Cayzu Accessibility Conformance Report

International Edition, VPAT Version 2.5 INT

Cayzu Release 5 supports most of Section 508, WCAG 2.1 Level A and AA, and EN 301 549 (CAN/ASC EN 301 549:2024) across the agent app, customer portal, knowledge base, support widget and notification emails. The Partially Supports items are four web issues (the Subject field's required state, the search filter chips, two spots that cut text when spacing is increased, and an 8 hour sign out with no warning) and two authoring tool items (tables pasted from Microsoft Word, and focus after editing alt text).

Report details

Item	Details
Product and version	Cayzu help desk software, Release 5 (build 2026.11.277)
Report date	November 19, 2026
Contact	Cayzu Inc., Tecumseh, Ontario, Canada. help@cayzu.com

Product description. Cloud help desk software. Agents work tickets in a web app; customers submit and follow tickets and read articles in a branded customer portal and knowledge base, a support widget and email. Agents also write articles, replies, canned responses and email templates, so Cayzu is also an authoring tool.

Evaluation methods. Manual testing on the Release 5 build, November 15 to 19, 2026: keyboard only operation; NVDA screen reader with Google Chrome on Windows, speech captured from NVDA Speech Viewer; Chrome zoom at 200% and a 320px wide window; text spacing overrides; colour contrast measured from rendered colours in light and dark mode; accessibility tree inspection in Chrome; authoring tool tests covering publish to the portal and the HTML of sent emails.

Notes

- **Scope.** This report covers the Cayzu web app (agent app and admin), the customer portal and knowledge base, web forms and the support widget, and notification emails. Content that customers write (articles, replies, attachments) and third party embeds (for example video players) are outside its scope.
- **Ontario (AODA).** O. Reg. 191/11 asks for WCAG 2.0 Level AA. The WCAG 2.1 Level A and AA tables below include every WCAG 2.0 criterion, so they cover AODA.
- **Canada.** CAN/ASC EN 301 549:2024 adopts EN 301 549 V3.2.1, the version used in the EN 301 549 report below.
- **Mobile apps.** The Cayzu mobile apps are not covered here. They will get their own report.

Applicable standards and guidelines

Standard or guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A: Yes. Level AA: Yes. Level AAA: No
Web Content Accessibility Guidelines 2.1	Level A: Yes. Level AA: Yes. Level AAA: No
Web Content Accessibility Guidelines 2.2	No
Revised Section 508 standards (36 CFR Part 1194), January 2017, corrected January 2018	Yes
EN 301 549 V3.2.1 (2021-03), adopted in Canada as CAN/ASC EN 301 549:2024	Yes

Terms

Term	Meaning
Supports	The functionality of the product has at least one method that meets the criterion without known defects, or meets it with equivalent facilitation.

Term	Meaning
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. Used only for WCAG Level AAA.

Rows give one result for the web product (agent app, portal, widget). Where the authoring tool result differs, it is shown separately as "Authoring tool".

WCAG 2.1 report

These tables also answer Revised Section 508 (501 Software, E205.4 Web) and EN 301 549 clauses 9 (Web), 10 (Non web documents) and 11 (Software), which point to the same WCAG criteria.

Table 1: Success criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1 Non-text Content	Supports	Icon buttons, avatars, toolbar buttons and charts have text names. Authoring tool: the image box asks for alt text, which is kept on save and publish.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	Cayzu has no audio or video of its own.
1.2.2 Captions (Prerecorded)	Not Applicable	Cayzu has no video of its own. Video embedded in articles is customer content.

Criteria	Conformance level	Remarks and explanations
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	Cayzu has no video of its own.
1.3.1 Info and Relationships	Web: Partially Supports. Authoring tool: Partially Supports	Web: headings, landmarks, labelled fields, data tables with sort state and grouped controls are exposed to assistive technology. Exception: on Create Ticket, Subject is marked * on screen but not exposed as required. Authoring tool: headings, lists, links and table header cells made in the editor publish as real HTML (h2, ul, ol, a, th). Exception: a table pasted from Microsoft Word splits at the header row and the header saves as ordinary cells.
1.3.2 Meaningful Sequence	Supports	Reading order matches the visual order, including the card view at 200% zoom.
1.3.3 Sensory Characteristics	Supports	Instructions do not rely on shape, colour, size or position alone.
1.4.1 Use of Color	Supports	Errors use text and an outline as well as red. Overdue dates and SLA states carry text and icons.
1.4.2 Audio Control	Not Applicable	Cayzu plays no audio.

