Fed Submit Accessibility Conformance Report

Based on VPAT® 2.4 WCAG 2.1 and Revised Section 508 Edition

Name of Product/Version

Fed Submit 3.2

Report Dates and Version

- Report Date: 9/26/2024
- Last Modified Date: 10/28/2024
- Version: fed submit-3.2-2

Product Description

Fed Submit is a biometric information capture and management system designed for use with fingerprint, palm print live scan, and card scan capture hardware devices. It also supports mugshot capture, with an option for iris capture, enabling the collection and management of biometric data. The product facilitates demographic data entry, stores biometric transactions in a local database, and allows for the submission of transactions to government Automated Fingerprint Identification Systems (AFIS) while receiving and presenting results. It integrates with Record Management Systems (RMS) for demographic data import, supports third-party mugshot systems, and offers view and search capabilities for a multi-year history of transactions.

Contact Information

Author Information

- Name: Dale Remmers
- Company: Mentalix, Inc.
- Address: 1255 W 15th St, Ste 200 Plano, TX 75075
- Email: DRemmers@mentalix.com
- Phone: 9724239377
- Website: https://www.mentalix.com

Vendor Information

- Name: Mentalix, Inc.
- Company: Mentalix, Inc.

Notes

The evaluation for Mentalix Fed Submit was conducted to assess the accessibility of the product with a focus on compliance with Section 508 standards. The product’s primary functions involve biometric data

capture, demographic data entry, and integration with third-party systems for processing biometric transactions. Recent updates have improved accessibility, specifically within the main data collection area, which now supports full keyboard navigation and includes screen reader hints.

This report documents both the current accessibility strengths and known limitations, with plans for future enhancements in accessibility features.

Evaluation Methods Used

The accessibility evaluation of Mentalix Fed Submit involved a combination of manual testing and automated tools. Testing was conducted on the main data collection interface, focusing on keyboard navigation, screen reader compatibility, and adherence to Section 508 standards. The following methods were used:

Manual Testing: User interface components were tested using keyboard-only navigation to assess focus management and overall operability without a mouse. Screen Reader Testing: Screen reader software (e.g., NVDA or JAWS) was used to verify the accessibility of form elements, data entry fields, and guidance hints. Color Contrast Analysis: Visual elements were reviewed to identify potential color reliance issues, particularly the use of color to indicate incomplete fields. Consultation with Internal Stakeholders: Accessibility testing was conducted in collaboration with product developers to evaluate areas of improvement and future roadmap planning.

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 2.1	• Table 1: Success Criteria, Level A • Table 2: Success Criteria, Level AA • Table 3: Success Criteria, Level AAA
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	• Chapter 3: Functional Performance Criteria (FPC) • Chapter 4: Hardware • Chapter 5: Software • Chapter 6: Support Documentation and Services

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 be used only in WCAG 2.x Level AAA.

WCAG 2.1 Report

Table 1: Success Criteria, Level A

Table 2: Success Criteria, Level AA

Table 3: Success Criteria, Level AAA

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	• Partially Supports	• Most key software operations in Fed Submit support full keyboard navigation, allowing users to perform many tasks without relying on a mouse. Screen reader support is available in several key areas, providing helpful guidance for users who rely on assistive technology. However, screen reader compatibility is not consistent throughout the entire product, and certain areas may still require mouse interaction. Future updates are planned to expand both keyboard accessibility and screen reader compatibility to additional parts of the software.
302.2 With Limited Vision	• Partially Supports	• Fed Submit provides partial support for users with limited vision. The application now includes keyboard navigation and screen reader hints that assist users with navigating forms and completing tasks without relying on visual elements. However, the product does not currently support adjustable text sizes or screen magnification features natively within the software interface. Some color contrast improvements have been made, but certain areas still rely on color to convey information, such as using red to highlight incomplete fields during demographic data entry. These visual indicators may present challenges for users with color blindness or other visual impairments. Future updates are planned to address color reliance by adding alternative visual cues and improving overall contrast ratios.
302.3 Without Perception of Color	• Partially Supports	• Fed Submit has some accessibility challenges for users without perception of color. In certain areas, such as demographic data entry, the product relies on color (specifically red) to indicate

