for end users
2.2.2 Pause, Stop, Hide (Level A)	Supports	**Test Method: MAT** Throughout the app, moving, blinking, scrolling, or auto-updating information meets the specified requirements.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	**Test Methods: TBT, MAT** The product does not include any flashing content.
2.4.1 Bypass Blocks (Level A)	Not Applicable	
2.4.2 Page Titled (Level A)	Supports	**Test Methods: TBT, MAT** Web pages feature titles that describe their topic or purpose.
2.4.3 Focus Order (Level A)	Supports	**Test Method: MAT** Focus can be controlled by keyboard . Focus navigation is logical.
2.4.4 Link Purpose (In Context) (Level A)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	**Test Methods: TBT; SRT** The language can be determined programmatically within the product. The Language attribute is used in HTML elements
3.2.1 On Focus (Level A)	Supports	**Test Methods: MAT, SRT** All interactive elements feature clear visual cues and retain keyboard functionality,

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Criteria	Conformance Level	Remarks and Explanations
		enabling users to navigate and interact with the content seamlessly.
3.2.2 On Input (Level A)	Supports	**Test Methods: MAT, SRT** Interactive elements react correctly to user input, providing clear feedback and ensuring consistent behavior across both keyboard and alternative input methods.
3.3.1 Error Identification (Level A)	Supports	**Test Methods: TBT, SRT** BookMe utilizes clear and descriptive error messages, alerts, or notifications to promptly identify and convey any errors or issues to users. Error messages are presented through a combination of ARIA alerts, ARIA landmarks, headings, and links.
3.3.2 Labels or Instructions (Level A)	Supports	**Test Methods: TBT; SRT** All user interface elements are correctly labeled and accompanied.
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer 'Supports' Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	Supports	**Test Methods: TBT; SRT** Controls are developed and validated in accordance with HTML specifications and standards, including ARIA.

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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.4.3 Contrast (Minimum) (Level AA)	Supports	**Test Methods: TBT, CCT, SMT** The visual display of text and images containing text maintains a contrast ratio of at least 4.5:1.
1.4.4 Resize text (Level AA)	Supports	**Test Methods: TBT, CCT, SMT** Icons and text adjust accordingly when scaling or zooming in the browser (and other technologies) up to 200%. All product functionalities function effectively at this zoom level.
1.4.5 Images of Text (Level AA)	Not Applicable	
2.4.5 Multiple Ways (Level AA)	Supports	**Test Methods: MAT, SRT** Headings organize content hierarchically, offering clear structure and navigation cues. Labels are paired with form fields and interactive elements, ensuring users comprehend their purpose and can input information accurately.
2.4.6 Headings and Labels (Level AA)	Supports	**Test Methods: MAT, TBT**

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Criteria	Conformance Level	Remarks and Explanations
		Pages feature descriptive headings and labels. These labels are distinct and contextually relevant. Customers (but not end-users) have control over their own content.
2.4.7 Focus Visible (Level AA)	Supports	**Test Method: MAT** Interactive elements maintain a visible and clear focus indicator when they receive keyboard focus.
3.1.2 Language of Parts (Level AA)	Supports	**Test Method: TBT** The product's content is correctly tagged with the appropriate language to aid assistive technologies in delivering precise pronunciation and language assistance. This guarantees a consistent and comprehensible experience for users.
3.2.3 Consistent Navigation (Level AA)	Supports	**Test Methods: MAT, SRT, SMT** Navigation structures remain consistent across tools and utilize headings and ARIA navigation landmarks to guide users.
3.2.4 Consistent Identification (Level AA)	Supports	**Test Methods: SRT, SMT** Interactive elements in Bookme, including buttons, links, and controls, maintain consistent identification and labeling throughout the product.
3.3.3 Error Suggestion (Level AA)	Supports	**Test Methods: MAT, SMT, SRT** When users face errors, the product offers useful suggestions and guidance to help resolve the issues.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not applicable	No legal commitments or financial transactions for the user.

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Table 3: Success Criteria, Level AAA

Notes: Deleted. Not evaluated.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	**Test Method: SRT** Bookme offers an audio alternative that doesn't rely on user vision.
302.2 With Limited Vision	Supports	**Test Methods: TBT, SRT, SMT, CCT** Bookme accommodates zoom functionalities and technologies like browser zoom or screen magnifiers to aid users with visual impairments. It adheres to minimum contrast ratios, facilitates high contrast modes, and supports color inversion.
302.3 Without Perception of Color	Supports	**Test Methods: TBT, CCT**