Criteria	Conformance level	Remarks and explanations
2.1.1 Keyboard	Supports	Web: every function works from the keyboard, including menus, dialogs, grid sorting, bulk actions, column reordering and status changes. Authoring tool: "Edit alt text" on a selected image is reached with Tab and opens on the Alt text field (tested November 19).
2.1.2 No Keyboard Trap	Supports	Escape closes every dialog and menu tested, and focus returns to the control that opened it.
2.1.4 Character Key Shortcuts	Supports	Cayzu has no keyboard shortcuts that use a single letter, number or symbol key.
2.2.1 Timing Adjustable	Partially Supports	Tasks have no time limits, but a signed in session ends after 8 hours with no warning and no way to extend it.
2.2.2 Pause, Stop, Hide	Supports	No moving or blinking content. The dashboard refreshes every 5 minutes by default, and each user can change how often it refreshes.
2.3.1 Three Flashes or Below Threshold	Supports	No flashing content.
2.4.1 Bypass Blocks	Supports	"Skip to main content" is the first Tab stop in the agent app and portal; pages use landmarks.

Criteria	Conformance level	Remarks and explanations
2.4.2 Page Titled	Supports	Each page has a title that names it, for example "Create Ticket" or the ticket subject.
2.4.3 Focus Order	Web: Supports. Authoring tool: Partially Supports	Focus moves in a logical order. Create Ticket opens with focus in Subject; menus, dialogs and the search panel return or move focus as expected (NVDA tested November 18). Authoring tool exception: after saving new alt text, focus moves to the top of the page instead of back to the editor.
2.4.4 Link Purpose (In Context)	Supports	Link text or its context names the destination.
2.5.1 Pointer Gestures	Supports	No multipoint or path based gestures are required. Drag to reorder has keyboard alternatives.
2.5.2 Pointer Cancellation	Supports	Actions fire on release.
2.5.3 Label in Name	Supports	Accessible names start with the visible label.
2.5.4 Motion Actuation	Not Applicable	No function uses device motion.
3.1.1 Language of Page	Supports	Pages and emails declare their language (lang="en").
3.2.1 On Focus	Supports	Focus never triggers a change of context.

Criteria	Conformance level	Remarks and explanations
3.2.2 On Input	Supports	Arrow keys in dropdown lists move the highlight only; Enter applies the choice (fixed and NVDA tested November 18).
3.3.1 Error Identification	Supports	Errors are named in text beside the field and announced; focus moves to the first field in error.
3.3.2 Labels or Instructions	Partially Supports	Every field has a visible label. Exception: the Subject field on Create Ticket (see 1.3.1).
4.1.1 Parsing	Supports	Per the WCAG 2.0 and 2.1 errata (2023), this criterion is always met for HTML.
4.1.2 Name, Role, Value	Partially Supports	Controls expose name, role and state, verified with NVDA (combo boxes, menus, tabs, toggle buttons, check boxes). Exception: the filter chips in the header search panel (All, Tickets, Contacts and so on) do not announce which one is selected.

Table 2: Success criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live)	Not Applicable	Cayzu has no live audio or video.
1.2.5 Audio Description (Prerecorded)	Not Applicable	Cayzu has no video of its own.

Criteria	Conformance level	Remarks and explanations
1.3.4 Orientation	Supports	Works in portrait and landscape; no orientation lock.
1.3.5 Identify Input Purpose	Supports	Name, email and phone fields in My Profile, portal Submit Ticket and portal Profile Settings carry autocomplete values.
1.4.3 Contrast (Minimum)	Supports	Text meets 4.5:1 (large text 3:1) in light and dark mode, measured from rendered colours, for example editor toolbar labels 13.35:1 and error text #B91C1C at 6.47:1.
1.4.4 Resize Text	Supports	At 200% zoom all text and controls remain readable and usable; the ticket grid switches to a card view with Sort by and Order controls.
1.4.5 Images of Text	Supports	Text is real text, not images.
1.4.10 Reflow	Supports	Content reflows at 320 CSS pixels wide without sideways scrolling, apart from data tables.
1.4.11 Non-text Contrast	Supports	Field borders, focus outlines and control states meet 3:1 (light #64748B, dark #94A3B8; focus #4F46E5 and #818CF8).