Criteria	Conformance Level	Remarks and Explanations
		incomplete fields, which can be problematic for users who are colorblind or have difficulty distinguishing colors. Currently, no alternative text or symbols accompany the color indicators to signify incomplete fields. Plans for future updates include introducing additional visual cues, such as icons or labels, alongside color indicators to ensure that essential information is not conveyed by color alone.
302.4 Without Hearing	• Supports	• Fed Submit includes sound-based alerts during the fingerprint capture process, which provide helpful feedback to users during biometric capture. However, all critical interactions and feedback necessary to complete the process are also available visually, ensuring that users can operate the product without hearing. Visual indicators on the screen accompany sound-based alerts, allowing the software to be fully usable for users who are deaf or hard of hearing.
302.5 With Limited Hearing	• Supports	• Fed Submit accommodates users with limited hearing by providing visual feedback alongside any sound-based alerts during the fingerprint capture process. Users can rely on visual indicators on the screen for all key interactions, ensuring that critical information is not missed if audio cues are not heard clearly. Additionally, users have control over the system's audio settings, allowing them to adjust the volume of alerts if needed. The software does not rely solely on audio information, making it accessible for users with varying degrees of hearing ability.
302.6 Without Speech	• Supports	• Fed Submit does not require speech or voice-based input for any functionality. All interactions, including data entry, biometric capture, and navigation, can be performed using keyboard, mouse, or touch-based inputs. As a result, the product is fully accessible for users who cannot speak or prefer not to use voice commands.
302.7 With Limited Manipulation	• Partially Supports	• Fed Submit has been enhanced to improve accessibility for users with limited manipulation abilities. The main data collection interface supports full keyboard navigation, allowing users to perform key tasks without relying on fine motor control or precise mouse movements. The product is compatible with standard assistive devices like adaptive keyboards and alternative input devices. However, certain functionalities, such as biometric capture using live scan fingerprint devices, require direct physical interaction with hardware. While the software itself is designed to accommodate limited manipulation, hardware interactions may

Criteria	Conformance Level	Remarks and Explanations
		pose challenges that cannot be entirely addressed through software solutions.
302.8 With Limited Reach and Strength	• Partially Supports	• Fed Submit's main software interface is accessible to users with limited reach and strength, supporting full keyboard navigation and compatibility with assistive devices that can minimize physical exertion. Users can interact with the software using adaptive input methods that do not require extensive physical effort. However, certain tasks, such as using live scan fingerprint capture devices, necessitate physical contact with the hardware, which may require a level of physical interaction that is not fully accessible for users with significantly limited reach or strength. Alternative hardware configurations or assistance may be necessary for these scenarios.
302.9 With Limited Language, Cognitive, and Learning Abilities	• Partially Supports	• Fed Submit provides a straightforward user interface in the main data collection area, with clear instructions and form labels that assist in guiding users through data entry and biometric capture tasks. The recent addition of screen reader hints helps clarify navigation and form interactions, making it easier for users who may struggle with complex instructions. However, the software includes technical terminology related to biometric data and AFIS submissions, which may present challenges for users with cognitive or learning disabilities. Additionally, the product does not currently include built-in tutorials, simplified language modes, or customization options to further aid users with cognitive or learning impairments. Plans for future updates may address these areas by offering more user-friendly instructional content and clearer guidance.

Chapter 4: Hardware

Criteria	Conformance Level	Remarks and Explanations
402.2.1 Information Displayed On-Screen	• Partially Supports	• Fed Submit displays information on-screen in a clear and organized manner, particularly within the main data collection interface. Labels, forms, and prompts are well-defined, making it easier for users to understand tasks. Screen reader hints have been integrated to provide additional context for users with visual impairments, and visual cues are provided to guide users through workflows. However, the software currently relies on color (e.g., red for incomplete fields) to convey some critical information

Criteria	Conformance Level	Remarks and Explanations
		without alternative indicators, which may present challenges for users with color blindness. Additionally, text customization options (such as font size adjustments) are not available, limiting accessibility for users who may require larger or more distinct text.
402.2.2 Transactional Outputs	• Partially Supports	• Fed Submit provides clear and detailed transactional outputs, displaying the results of biometric submissions and government AFIS responses within the application interface. These outputs are accessible through on-screen reports that are clearly labeled and organized, making them easy to navigate for most users. The system also allows users to view and search through a local database of transaction history, supporting efficient data retrieval. However, the transactional outputs currently lack customization options for users with visual impairments, such as adjustable text sizes or screen reader-specific formatting. Additionally, some reports rely on tables and data formats that may not be fully accessible for users with cognitive or learning disabilities. Future improvements are planned to make transactional outputs more adaptable and to provide alternative formats where necessary.
402.2.3 Speech Delivery Type and Coordination	• Not Applicable	• Fed Submit does not utilize synthesized speech or speech-based outputs. Information is delivered visually through on-screen prompts, messages, and visual indicators. While sound-based alerts are used during the fingerprint capture process, they are supplementary and not critical to task completion, with equivalent visual feedback available for all interactions. Therefore, no specific coordination of speech delivery is required for this product.
402.2.4 User Control	• Supports	• Fed Submit allows users to control the volume of sound-based alerts used during the fingerprint capture process through system-level audio settings. Users have the ability to mute or adjust the volume of audio notifications as needed, ensuring that they have full control over any sound output provided by the software. Additionally, all critical information is conveyed visually, so reliance on audio output is minimal, and users can operate the software without sound if desired.
402.2.5 Braille Instructions	• Does Not Support	• Mentalix Fed Submit does not currently provide specific support for Braille instructions or outputs. The software is designed to work with screen readers, which can be used with refreshable Braille displays, but no native Braille documentation or instructions are included. Future

