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UKG Accessibility Conformance Report

UKG Dimensions

Release 9.0 / December 2022

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UKG Dimensions Accessibility Conformance Report
WCAG 2.1 and Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: UKG Dimensions Release 9.0

Report Date: December 2022

Product Description: UKG Dimensions provides AI-powered workforce management solutions that help streamline scheduling, time, attendance, and more for greater insights and better business outcomes.

Contact Information: accessibility@ukg.com

Notes: N/A

Evaluation Methods Used: Evaluation of UKG Dimensions involved a combination of automated, manual, and functional testing. Level Access (Level) comprehensively tested a selection of pages representative of UKG Dimensions (referred to as "in-scope features and flows") using a testing methodology that is aligned with the Web Accessibility Conformance Evaluation Methodology 1.0. Assistive technology, including a screen reader (JAWS 2022), was used along with exclusive use of the keyboard, browser zoom, manual inspection of code and review of Accessibility API output to determine support for the WCAG and Section 508 criteria. Level also functionally tested user flows with JAWS 2022.

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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 2.1](#)	Level A – Yes Level AA - Yes
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	Yes

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 2.0 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- 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 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Overview

The UKG Dimensions™ solution is an enterprise web application that serves many different types of users, in many industries. Different customers license and configure the products in many ways. Where there are exceptions below, they may not affect all product areas.
There are some known functional areas that will not support accessibility and are not included in the WCAG report below.

- Application Setup and Maintenance pages are typically opened in a new browser window and are not currently accessible to keyboard and screen reader users.
  - People Editor is considered part of system Maintenance. People records are typically maintained and imported from external systems.
  - HyperFind Editor is considered an application setup page. Users are still able to select pre-configured HyperFinds using the HyperFind Selector.

- - Source Policy dialog window in Attendance and the Leave Rule dialog window in Leave are also application setup-related pages. The "Edit Rules" function, which relies on the Leave Rule dialog window, is not currently accessible.
- Schedule Gantt view - The Gantt view is not accessible. The tabular view has been optimized to provide accessible, equivalent functionality.
- Timecard grid view - The grid view is not accessible. The list view has been optimized to provide accessible, equivalent   functionality.
- Timecard add-on for Audits, Historical Edits, and Target Hours are not currently accessible.
- Scheduling add-ons for Indicators, Coverage, Daily Coverage, and Metrics are not currently accessible.
- Workforce-Planning Audit add-on is not currently accessible.
- Employee Self Scheduling/My Calendar - The calendar view is fully not accessible. The Events/Request lists offer accessible equivalent functionality. There are also gray on gray and black on gray background and foreground colors that may be difficult to read. Indicators in this calendar may not display using inverted colors.
- Information Access – Interactive Reports are not accessible. Equivalent information can be displayed via Dataviews or exported via accessible PDF format.
- Forecasting Planner and Workload Planner are not currently accessible with screen readers or keyboard only.
- Forecasting: The calendar component is not currently accessible with screen reader or keyboard only.
- The Color by Job feature contains a typical color palette that contains color selections that may reduce contrast visibility if selected.

WCAG 2.1 Report

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Most non-text content in the product presented to the user has a text alternative that serves the equivalent purpose. However, a rating of Partially Supports has been given for the following reasons: • The sortable icons in the Schedule (manager) table do not communicate their purpose to screen reader users. • Icon buttons do not provide accessible names or textual equivalents, such as "info" icon tooltips and "Previous" and "Next" arrow buttons. • Images that communicate information do not provide textual equivalents, such as the UKG logo, warning and flag icons.