Criteria	Conformance level	Remarks and explanations
1.4.12 Text Spacing	Partially Supports	Tested November 19 with line height 1.5, letter spacing 0.12, word spacing 0.16 and paragraph spacing 2 on the ticket view, ticket list, Create Ticket, article editor, portal home, Submit Ticket and article pages. No text is lost except: category descriptions on the portal home are cut to three lines, and the requester's email in the reply To chip is cut with an ellipsis (its full address is in the accessible name).
1.4.13 Content on Hover or Focus	Supports	Tooltips can be dismissed with Escape, can be hovered and do not cover the control. The search panel closes when focus leaves it.
2.4.5 Multiple Ways	Supports	Pages can be reached through the navigation, header search and dashboard tiles.
2.4.6 Headings and Labels	Supports	Each page has one H1 and descriptive headings and labels.
2.4.7 Focus Visible	Supports	A visible focus outline (#4F46E5 light, #818CF8 dark) shows on every focusable element.
3.1.2 Language of Parts	Supports	Cayzu interface text is in one language per page. Customer written content is outside this report.
3.2.3 Consistent Navigation	Supports	Header and side navigation are the same on every page.
3.2.4 Consistent Identification	Supports	Controls with the same function have the same names across pages.

Criteria	Conformance level	Remarks and explanations
3.3.3 Error Suggestion	Supports	Error messages say what is needed, for example "Email Address is required."
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Deleting and merging tickets ask for confirmation before anything changes.
4.1.3 Status Messages	Supports	Status messages are announced without moving focus, for example "Ticket updated successfully", "Submitting your ticket" and "Sorted by Subject, descending".

Table 3: Success criteria, Level AAA

Not Evaluated.

Revised Section 508 report

Chapter 3: Functional performance criteria

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Supports	Every task tested works with NVDA and the keyboard.
302.2 With Limited Vision	Supports	Works at 200% zoom and at 320px wide, in light and dark mode, with text and control contrast met.
302.3 Without Perception of Color	Supports	Colour is never the only cue (see 1.4.1).
302.4 Without Hearing	Supports	Cayzu has no audio.
302.5 With Limited Hearing	Supports	Cayzu has no audio.

Criteria	Conformance level	Remarks and explanations
302.6 Without Speech	Supports	No function needs speech.
302.7 With Limited Manipulation	Supports	Every function works from the keyboard (see 2.1.1).
302.8 With Limited Reach and Strength	Supports	No function needs reach or strength beyond a standard keyboard or pointer.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Consistent layout and navigation, plain error messages that say what to fix.

Chapter 4: Hardware

Not Applicable. Cayzu is software.

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope, incorporation of WCAG 2.0 AA	See WCAG 2.1 report	
502 Interoperability with Assistive Technology	Not Applicable	Cayzu is a web application and does not provide platform services. Its interoperability is covered by WCAG 4.1.2.
503.2 User Preferences	Supports	Cayzu follows browser zoom and text size settings.
503.3 Alternative User Interfaces	Not Applicable	Cayzu does not provide an alternative interface that works as assistive technology.
503.4 User Controls for Captions and Audio Description	Not Applicable	Cayzu has no media player of its own.

Criteria	Conformance level	Remarks and explanations
504.2 Content Creation or Editing	Partially Supports	Authors can make headings, lists, links, tables with header cells and images with alt text, and all toolbar buttons are named and work from the keyboard. Exception: a Word table pasted into the article editor loses its header row.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Partially Supports	Headings, lists and links survive paste, save, publish and email. Exception: header cells in tables pasted from Microsoft Word.
504.2.2 PDF Export	Not Applicable	Cayzu does not export PDF.
504.3 Prompts	Supports	The image box prompts for alt text, and a Heading picker (Text style) is in every editor toolbar.
504.4 Templates	Supports	Canned responses and email templates keep headings, lists and links when inserted into a reply.

Chapter 6: Support documentation and services

Criteria	Conformance level	Remarks and explanations
602.2 Accessibility and Compatibility Features	Supports	Accessibility features are listed on cayzu.com/accessibility.
602.3 Electronic Support Documentation	Supports	Help articles are published in a Cayzu knowledge base, which is covered by this report.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation is electronic.