Criteria	Conformance Level	Remarks and Explanations
		accessibility enhancements may consider adding support for Braille output or providing user documentation in Braille-compatible formats.
402.3.1 Private Listening	• Supports	• Fed Submit's sound-based alerts, used primarily during fingerprint capture, are compatible with standard audio output devices, including headphones and other private listening devices. Users can utilize system-level audio controls to direct sound output to headphones or speakers of their choice, ensuring that alerts can be heard privately if needed. Additionally, since all critical information is also available visually, private listening is not essential for software operation.
402.3.2 Non-private Listening	• Supports	• Fed Submit's sound-based alerts are designed to be clear and easily audible in non-private listening environments. Users can adjust the volume through system-level controls to accommodate different surroundings, including shared or noisy spaces. Additionally, since all essential information is provided visually, the reliance on sound cues is minimal, making the software fully operable even in environments where audio output might be difficult to hear.
402.4 Characters on Display Screens	• Partially Supports	• Fed Submit displays characters on screens using a clear and readable font, and labels are well-organized within the main data collection interface. However, the software does not currently allow for user customization of font size or style, which may limit accessibility for users with low vision who require larger or more distinct text. Some color contrast issues remain, particularly where color is used to indicate incomplete fields, which can impact legibility for users with visual impairments. Future updates may include enhanced contrast options and customizable text settings to improve overall readability.
402.5 Characters on Variable Message Signs	• Not Applicable	• Fed Submit does not utilize variable message signs or scrolling/dynamic text displays. All information is presented through standard on-screen interfaces without the use of message signs.
403.1 General (Biometrics)	• Partially Supports	• Fed Submit provides a range of biometric capture options, including fingerprint, palm print, mugshot, and optional iris capture. The software is designed to support standard biometric devices, allowing users to choose the most appropriate biometric method for their situation. However, some biometric tasks, such as live scan fingerprint capture, require direct physical interaction with hardware, which may

Criteria	Conformance Level	Remarks and Explanations
		not be fully accessible to users with certain physical disabilities. While the software can guide users through the biometric process with visual cues and prompts, no alternative biometric modalities or methods are available within the system for users who are unable to perform standard biometric tasks.
404.1 General (Preservation of Information Provided for Accessibility)	• Partially Supports	• Fed Submit preserves accessibility information throughout the main data collection and navigation processes. Screen reader hints and descriptive labels are consistently maintained within the primary user interface, allowing users who rely on assistive technologies to navigate the software effectively. However, certain accessibility features may not be preserved when exporting or integrating data with third-party systems, as these external systems may not support the same accessibility standards. Future updates aim to enhance the preservation of accessibility-related information, especially when interacting with external systems or transferring data between modules.
405.1 General (Privacy)	• Supports	• Fed Submit is designed with privacy considerations in mind, ensuring that sensitive biometric and demographic data is protected throughout the software. The application does not rely on spoken prompts or audio-based instructions, which helps maintain privacy for users working in shared environments. Data entry screens are structured to minimize exposure of private information, and screen reader hints are carefully implemented to provide necessary guidance without revealing sensitive content. Access to sensitive data is managed through user authentication and role-based permissions, further safeguarding privacy.
406.1 General (Standard Connections)	• Supports	• Fed Submit utilizes standard connections for communication with biometric capture devices, including USB and network-based hardware interfaces. The software is designed to be compatible with a variety of standard biometric hardware, ensuring that users can connect and operate devices without requiring specialized or proprietary connections. This adherence to standard interfaces facilitates compatibility with assistive technologies and commonly used peripherals, supporting a range of accessibility needs.
407.2 Contrast (Operable Parts)	• Partially Supports	• Mentalix Fed Submit provides clearly defined buttons and operable parts within the main data collection interface, generally adhering to contrast guidelines that make

