



Intuit Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: Lacerte Individual Tax TY21

Report Date: 3/1/2022

Product Description: Accounting and Tax software for professional accountants

Contact Information: accessibility-feedback@intuit.com

Notes: This VPAT includes the use of JAWS scripts to improve the accessibility of the product for JAWS Screen Reader users. The scripts are available at no cost: [Accessibility features in Lacerte - JAWS Scripts](#)

Conformance level is based on Software requirements. Web, Authoring Tool, and Electronic Docs are not applicable.

Evaluation Methods Used: Manual, Screen Reader, Keyboard, System Settings

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 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
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 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Lacerte does not use inline images. Image-based buttons have alternate text and are focusable. The support web site has decorative images that lack alt attributes.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>Lacerte does not use audio or video cues within the product interface.</p> <p>Videos within the Lacerte support site lack captioning, but support YouTube’s auto transcription.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Lacerte setup videos do not have closed captions. Videos hosted on YouTube either have closed captions or support YouTube’s auto captioning.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Not Applicable	Lacerte’s support videos include screen descriptions within the audio.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Complicated forms have groupings with headings that are visually separate and announced by assistive technology.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There are consistent regions that support expected keyboard navigation.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Lacerte does not use shape, color, or location for context.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Lacerte does not use color as the only indication of state or value.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Lacerte does not use audio within the interface
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Keyboard accessibility is good. The user knows where their cursor is located, shortcuts are included, and it is possible to navigate between components for Lacerte 2021.</p> <p>The Calculator and PDF viewer only work with a mouse.</p> <p>The toolbar has a series of buttons that are not keyboard accessible. The same functionality is available via the menus and keyboard shortcuts. The full list of keyboard shortcuts is available within the support site: Keyboard shortcuts in Intuit® Lacerte® Tax</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p>	Does Not Support	The video player modal cannot be closed without a mouse. This is not a core part of the product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	User can modify timing within the settings menu.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Lacerte 2018 does not use animation in the user interface.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Lacerte does not use flashing text or graphics
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Supports	Lacerte supports keyboard accessible menu shortcuts

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Screens have unique titles that identify their purpose
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Keyboard focus order is predictable within the screen areas and components.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Links and buttons have unique, descriptive text
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	While the system Locale language is identified during installation, Lacerte is only available in English.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Lacerte does not trigger content changes upon focus of an element.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Lacerte does not automatically cause a change of context without notification
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Errors are clearly identified with clear notifications and links to additional resources.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Lacerte provides JAWS Scripts to ensure form inputs declare the correct role, state, value, and label.</p> <p>Screen readers do not announce the labels of items in the Client Views module. The</p>

Criteria	Conformance Level	Remarks and Explanations
		same functionality is available within the Views menu.
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Lacerte does not use markup languages, such as HTML.
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Lacerte provides JAWS Scripts to ensure form inputs declare the correct role, state, value, and label.</p> <p>The tax form selection modal includes a grid of checkboxes that are labeled with their form id. This defaults to all forms being selected and is only adjusted when the user customizes the forms to be downloaded during the setup process.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Lacerte does not use live audio within the product interface.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Lacerte’s videos contain descriptions of the interface within the videos.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Lacerte’s colors provide adequate color contrast between text and background. Further, the user can customize the colors used within the product.</p> <p>Lacerte supports Windows contrast themes.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Lacerte allows the user to customize the fonts and font sizes within key areas of the product. The supporting areas, i.e., footer, provide system font resizing.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Lacerte does not use contextual images. Toolbars bitmaps and other icons and images are consistent throughout the application.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	Not Applicable	Does not apply to non-web software
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Windows and form groups have consistent headings.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Lacerte uses consistent focus indication via borders and background colors.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Lacerte only uses English.
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	Supports	Screens use a consistent combination of menu, toolbar, and left column list boxes for navigation.
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Supports	Lacerte uses consistent naming of forms, lists, and navigation.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Lacerte has robust error notification at multiple stages.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Lacerte supports reversible, checked, and confirmed states on important transactions.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The product supports JAWS 20+ screen reader with Lacerte-specific scripts.
302.2 With Limited Vision	Supports	The product supports the use of screen magnification systems.
302.3 Without Perception of Color	Supports	At least one mode of operation does not require user perception of color is available
302.4 Without Hearing	Supports	The product does not use any audio information as a primary output source.
302.5 With Limited Hearing	Supports	The product does not use any audio information as a primary output source.
302.6 Without Speech	Supports	The product does not require user speech for any functions.
302.7 With Limited Manipulation	Supports	The product does not require fine motor or simultaneous actions, other than standard keyboard and mouse usage. The product supports alternative keyboard and mouse input devices.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation that does not require limited reach and limited strength is available.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Lacerte uses financial vocabulary appropriate for certified accountants. The documentation is not intended for the general reader.