Criteria	Conformance level	Remarks and explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Support answers accessibility questions at help@cayzu.com.
603.3 Accommodation of Communication Needs	Supports	Support is available by email and through the support portal, both covered by this report.

EN 301 549 report

Covers EN 301 549 V3.2.1, adopted in Canada as CAN/ASC EN 301 549:2024.

Chapter 4: Functional performance statements

Criteria	Conformance level	Remarks and explanations
4.2.1 Usage without vision	Supports	See 302.1.
4.2.2 Usage with limited vision	Supports	See 302.2.
4.2.3 Usage without perception of colour	Supports	See 302.3.
4.2.4 Usage without hearing	Supports	Cayzu has no audio.
4.2.5 Usage with limited hearing	Supports	Cayzu has no audio.
4.2.6 Usage with no or limited vocal capability	Supports	No function needs speech.
4.2.7 Usage with limited manipulation or strength	Supports	See 302.7.
4.2.8 Usage with limited reach	Supports	See 302.8.
4.2.9 Minimize photosensitive seizure triggers	Supports	No flashing content.
4.2.10 Usage with limited cognition, language or learning	Supports	See 302.9.

Criteria	Conformance level	Remarks and explanations
4.2.11 Privacy	Supports	Accessibility features do not expose private information.

Chapter 5: Generic requirements

Criteria	Conformance level	Remarks and explanations
5.1 Closed functionality	Not Applicable	Cayzu is not closed; it works with the user's own assistive technology.
5.2 Activation of accessibility features	Not Applicable	Cayzu has no accessibility features that need activating.
5.3 Biometrics	Not Applicable	Cayzu does not use biometrics.
5.4 Preservation of accessibility information during conversion	Partially Supports	See 504.2.1.
5.5 Operable parts	Not Applicable	Cayzu is software.
5.6 Locking or toggle controls	Not Applicable	Cayzu is software.
5.7 Key repeat	Not Applicable	Key repeat is handled by the operating system.
5.8 Double strike key acceptance	Not Applicable	Handled by the operating system.
5.9 Simultaneous user actions	Supports	No function needs more than one action at the same time.

Chapters 6, 7 and 8

Not Applicable. Cayzu has no two way voice communication (6), no video player of its own (7) and no hardware (8).

Chapter 9: Web

See the WCAG 2.1 report (clauses 9.1.1.1 to 9.4.1.3).

Chapter 10: Non-web documents

Notification emails are covered by the WCAG 2.1 report (clauses 10.1.1.1 to 10.4.1.3). Sent emails declare their language and keep headings, lists and links.

Chapter 11: Software

Criteria	Conformance level	Remarks and explanations
11.0 to 11.4	See WCAG 2.1 report	
11.5 Interoperability with assistive technology	Not Applicable	See 502.
11.6 Documented accessibility usage	Not Applicable	Cayzu has no accessibility modes that need documenting beyond 12.1.1.
11.7 User preferences	Supports	See 503.2.
11.8.1 Content technology	Supports	Editors produce HTML, which supports WCAG.
11.8.2 Accessible content creation	Partially Supports	See 504.2.
11.8.3 Preservation of accessibility information in transformations	Partially Supports	See 504.2.1.
11.8.4 Repair assistance	Not Applicable	Cayzu has no accessibility checker, so this requirement does not apply.
11.8.5 Templates	Supports	See 504.4.

Chapter 12: Documentation and support services

Criteria	Conformance level	Remarks and explanations
12.1.1 Accessibility and compatibility features	Supports	See 602.2.

Criteria	Conformance level	Remarks and explanations
12.1.2 Accessible documentation	Supports	See 602.3.
12.2.2 Information on accessibility and compatibility features	Supports	See 603.2.
12.2.3 Effective communication	Supports	See 603.3.
12.2.4 Accessible documentation	Supports	See 602.3.

Chapter 13: ICT providing relay or emergency service access

Not Applicable.

Legal disclaimer

This report describes the accessibility of Cayzu Release 5 as tested by Cayzu Inc. in November 2026. It is provided for information and is not a warranty. Cayzu changes over time, and later releases may differ. Cayzu Inc. will update this report as the product changes. Questions about this report: help@cayzu.com.

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