Criteria	Conformance Level	Remarks and Explanations
		interactive elements visible for most users. However, some areas of the software, such as error indicators and fields highlighted for required input, rely on color without sufficient contrast adjustments, which may pose challenges for users with visual impairments or color blindness. Future updates may focus on enhancing contrast levels and providing alternative visual cues for required fields and error states to improve overall accessibility.
407.3.1 Tactilely Discernible	• Not Applicable	• Fed Submit is a software-based application and does not include physical or tactile controls within the software interface itself. All interactions are performed through a graphical user interface using standard input devices such as keyboards and mice. Biometric capture hardware used with the software may include tactile features, but this falls outside the scope of the software's operable components.
407.3.2 Alphabetic Keys	• Not Applicable	• Mentalix Fed Submit is a software-based application that relies on standard input devices such as physical keyboards or on-screen virtual keyboards provided by the operating system. The software does not have proprietary alphabetic keys or hardware-based input components. Accessibility for alphabetic input is dependent on the user's choice of keyboard, which falls outside the scope of the software.
407.3.3 Numeric Keys	• Not Applicable	• Fed Submit is a software-based application that utilizes standard input devices, including numeric input from physical or virtual keyboards provided by the operating system. The software does not include proprietary numeric keys or hardware-based input components. Accessibility for numeric input relies on the user's choice of keyboard, which is outside the software's scope.
407.4 Key Repeat	• Partially Supports	• Fed Submit includes a "click and hold" functionality on the 'next arrow' button to repeatedly move to the next records, which leverages key repeat behavior. While this feature allows for efficient navigation, it does not involve keyboard-based key repeat settings. The ability to perform repetitive actions is available through the software interface, but it does not extend to custom key repeat adjustments that are typically managed by the underlying operating system.
407.5 Timed Response	• Partially Supports	• Fed Submit generally allows users to proceed at their own pace without imposing time constraints on most tasks. However, during the live scan fingerprint capture process, a time limit is imposed for capturing each individual finger. Visual cues are provided to guide users through the process,

Criteria	Conformance Level	Remarks and Explanations
		but the time limit may pose challenges for users who require additional time due to physical or cognitive disabilities. Future updates may consider providing adjustable timing options to accommodate varying user needs during the capture process.
407.6 Operation	• Partially Supports	• Fed Submit is primarily a software-based application, operable with standard input devices like keyboards and mice, which generally do not require tight grasping, pinching, or twisting of the wrist. The force required to activate software functions through keyboard or mouse input is negligible, meeting the criteria for easy operation. However, during the live scan fingerprint capture process, physical interaction with the biometric hardware is required. This interaction may involve pressing a finger onto a scanning surface, which might require a level of physical force or dexterity not suitable for all users. The force required to activate the hardware during the capture process may exceed the 5-pound (22.2 N) limit, depending on the hardware used, potentially limiting accessibility for some individuals with physical disabilities. Future updates or hardware accommodations may aim to reduce the physical requirements for biometric capture, making the process more accessible to a wider range of users.
407.7 Tickets, Fare Cards, and Keycards	• Not Applicable	• Fed Submit does not use or involve any physical tickets, fare cards, or keycards. The software is a biometric information capture and management system that operates entirely through software interfaces and standard biometric hardware without relying on physical items that require tactile discernibility for orientation.
407.8.1 Vertical Reference Plane	• Not Applicable	• Mentalix Fed Submit is a software application and does not include physical controls or hardware components that are positioned according to a vertical reference plane for side or forward reach. The software operates through standard computer interfaces using keyboards, mice, or assistive devices, which are not restricted by specific physical positioning requirements. For biometric capture hardware, the positioning of operable parts may vary depending on the specific hardware used, but this falls outside the scope of the software's operable components.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.1 Vertical Plane for Side Reach	• Not Applicable	• Fed Submit is a software-based application that does not include physical controls or hardware that must be positioned within a vertical reference plane for side reach accessibility. All software interactions are conducted through standard computer interfaces (e.g., keyboard, mouse) that are not limited by side reach constraints. Any biometric capture hardware associated with the software is operated through direct user interaction, and its positioning can be adjusted based on the user's setup.
407.8.1.2 Vertical Plane for Forward Reach	• Not Applicable	• Fed Submit operates entirely as a software application without physical controls or components that must be positioned within a vertical reference plane for forward reach. All interactions occur through standard computer input devices such as keyboards, mice, or touchscreens, which are not constrained by forward reach requirements. Any biometric hardware used with the software can be adjusted by users for optimal positioning, and does not have a fixed forward reach requirement.
407.8.2 Side Reach	• Partially Supports	• Fed Submit supports flatbed scanners and live scan devices, which may require a side reach to operate. The operable parts of these devices can often be accessed from the side, but the positioning and physical dimensions of the scanners may not always conform to the side reach standards specified for accessibility. The height and placement of these devices may vary depending on the user's setup, and adjustments may be necessary to accommodate different physical requirements.
407.8.2.1 Unobstructed Side Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may have operable parts positioned within 10 inches (255 mm) of a user's reach. Depending on the model and setup, the height of these operable parts can vary, potentially falling within the recommended range of 48 inches (1220 mm) maximum and 15 inches (380 mm) minimum above the floor. However, not all scanner configurations are guaranteed to meet these specific height requirements, as the placement may be adjusted based on user preference or physical constraints of the workspace.
407.8.2.2 Obstructed Side Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may have operable parts located more than 10 inches (255 mm) but not more than 24 inches (610 mm) beyond the vertical reference plane. The positioning of these devices varies based on user configuration and workspace setup. In some cases, the height of the operable parts may meet the required range of 46 inches (1170 mm) maximum and 15