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain prerecorded synchronized media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain prerecorded media.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In several cases, the product accurately conveys the information, structure, and relationship by the accessible method. However, a rating of Partially Supports has been given for the following reasons: • Groups of form controls are not programmatically grouped, such as those found on the Schedule (Manager). • There are form fields without a programmatically associated label describing their purpose, such as "Start Date," "End Date," "Initial Request Date" found on Leave of Absence section. • There are dialogs missing programmatic titles.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The content within the product is rendered in a meaningful sequence to support navigation and correct reading order.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Instructions provided for understanding and operating content within the product do not rely solely on sensory characteristics of components, such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations

1.4.1 Use of Color (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Partially Supports	Web: In most instances color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element within the product. However, a rating of Partially Supports has been given for the following reasons:
		
		   • In the Schedule (manager), there are horizontal bar colors and vertical bar colors content that uses color alone to visually indicate information.
		   • In the calendar date picker different colors are used to visually indicate different statuses.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports	Web: There is no audio within the product that plays automatically for more than 3 seconds.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Interactive elements within the product can be accessed and invoked with the keyboard in most instances. A rating of Partially Supports has been given for the following reasons: • There are controls that cannot be navigated to or activated with the keyboard, such as those in the "Run Report" section when the "Select hyperfind" button is activated there are "Delete" and "Edit" controls that appear which are inaccessible. • There are non-interactive containers on the page that gain keyboard focus that are hidden from assistive technology.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Keyboard traps do not occur when navigating through the actionable elements within the product.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: No keyboard shortcuts are implemented in the product.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain a time limit set by the content.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There is no moving, blinking, scrolling, or auto-updating information present in the product.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There is no flashing content in the product.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: A mechanism is available to bypass blocks of content that are repeated on multiple web pages in the product.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Pages in the product mostly have a unique title that describes the purpose of the page. A rating of Partially Supports has been given for the following reasons: • The page title for the Schedule (Manager) page does not explain the page's purpose. • There are dialogs without accessible names.

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Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most instances, page design and content is set up in such a way that focus order is intuitive for the page content and actionable elements on the product. A rating of Partially Supports has been given for the following reason: • Interactive elements sometimes gain focus in a different order than the visual reading order, for example the Submit button, privacy, and terms elements in the Feedback dialog.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: In most cases, link text in the product is descriptive and easy to understand in context. A rating of Partially Supports has been given for the following reason: • There are links that have the same link text but go to different locations, such as the "View details" links found on the Manager home screen.
2.5.1 Pointer Gestures (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: Functionality within the product using a single pointer does not use the down-event to execute any part of the function.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Visual labels are included in the accessible name of form fields in most instances within the product. However, a rating of Partially Supports has been given for the following reasons: • There are form controls with visual labels that are not programmatically associated with the control. • There are controls with accessible names that do not include the text of their visual labels, such as the "Browse Help" control on the Help slide out section.
2.5.4 Motion Actuation (Level A 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: The product does not have functionality that requires device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: In the product, the default human language of the pages can be programmatically determined within the product.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: User interface components within the product do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product indicates specifically which input is in error, using a text description when such errors are detected. However, a rating of Partially Supports has been given for the following reason: • There is a non-descriptive error "Authentication failed" that appears at the top of the page after the "login" button is activated that does not mention which field is in error.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Labels or instructions are provided for most form fields. However, a rating of Partially Supports has been given for the following reasons: • There are no instructions explaining that asterisks indicate required fields. • Some fields do not have visual labels, such as those present under accordions in the "Filter" tab of the Leave of Absence page.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Some of the pages in the product do not have parsing issues. However, a rating of Partially Supports has been given for the following reasons: • There are elements nested in a way that is not permitted by the HTML specification. • There are IDs used on more than one element.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product contains some elements without appropriate names, roles, and values. A rating of Partially Supports has been given for the following reasons: • There are many instances of page tabs that do not provide role or states. • There are radio buttons that are not grouped programmatically, such as those present under "Jobs with: "RN"[15]" in the "Edit Timecard" section. • The current date in the calendar date picker does not announce its state.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: No content requiring live captions is present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The scope of the audit does not contain prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: Content within the product does not restrict its view and operation to a single display orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The purpose of most input fields collecting information about the user can be programmatically determined. However, a rating of Partially Supports has been given for the following reason: • Common form controls lack an autocomplete attribute.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Web: Partially Supports	Web: Most elements meet the WCAG 4.5:1 contrast ratio for the text that is smaller than 18px and the 3:1 contrast ratio for text 18px or larger. A rating of Partially Supports has been given for the following reason:
		
