Intuit Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: QuickBooks Desktop 2021 Pro, Premiere and Enterprise

Report Date: June, 2021

Product Description: QuickBooks Desktop is a desktop application for small and medium sized business

Contact Information: accessibility-feedback@intuit.com

Notes: This report deals with a desktop product and certain web guidelines will not be applicable.

Evaluation Methods Used:

Evaluations include user testing, manual evaluations, QBDT specific test scripts (JAWS scripts), auditing and testing by My Blind Spot®.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
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.

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Chapter 3: [Functional Performance Criteria](#) (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Key modules of QuickBooks 2021 are accessible when used with a screen reader. Some modules, including Home Screen, Planning and Budgeting, To Do Lists, Alerts Manager, Maintenance Alerts, Manage Fixed Assets, Lead Center, Intuit Payment Network, Inventory Activities, Workers Compensation, Intuit Health Benefits, My Payroll Service, Get Payroll Updates, Get Financing, Link Accounts (Step 3) are not fully supported with screen readers.
302.2 With Limited Vision	Supported	QuickBooks 2021 supports the use of screen magnification systems.
302.3 Without Perception of Color	Supported	In general, the QuickBooks 2021 user interface does not use color as the only means of conveying information.
302.4 Without Hearing 302.5 With Limited Hearing	Supported	QuickBooks 2021 does not use audio information as a primary output source.
302.6 Without Speech	Supported	QuickBooks 2021 does not require user speech for any functions.
302.7 With Limited Manipulation 302.8 With Limited Reach and Strength	Supported	QuickBooks 2021 does not require fine motor or simultaneous actions other than standard keyboard and mouse usage.

Criteria	Conformance Level	Remarks and Explanations
		QuickBooks 2021 supports alternative keyboard and mouse input devices.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supported	QuickBooks 2021 uses language that is as readable as possible (industry specific terms are not included in the calculation). We also let users know where they are in multi-stage workflows, focusing attention on important content; minimizing distractions. Forms are easy to complete, with clear error messages and simple error recovery.

Chapter 4: Hardware

Notes: Not Applicable, product is a software application.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supported	QuickBooks does not interfere with or deactivate accessibility features of the operating system.
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services		
502.3.1 Object Information	Partially Supports	Check boxes, in data tables only, do not provide information about the status of the check box.
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text	Supported	

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text		Textual information is programmatically exposed to assistive technologies on Windows
502.3.10 List of Actions	Supported	Is programmatically exposed to assistive technologies on Windows
502.3.11 Actions on Objects		
502.3.12 Focus Cursor	Partially Supports	Core elements of QuickBooks 2021 interface, including Sales Orders, Invoices, Sales Receipts, Receive Payments, Estimates, Enter Bills, Pay Bills, Write Checks, Create Purchase Orders, Receive Items, Item List, Fixed Asset Item List, Price Level List, Sales Tax Code List, Payroll Item List, Payroll Schedule List, Class List, Workers Comp List, Other Names List, My Company Screen, New Company Setup, and Find Screens, include well- defined, on-screen indications of focus.
502.3.13 Modification of Focus Cursor		Some non-core elements, including Home Screen, Company Snapshot, Maintenance Alerts, Manage Fixed Assets, Lead Center, Intuit Payment Network, Inventory Activities, Workers Compensation, Intuit Health Benefits, Employee Organizer, My Payroll Service, Get Payroll Updates, Get Financing may not have a well-defined focus.
502.3.14 Event Notification	Supported	
502.4 Platform Accessibility Features	Partially Supports	Windows levels controls come with partial platform accessibility feature.
503 Applications		

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Not Applicable	QuickBooks 2021 does not allow the user to adjust color and contrast settings.
503.3 Alternative User Interfaces	Supported	JAWS Scripts are available to improve the screen reader experience.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	QuickBooks 2021 does not use sound as a primary indicator for any functions & does not use audio information as a primary output source.
503.4.2 Audio Description Controls		
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	QuickBooks is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supported	All compatibility and accessibility features are available through in product help, on our website, or via a support representative. If further information is needed, a support agent can make arrangements for that.
602.3 Electronic Support Documentation	Supported	Intuit provides electronic versions of all product support documentation

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supported	All compatibility and accessibility features are available through in product help, on our website, or via a support representative. If further information is needed, a support agent can make arrangements for that.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supported	Email support (accessibility-feedback@intuit.com) and web based, or product based is available for the visually impaired that is readable by all screen readers. Support can be offered via chat for hearing impaired users via a support conversation with a support agent.
603.3 Accommodation of Communication Needs		

Legal Disclaimer (Company)

The information provided in this VPAT applies only to the product and is based upon Intuit's knowledge and belief as of the date listed. Intuit does not promise that the information provided will be error-free, or that errors will be corrected, or that use of the program identified below will provide specific results. Information provided is provided on an "as is" basis and is subject to change without notice. Intuit disclaims warranties, express or implied, including any warranties of accuracy, non-infringement, merchantability and fitness for a particular purpose.