Criteria	Conformance Level	Remarks and Explanations
		inches (380 mm) minimum above the floor. However, due to the flexibility in equipment setup, not all installations may strictly adhere to these measurements, potentially impacting accessibility.
407.8.3 Forward Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may involve a forward reach to access operable parts. The height and positioning of these devices can vary depending on the model and user configuration, potentially aligning with the standard requirement of 34 inches (865 mm) maximum height for reaching over equipment. However, due to differences in hardware setup and user workspace constraints, not all installations may fully conform to the specified standards for forward reach.
407.8.3.1 Unobstructed Forward Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may require users to interact with operable parts positioned for a forward reach. In many cases, these parts are positioned at the leading edge of the device, allowing for an unobstructed reach. The height of these operable parts may fall within the required range of 48 inches (1220 mm) maximum and 15 inches (380 mm) minimum above the floor, depending on the hardware setup and user configuration. However, variations in user-specific installations and scanner models mean that not all setups are guaranteed to meet these exact height specifications, potentially impacting accessibility for some users.
407.8.3.2 Obstructed Forward Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may have operable parts positioned beyond the leading edge, requiring an obstructed forward reach. Depending on the hardware setup, the maximum allowable forward reach is up to 25 inches (635 mm) to meet accessibility standards. In some configurations, the positioning of the operable parts can comply with the specified height and reach guidelines, but variations in scanner models and user setups mean that not all installations will consistently adhere to these measurements. Providing guidelines for optimal hardware positioning may help users ensure that the equipment is set up to meet obstructed forward reach accessibility requirements.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	• Partially Supports	• The flatbed scanners and live scan devices used with Fed Submit may involve an obstructed forward reach to access operable parts. When the reach depth is less than 20 inches (510 mm), the height of the operable parts often aligns with the recommended maximum of 48 inches (1220 mm). For

Criteria	Conformance Level	Remarks and Explanations
		reach depths ranging from 20 inches (510 mm) to 25 inches (635 mm), the operable parts may conform to the 44 inches (1120 mm) maximum height requirement. However, variations in hardware models and user-specific setups mean that compliance with these specific height guidelines can vary, and some installations may not strictly adhere to the standards. Users may need to adjust the positioning of devices to ensure accessibility according to these criteria.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	• Partially Supports	• Flatbed scanners and live scan devices used with Fed Submit may be set up in environments where knee and toe space is relevant. Depending on the user's specific configuration, it is possible to arrange the devices to provide the recommended knee and toe space of at least 27 inches (685 mm) high, a maximum of 25 inches (635 mm) deep, and at least 30 inches (760 mm) wide. However, user workspaces and setups can vary significantly, and some configurations might not meet these exact measurements, which could impact accessibility for users requiring knee and toe clearance. Recommendations for adjusting hardware setup to meet these accessibility guidelines may be provided to users to ensure optimal accessibility in varied environments.
408.2 Visibility	• Supports	• Fed Submit operates on standard computer monitors and display screens, which can be positioned and adjusted to meet the visibility requirements. Users can set up display screens to ensure they are visible from a height of 40 inches (1015 mm) above the floor, accommodating accessibility needs for seated or wheelchair users. Additionally, flatbed scanners and live scan devices connected to the system typically display information on the main computer monitor, which can be adjusted for optimal viewing. The flexibility in monitor positioning supports compliance with visibility standards, ensuring that critical information is accessible to all users.
408.3 Flashing	• Supports	• Fed Submit does not emit lights or use flashing visuals as part of its software or hardware operations. The application relies on standard computer screens for displaying information, and no functionality involves flashing lights. As a result, the software does not pose a risk of triggering photosensitive reactions, and it conforms to the standard by avoiding any flashing content.

Criteria	Conformance Level	Remarks and Explanations
409.1 General (Status Indicators)	• Partially Supports	• Fed Submit uses visual indicators, such as on-screen status messages, to convey the state of biometric capture and transaction processes. During live scan fingerprint capture, auditory feedback is provided in the form of sound-based alerts, which supplement the visual cues. However, there are no tactile indicators available to communicate status changes, as the product relies on software interfaces and standard biometric hardware without physical status feedback mechanisms. Future updates may consider enhancing auditory cues or exploring additional ways to provide tactile feedback through compatible hardware for a more inclusive experience.
410.1 General (Color Coding)	• Partially Supports	• Fed Submit uses color coding in some areas to convey information, such as highlighting required fields in red during demographic data entry. While this color indication is useful for many users, it is currently the primary means of identifying incomplete fields, posing challenges for users with color blindness. There are no additional visual indicators (such as symbols or text labels) accompanying the color cues to provide alternative means of understanding the information. Future updates are planned to introduce additional visual cues or textual descriptions to ensure that critical information is not solely reliant on color coding.
411.1 General (Audible Signals)	• Supports	• Fed Submit provides audible signals during specific tasks, such as live scan fingerprint capture, to indicate the status of the capture process. However, these audio cues are always accompanied by visual indicators on the software interface, ensuring that critical information is accessible to users who are deaf or hard of hearing. The product does not rely on sound alone to convey any essential information, and all interactions can be understood visually.
412.2.1 Volume Gain for Wireline Telephones	• Not Applicable	• Fed Submit does not provide or involve any two-way voice communication features. The product is focused on biometric capture, demographic data entry, and transaction processing, all of which are conducted through a graphical user interface without the use of voice-based communication.
412.2.2 Volume Gain for Non-Wireline ICT	• Not Applicable	• Fed Submit does not include two-way voice communication functionality. The product is focused on biometric data capture, demographic entry, and processing transactions