		• In multiple instances, there is text that does not meet the required minimum color contrast ratio with its background. For example, placeholder text does not meet the required ratio of 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: The product allows text to be resized up to 200 percent without loss of content or functionality in most instances. However, a rating of Partially Supports has been given for the following reason: • There is content that is cut off when viewing the page at 200% browser zoom and a 1280-pixel viewport width such as parts of the workload planner table.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Elements within the product use text instead of images of text.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: The product supports reflow of most content without loss of information or functionality, and without requiring scrolling. However, a rating of Partially Supports has been given for the following reasons: • In the Schedule (manager) page, there is content that overlaps and is stuck when the page has a viewport width of 320 CSS pixels. • In the Control Center (manager), there is content that disappears when the page has a viewport width of 320 CSS pixels.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In most of the product, the visual presentation of non-text content provides sufficient contrast. However, a rating of Partially Supports has been given for the following reasons: • There are elements within graphs that have a color contrast ratio below 3:1. • There are different color bars used to indicate different information in the Schedule (manager) that have less than a 3:1 ratio.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: In the product, loss of content or functionality sometimes occurs when setting text style properties and by changing no other style property. A rating of Partially Supports has been given for the following reasons: • Text in the main content area of the Accruals page that is cut off when viewing the page when custom text spacing is applied. • Content in comboboxes is cut off when viewing the page with custom text spacing.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Partially Supports	Web: Content that appears on hover or focus within the product is persistent, dismissible, and hoverable in most instances. A rating of Partially Supports has been given for the following reason: • Tooltip content that appears on hover but cannot be moved over with a pointer without disappearing.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: More than one way is available to locate a page within a set of pages in the product.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Headings and labels accurately describe content in most instances. However, a rating of Partially supports has been given for the following reason: • There are multiple buttons that use the same accessible name but have different purposes, such as the item details buttons in the Dataview Library.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports	Web: Actionable elements display a visible outline in most instances when focused with the keyboard. However, a rating of Partially Supports has been given for the following reason: • There are some interactive elements without a visible keyboard focus indicator, such as radio buttons and checkboxes.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not use inline language changes.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Navigation is consistent throughout the product.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Controls and interfaces in the product are consistent with each other.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Error messages in the product provide suggestions for fixing the errors where appropriate.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: The product does not contain pages that cause legal commitments or financial transactions, or pages that irreversibly modify user-controllable data.
4.1.3 Status Messages (Level AA 2.1 only) Revised Section 508 – Does not apply	Web: Supports	Web: Status messages within the product can be programmatically determined and are accessible to users of assistive technologies.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product's features mostly allow people without vision to use screen readers to interact with user interface elements except as disclosed in Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 3.3.1, 4.1.1, 4.1.2 and in Table 2: 2.4.6.
302.2 With Limited Vision	Partially Supports	The product's features mostly allow people with vision loss to interact with user interface elements except as disclosed in Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 4.1.1, 4.1.2 and in Table 2: 1.4.3, 1.4.4, 2.4.6, 2.4.7.
302.3 Without Perception of Color	Partially Supports	The product's features allow users without perception of color to interact with user interface elements except as disclosed in Table 1: 1.4.1 and in Table 2: 1.4.3.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The product's features mostly allow people with limited manipulation to interact with user interface elements except as disclosed in Table 1: 2.1.1, 2.4.3 and in Table 2: 2.4.6, 2.4.7.
302.8 With Limited Reach and Strength	Supports	The product's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface except as disclosed in Table 1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.2, 2.4.3, 2.4.4, 3.3.1, 3.3.2, 4.1.1, 4.1.2 and in Table 2: 2.4.6, 2.4.7.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

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	Applicable – not tested	Documentation listing and explanation of how to use the accessibility and compatibility features was not included in this audit's scope.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG 2.1 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – not tested	Non-electronic documentation formats and other alternate formats usable by individuals with disabilities was not included in this audit's scope.

Criteria	Conformance Level	Remarks and Explanations
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – not tested	ICT support services that include information on the accessibility and compatibility features required by 602.2 were not included in this audit's scope.
603.3 Accommodation of Communication Needs	Applicable – not tested	Direct user support services or referral to a point of contact that accommodates a user with disabilities was not included in this audit's scope.

About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's 100 Best Companies to Work For list. To learn more, visit ukg.com.