Criteria	Conformance Level	Remarks and Explanations

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	Not all objects have role, state, and value that are programmatically determinable.
502.2.2 No Disruption of Accessibility Features	Supports	Lacerte does not interfere with or deactivate accessibility features of the operating system.
502.3 Accessibility Services		
502.3.1 Object Information	Partially Supports	Not all objects have role, state, and value that are programmatically determinable.
502.3.2 Modification of Object Information	Supports	The program code makes the appropriate user interface elements available to Assistive Technology.
502.3.3 Row, Column, and Headers	Partially Supports	Table row and cell values are available to Assistive Technology. Not all column headers are available to Assistive Technology

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Partially Supports	Some functions, like calendar values, are not programmatically determinable.
502.3.5 Modification of Values	Partially Supports	Some function values, calendar, and embedded pdf reader are not programmatically determinable.
502.3.6 Label Relationships	Partially Supports	Inputs and labels have consistent visual connections. Scripts for the JAWS screen reader connect them programmatically for JAWS users. Inputs within a grid layout may not have clear label relationships.
502.3.7 Hierarchical Relationships	Supports	The program code makes the appropriate user interface elements available to Assistive Technology.
502.3.8 Text	Partially Supports	An optional view represents a tax return document while information is being edited in the main screen. The content in this view is not available to screen readers.
502.3.9 Modification of Text	Not Applicable	Control text is not editable.
502.3.10 List of Actions	Partially Supports	Not all controls have roles that are programmatically determinable. The toolbar has a series of buttons that do not surface a complete list of actions. The toolbar's functionality is available via the menus and keyboard shortcuts.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Partially Supports	Not all available actions on objects allows assistive technology to programmatically execute. The toolbar has a series of buttons that do not work with screen reader software. The toolbar's functionality is available via the menus and keyboard shortcuts.
502.3.12 Focus Cursor	Supports	Focus is programmatically exposed so that Assistive Technology can track focus and focus changes.
502.3.13 Modification of Focus Cursor	Supports	The product supports system settings for cursor.
502.3.14 Event Notification	Supports	Lacerte provides event notifications for state change and uses focus management for content changes.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform software
<u>503 Applications</u>		
503.2 User Preferences	Supports	The product supports system settings for accessibility and includes user settings for fonts and colors.
503.3 Alternative User Interfaces	Not Applicable	The product software does not have alternative user interface.
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Supports	The product is not audio/visual platform software
503.4.2 Audio Description Controls	Supports	The product is not audio/visual platform software
<u>504 Authoring Tools</u>		

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export		
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	Support information: https://proconnect.intuit.com/support/en-us
602.3 Electronic Support Documentation	Partially Supports	The Lacerte support web site includes areas with insufficient color contrast, decorative images lacking alt attributes, and links dependent on background images. The links are followed by text links, access is available to resources.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Intuit provides electronic versions of all product support documentation
603 Support Services		

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	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.
603.3 Accommodation of Communication Needs	Supports	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 deaf or hard of hearing users via a support conversation with a support agent.

Legal Disclaimer (Intuit)

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