Criteria	Conformance Level	Remarks and Explanations
		through a software interface, without any features that require voice-based interaction.
412.3.1 Wireless Handsets	• Not Applicable	• Fed Submit does not use or involve ICT in the form of wireless handsets. The product is a software-based application designed for biometric data capture, demographic entry, and transaction processing using standard computer hardware and biometric devices, none of which fall under the ANSI/IEEE C63.19-2011 standards for wireless handsets.
412.3.2 Wireline Handsets	• Not Applicable	• Fed Submit does not utilize ICT in the form of wireline or cordless handsets. The product is a software-based solution focused on biometric data capture, demographic entry, and transaction processing using computer hardware and biometric devices, which are not covered by the TIA-1083-B standards.
412.4 Digital Encoding of Speech	• Not Applicable	• Fed Submit does not involve the transmission or reception of digitally encoded speech over IP-based networks. The product is focused on biometric data capture, demographic entry, and transaction processing, all conducted through a software interface without utilizing IP-based voice communication protocols.
412.5 Real-Time Text Functionality	• Not Applicable	• This section is currently marked as [Reserved], with no specific requirements applicable. Therefore, Mentalix Fed Submit does not need to address this criterion, as it is not relevant to the product's functionality.
412.6 Caller ID	• Not Applicable	• Fed Submit does not provide or involve telecommunications functions such as caller identification. The product is a software-based solution focused on biometric data capture, demographic entry, and transaction processing, and does not include features related to telecommunication or caller ID.
412.7 Video Communication	• Not Applicable	• Fed Submit does not provide real-time video communication functionality. The product is focused on biometric data capture, demographic entry, and transaction processing, and does not include video communication features that would require sign language support.
412.8.1 TTY Connectability	• Not Applicable	• Fed Submit does not include two-way voice communication features or TTY functionality. The product is focused on biometric data capture, demographic entry, and transaction

Criteria	Conformance Level	Remarks and Explanations
		processing through software interfaces, without any telecommunication features that would require TTY support.
412.8.2 Voice and Hearing Carry Over	• Not Applicable	• Fed Submit does not include TTY functionality or any two-way voice communication features. The product focuses on biometric data capture, demographic entry, and transaction processing, and does not involve any requirements related to mixing speech with TTY use.
412.8.3 Signal Compatibility	• Not Applicable	• Fed Submit does not include TTY functionality or interact with the Public Switched Telephone Network (PSTN). The product is focused on biometric data capture, demographic entry, and transaction processing and does not involve any telecommunication features that require compatibility with TTY signal protocols.
412.8.4 Voice Mail and Other Messaging Systems	• Not Applicable	• Fed Submit does not include voice mail, auto-attendant, interactive voice response, or caller identification systems. The product focuses on biometric data capture, demographic entry, and transaction processing through software interfaces, without involving telecommunication features that require TTY compatibility.
413.1.1 Decoding and Display of Closed Captions	• Not Applicable	• Fed Submit does not involve displaying or processing video content with synchronized audio. The product is focused on biometric data capture, demographic entry, and transaction processing through software interfaces, without requiring closed captioning or video accessibility features.
413.1.2 Pass-Through of Closed Caption Data	• Not Applicable	• Fed Submit does not involve video content or the use of closed caption data. The product is focused on biometric data capture, demographic entry, and transaction processing through software interfaces, with no need for closed captioning or related equipment.
414.1.1 Digital Television Tuners	• Not Applicable	• Fed Submit does not utilize digital television tuners or process video content requiring audio description. The software's scope is limited to biometric and demographic data management, making audio description processing unnecessary.
414.1.2 Other ICT	• Not Applicable	• Fed Submit does not display or process video content with synchronized audio. The product is focused on biometric data capture, demographic entry, and transaction processing, with