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Criteria	Conformance Level	Remarks and Explanations
		Bookme's user interface is designed so that it does not depend on color vision for perception or operation.However, customers are equipped with tools to customize the interface as needed.
302.4 Without Hearing	Supports	**Test Methods: TBT, CCT, MAT** Bookme provides a visual alternative that doesn't rely on user hearing.
302.5 With Limited Hearing	Supports	**Test Methods: TBT, CCT, MAT** Bookme provides a visual alternative that doesn't depend on the user's ability to hear.
302.6 Without Speech	Supports	**Test Methods: TBT, CCT, MAT** Bookme does not depend on the user's ability to speak.
302.7 With Limited Manipulation	Supports	**Test Methods: TBT, MAT** Bookme can be fully operated (both visually and audibly) using only a keyboard, without the need for pointing devices.
302.8 With Limited Reach and Strength	Supports	**Test Methods: TBT, MAT** Bookme is fully navigated and operated (both visually and audibly) using only a keyboard, without requiring any pointing devices.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	**Test Methods: TBT, SRT, MAT** Bookme is inherently designed with accessibility in mind:

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Criteria	Conformance Level	Remarks and Explanations
		Bookme utilizes familiar, everyday images or sounds and employs straightforward language in its instructions. It does not impose a time limit on responses. Users are permitted multiple attempts to solve challenges. If an attempt is unsuccessful, the user receives additional hints to aid in solving. Additionally, users can easily switch between visual and audio modes based on their abilities and preferences.

Chapter 4: Hardware

Notes: Deleted. Not applicable.

Chapter 5: Software

Note: Bookme by Botsplash does not directly offer accessibility services to end users. Nevertheless, Botsplash does enable clients to customize the Bookme pages through the administrative dashboard. In these instances, Botsplash will offer guidance to ensure that the Accessibility Conformance Report (ACR) remains compliant. It's important to note that certain customization options, such as font size and color changes, could potentially compromise accessibility. Therefore, clients, with support from the Botsplash client success team, should reassess the accessibility when deviating from default settings. Below are the criteria evaluated as part of the assessment:

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

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Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	When major version updates occur on platforms like Windows, Mac, iOS, Android, as well as browsers such as Firefox, Chrome, and Safari, BookMe undergoes testing to ensure compatibility with the accessibility features of these operating systems and browsers.
502.2.2 No Disruption of Accessibility Features	Supports	BookMe does not interfere with the accessibility features of any browsers or operating systems.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The object's role, state(s), properties, boundaries, name, and description can be programmatically determined. **Note for partial support**: These changes need to be reassessed to ensure compliance with ACR requirements. The same applies to all subsequent points below.
502.3.2 Modification of Object Information	Partially Supports	States and properties can be configured based on customer requirements and are programmatically set, including through assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Partially Supports	When an object is within a data table, the occupied rows and columns, along with any associated headers for those rows or columns, can be programmatically determined.
502.3.4 Values	Partially Supports	The current value(s) and any set or range of allowable values linked to an object can be programmatically ascertained.
502.3.5 Modification of Values	Partially Supports	Values set by clients can be programmatically established, including via assistive technology.
502.3.6 Label Relationships	Partially Supports	The relationships a component holds, either as a label for another component or being labeled by another component, can be programmatically determined.
502.3.7 Hierarchical Relationships	Partially Supports	The parent-child relationships a component maintains, either as a container for another component or being contained by another component, can be programmatically determined.
502.3.8 Text	Partially Supports	The content of text objects, their attributes, and the boundaries of text displayed on the screen can be programmatically determined.
502.3.9 Modification of Text	Partially Supports	Text set by the customer can be programmatically established, including through the use of assistive technology.

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Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Partially Supports	A list of all actions that can be performed on an object can be programmatically ascertained.
502.3.11 Actions on Objects	Partially Supports	The app enables assistive technology to programmatically perform available actions on objects.
502.3.12 Focus Cursor	Partially Supports	The app provides to customers (but not to the end-users) the information and mechanisms required to track the focus, text insertion point, and selection attributes of user interface components.
502.3.13 Modification of Focus Cursor	Partially Supports	Focus, text insertion points, and selection attributes set by the customer can be programmatically established.
502.3.14 Event Notification	Partially Supports	Notifications of events pertinent to user interactions are accessible to assistive technology.
502.4 Platform Accessibility Features	Not supported	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially supports	BookMe allows customers to apply preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	

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Criteria	Conformance Level	Remarks and Explanations
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	The product is not an authoring tool
504.2.2 PDF Export	Not applicable	The product is not an authoring tool
504.3 Prompts	Not applicable	The product is not an authoring tool
504.4 Templates	Not applicable	The product 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 Supports	Botsplash does not offer documentation specifically targeted at end users, as our products, including BookMe, are typically integrated into our customers' websites or apps. However, Botsplash's customer-facing documentation does provide an overview of the accessibility support offered.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

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Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	BookMe by Botsplash does not provide support services to end users.
603.3 Accommodation of Communication Needs	Not applicable	BookMe by Botsplash does not provide support services to end users.

BookMe by Botsplash Legal Disclaimer

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Botsplash is committed to providing an accurate and transparent description of the accessibility conformance of its products in our VPATs. Should we identify any additional exceptions, we will address them as promptly as possible. If we become aware of any impacts, whether positive or negative, from new assistive technologies or commonly used user systems, we will endeavor to implement them at the earliest opportunity. We highly value user feedback as it is instrumental in these efforts. Therefore, we encourage users to share their insights and experiences on these matters using the contact information provided above.

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