

HHS Interim Section 508 Annual Report

Sections 22 and 41 only

for

RefTracker

from

Altarama Information Systems

Updated 1 August 2016

Please note : RefTracker has two interfaces:

- **a client interface designed to be used by the general public which we fully support as a WCAG 2.0 compliant product.**
- **a staff interface which is WCAG 2.0 compliant in all areas of the product that need to be used by an operator providing responses to requests.**

RefTracker has been tested by a visually impaired user of the JAWS product to confirm these claims.

Section 1194.22 Web-Based Internet Information and Applications Refer to http://www.access-board.gov/sec508/guide/1194.22.htm for details on the criteria listed below.		
Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (for example, via "alt," "longdesc," or in element content).	Supports	Alternative text is provided for all non-text elements. Customers can control the alternative text provided using the "Image text" function.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	RefTracker does not use any multimedia presentation.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example, from context or markup.	Client interface: Supports Staff interface: Supports with exceptions	Colour coding is not used to convey information in the client interface. In the staff interface, one piece of information is conveyed using colour coding (the target date escalation indicator). Impaired users can see the applicable date without the colour that emphasizes that the date is imminent.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	RefTracker can be used without any style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Note applicable	Image maps are not used in RefTracker.
(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.	Note applicable	Image maps are not used in RefTracker.
(g) Row and column headers shall be identified for data tables.	Supports	Column headings are provided for all tables. Tables are only used in the staff interface
(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	Tables are not used in the client interface. Staff interface tables are dynamically generated from information held in the database and so do not use static headings, but column and row identifiers are provided in all tables.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not applicable	Frames are not used in RefTracker.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2Hz and lower than 55Hz.	Not applicable	RefTracker does not use any flashing or flickering displays.

(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.	Not applicable	RefTracker does not use text only pages. They are not required to fulfill this requirement.
(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	All scripting language elements have text associated.
(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).	Not applicable	RefTracker does not use any applets or plug-ins.
(n) When electronic forms are designed to be completed online, 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	RefTracker forms have been designed to be compliant with WCAG 2.0 assistive device standards and have been successfully tested using the JAWS product.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The client interface can be used with a customer defined header that could include such a link. The staff interface attempts to place the cursor at the logical starting place on a screen however we have a specification
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	The RefTracker client interface requires that forms be filled in within 20 minutes (as a protection against scammers). If the form is submitted after the time out period, it is re-presented, complete with all the data that had been provided by the form user so that it can easily be submitted again.

Section 1194.41 Information, Documentation, and Support		
Criteria	Supporting Features	Remarks and Explanations
(a) Item(s) support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Documentation is provided in machine readable web pages and PDF documents.
(b) End-users shall have access to a description of the accessibility and compatibility features of Item(s)s in alternate formats or alternate methods upon request, at no additional charge.	Supports	Documentation is provided in machine readable web pages and PDF documents.
(c) Support services for Item(s)s shall accommodate the communication needs of end-users with disabilities.	Supports	We are pleased to support all our customers no matter what their level of ability.