Criteria	Conformance Level	Remarks and Explanations
		no requirement for audio description processing technologies for ICT other than digital television tuners.
415.1.1 Caption Controls	• Not Applicable	• Fed Submit does not provide volume control or multimedia content requiring caption selection. The software does not involve video content or synchronized audio that would necessitate closed caption controls.
415.1.2 Audio Description Controls	• Not Applicable	• Fed Submit does not provide program selection or multimedia content requiring audio descriptions. The product does not include video or audio elements that would require audio description controls.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	• Partially Supports	• Users have control over some platform accessibility features within the main application interface, such as using keyboard shortcuts and enabling screen reader guidance. However, the software does not provide controls for all platform-specific accessibility settings, particularly those related to hardware configurations.
502.2.2 No Disruption of Accessibility Features	• Supports	• Fed Submit does not interfere with platform-level accessibility features. The software operates within the confines of the platform's accessibility settings without disrupting or overriding assistive technology functions. Users can rely on standard accessibility tools provided by the operating system without issues.
502.3.1 Object Information	• Partially Supports	• The main data collection forms provide programmatically determinable roles, states, properties, and descriptions for objects, making them accessible to assistive technology. However, not all components, especially those involving hardware interaction, have fully defined object boundaries or descriptions.
502.3.2 Modification of Object Information	• Partially Supports	• Certain states and properties can be modified programmatically, and assistive technology can interact with these elements within the main interface. However, not all objects support programmatic modification, especially in hardware-integrated components.

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	• Partially Supports	• Data tables in the software provide programmatically determinable row and column information, including headers. However, some complex data structures may lack complete support for assistive technology regarding row and column relationships.
502.3.4 Values	• Partially Supports	• Current values and allowable ranges for input fields are generally programmatically determinable, but certain specialized fields, particularly those involving biometric data, may not fully conform to this requirement.
502.3.5 Modification of Values	• Partially Supports	• Users can modify values within the main interface using assistive technology. However, certain values related to biometric hardware capture may not be fully accessible for programmatic modification.
502.3.6 Label Relationships	• Partially Supports	• Most labels and their associated components are programmatically linked, allowing assistive technologies to identify label relationships. However, some complex forms and specialized hardware-related fields may not fully expose these relationships.
502.3.7 Hierarchical Relationships	• Partially Supports	• The primary user interface components have hierarchical relationships that are programmatically determinable. Some areas, particularly those involving hardware control, may not fully support parent-child relationship exposure.
502.3.8 Text	• Supports	• Text content and attributes are programmatically accessible within the software's primary interface, enabling assistive technology to interpret and navigate text elements effectively.
502.3.9 Modification of Text	• Partially Supports	• Users can modify text fields using assistive technology in most areas. However, specialized text areas related to biometric hardware input may have limitations in programmatic modification.
502.3.10 List of Actions	• Partially Supports	• A list of available actions on objects is accessible within the main interface for assistive technology. In certain cases, particularly with biometric hardware, the actions available may not be fully programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	• Partially Supports	• Assistive technology can execute many of the available actions on software objects within the primary interface, but actions related to biometric hardware integration may not be fully accessible.
502.3.12 Focus Cursor	• Supports	• Fed Submit exposes focus and cursor information programmatically, allowing assistive technologies to track and manage the user interface focus effectively.
502.3.13 Modification of Focus Cursor	• Partially Supports	• Users can modify focus and selection attributes using assistive technology in most areas. Certain biometric capture-related fields may have limited programmatic modification of the focus cursor.
502.3.14 Event Notification	• Partially Supports	• Fed Submit provides notifications of key events relevant to user interactions within the main software interface. However, some hardware-specific events and changes may not be fully exposed to assistive technology.
502.4 Platform Accessibility Features	• Partially Supports	• Mentalix Fed Submit supports several accessibility features but does not fully comply with all the requirements outlined in ANSI/HFES 200.2 standards. Here's a breakdown of each section: Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes Not Supported Mentalix Fed Submit does not currently support sequential entry of multiple (chorded) keystrokes. Users rely on standard keyboard navigation and shortcuts, without specialized support for chorded keystrokes that require simultaneous key combinations. Section 9.3.4 Provide adjustment of delay before key acceptance Not Supported The software does not provide user-level control over the delay before key acceptance. Key delays are managed by the underlying operating system and are not customizable within the application. Section 9.3.5 Provide adjustment of same-key double-strike acceptance Not Supported Mentalix Fed Submit does not provide specific controls for adjusting the acceptance delay for same-key double strikes. This feature is dependent on the operating system's keyboard accessibility settings. Section 10.6.7 Allow users to choose visual alternative for audio output Supports The software provides visual alternatives for audio cues during live scan fingerprint capture and other processes. Sound-based alerts are supplemented

Criteria	Conformance Level	Remarks and Explanations
		with on-screen visual indicators, ensuring that information is accessible to users who are deaf or hard of hearing. Section 10.6.8 Synchronize audio equivalents for visual events Supports Audio and visual events are synchronized within Mentalix Fed Submit. Sound-based alerts used during biometric capture align with visual status indicators, providing equivalent information simultaneously. Section 10.6.9 Provide speech output services Not Supported Mentalix Fed Submit does not provide native speech output services. Users relying on speech output must use third-party screen readers or assistive technologies compatible with the platform. Section 10.7.1 Display any captions provided Not Applicable Mentalix Fed Submit does not involve video content or provide captions, as it is a software-based application focused on biometric and demographic data processing without multimedia components.
503.2 User Preferences	• Partially Supports	• Fed Submit allows users to customize some visual preferences, like color and contrast, through platform-level settings. However, the software does not fully integrate with platform settings for font type, font size, and focus cursor customization. Users cannot adjust text size or font type within the application interface, relying instead on platform-level adjustments that may not propagate across all areas of the software. Future updates may aim to improve compatibility with user preferences, particularly in customizing font and focus settings.
503.3 Alternative User Interfaces	• Not Applicable	• Fed Submit does not provide alternative user interfaces that function as assistive technology. The software relies on standard accessibility services and tools available through the operating system, such as screen readers and keyboard navigation, rather than offering separate or specialized assistive user interfaces.
503.4.1 Caption Controls	• Not Applicable	• Fed Submit does not include video or audio content that would require user controls for captions. Therefore, the requirement to provide caption controls at the same menu level as volume or program selection is not relevant.

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	• Not Applicable	• The software does not feature any video or audio content, and thus does not require user controls for the selection of audio descriptions. This requirement is not applicable to the product's functionality.
504.2 Content Creation or Editing	• Not Applicable	• Fed Submit does not provide a mode for creating or editing content that would require compliance with WCAG 2.0 standards. The software is not designed to be an authoring tool and does not involve content creation.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	• Not Applicable	• Fed Submit does not involve converting content from one format to another that would require preservation of accessibility information. The software is focused on data capture and transaction processing.
504.2.2 PDF Export	• Partially Supports	• Fed Submit supports exporting content to PDF format for printing purposes. However, the software does not currently ensure that the exported PDFs conform to accessibility standards such as PDF/UA (Universal Accessibility). Future updates may consider enhancing the PDF export capability to meet accessibility requirements for PDF files, including proper tagging and structuring to ensure compatibility with assistive technologies.
504.3 Prompts	• Not Applicable	• The software does not involve prompting authors to create accessible content, as it is not an authoring tool.
504.4 Templates	• Not Applicable	• Fed Submit does not provide templates for content creation, nor does it involve the creation of WCAG-conformant templates.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	• Partially Supports	• Fed Submit provides support documentation for users, but improvements are needed to fully meet accessibility standards, particularly regarding compatibility with assistive technologies and electronic documentation formatting.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	• Partially Supports	• Electronic documentation is provided, but it does not fully conform to WCAG 2.0 Level A and Level AA criteria. Improvements are planned to ensure that all electronic documentation is fully accessible, including better navigation, text descriptions, and compatibility with screen readers.
602.4 Alternate Formats for Non-Electronic Support Documentation	• Supports	• Fed Submit can provide alternate formats for non-electronic support documentation upon request. Documentation can be made available in formats accessible to individuals with disabilities, ensuring that all users have access to necessary information.
603.2 Information on Accessibility and Compatibility Features	• Partially Supports	• Support services include some information on the product's accessibility and compatibility features, but this information is not fully detailed in the documentation provided. A more comprehensive overview is planned to better assist users with disabilities.
603.3 Accommodation of Communication Needs	• Partially Supports	• Support services can address the communication needs of individuals with disabilities, but enhancements are needed to ensure that these services are fully accessible. This includes offering training materials in accessible formats and ensuring that help desk staff are trained to assist users with various communication needs.

Legal Disclaimer (Mentalix, Inc.)

This Accessibility Conformance Report (ACR) is provided for informational purposes only and reflects the current accessibility status of the Mentalix Fed Submit product based on the evaluation methods and criteria outlined in this document. Mentalix makes no warranties, express or implied, as to the accuracy, completeness, or applicability of the information contained within this report.

The information in this ACR is subject to change as accessibility improvements are made to the product. Mentalix is committed to enhancing the accessibility of its products and encourages users to contact the company with any questions, feedback, or requests for further assistance regarding accessibility.

Use of this report does not ensure that the product will meet the accessibility needs of all users, and it is recommended that prospective users conduct their own evaluations to determine suitability for specific requirements.

For any additional inquiries or to report accessibility concerns, please contact Mentalix using the contact information provided in this report.

Repository

This ACR is maintained in an internal Mentalix Git repository and is not available for public access. For inquiries or to request access to this document, please contact Mentalix using the contact information provided in this report.

Feedback

We welcome feedback regarding the accessibility of Mentalix Fed Submit. Please send any comments, suggestions, or concerns to our support team at support@mentalix.com.

Return to top

OpenACR is a format maintained by the GSA . The content is the responsibility of the author.