

MakeMusic Cloud Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: MakeMusic Cloud

Report Date: March 19, 2026

Product Description: web-based instructional music practice application

Contact Information: accessibility@makemusic.com

Notes: this assessment is of the MakeMusic Cloud application.

Evaluation Methods Used: The product was evaluated through manual testing of all user interfaces. Automated baseline checks were performed using the WebAIM WAVE tool. ESLint a11y plugins are leveraged during QA for new features.

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)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

- EN 301 549:

- o Clause 9 - Web
- o Clauses 10.1-10.4 of Clause 10 - Non-Web documents
- o Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
- o Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - o Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - o Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x 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](#).

Table 1: Success Criteria, Level A

Notes: NA - Not Applicable; DNS - Does Not Support; PS - Partially Supports

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: Primary content in MakeMusic Cloud (SmartMusic) is audio-synchronized music notation for playback, practice and recording for assignments and their review. There is not an available text alternative or relevant description for music notation.</p> <p>For non-music notation, we support except for graph display in our Practice Analytics section.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: Supports / Not applicable; except for our Tuner app which does not currently display a visual indicator when a reference pitch is being played.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: NA / Supports</p>	<p>Web: Supports</p> <p>Student-facing videos have captions available.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: NA Closed: NA Authoring Tool: NA / Supports</p>	<p>Teacher training videos have text transcriptions in the form of downloadable .PDF documents, and / or text summaries (with links to additional information where relevant) next to the video.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: NA / Supports Electronic Docs: NA / Supports Software: NA Closed: NA Authoring Tool: NA / Supports</p>	<p>Web: Not applicable to MakeMusic Cloud (SmartMusic) and its Authoring Tools. Training/ support materials do not support audio description or other media alternatives besides text transcription as described in remarks for 1.2.2.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Web: PS Electronic Docs: NA Software: NA Closed: NA Authoring Tool: PS</p>	<p>Web: Partially Supports - some form fields are missing labels and some pages are missing headings.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Considerations: Account creation and payment flows indicate required fields with a red asterisk and clear labeling for purpose at the page and field level. Failure to enter required information results in text to identify omission and required information. Some forms within the assignment creation workflow use color and text to indicate required fields
<p>1.3.2 Meaningful Sequence (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	Web: Process steps for some workflows within tools (such as assignment creation, account creation and payment) are structured and progressive. Some training resources are structured and progressive, but can be consumed asymmetrically, depending on user need.
<p>1.3.3 Sensory Characteristics (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) 	Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	Web: Some functionality of the application is specifically dependent on sound, such as playing back and practicing with notation or completing a practice assignment. Most forms and inputs with required fields will both display a red border if there's a problem as well as an

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>error message on how to address the issue</p> <p>Some functionality of the Authoring Tools are dependent on sound such as reviewing submitted student recordings, previewing content during the assignment process or playing back content created via the “Compose” notation creation/ import tool, or Sight Reading Studio.</p> <p>In some areas of MakeMusic Cloud (SmartMusic) where information is conveyed by shape and/or location (site navigation icons, playback controls, graphic content tiles), color is used as additional information other than shape and/or location to allow people with low vision to understand the information conveyed.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Supports (including a Color Blind mode for the color-based assessment display), except for the Teacher Gradebook view - where we don't have an alternate representation to the color for assignment status for assignments that haven't been submitted yet.</p> <p>Consideration:</p> <p>Potential additional support for “Use of Color” criteria can be found via Google</p> <p>Chrome Extension “Color Enhancer” found here:</p> <p>https://chrome.google.com/webstore/detail/color-enhancer/ipkjmjaldkapilfdigkgfmpekpfnkih?hl=en</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: Sounds do not play without user interaction</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: PS Electronic Docs: PS Software: NA Closed: NA Authoring Tool: PS	<p>Web: Mouse input is required in certain areas of the Software and Authoring Tools. Elements of navigation, creating / opening content, and creating / completing assignments are not entirely accessible via the keyboard yet.</p> <p>Mouse input is required in certain areas of documentation and support navigation and selection.</p> <p>Practicing or performing an assignment for assessment is a path-dependent input via the user's musical instrument and does not have a keyboard analog.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	<p>Web: Supports except for Admin page, Analytics page, Search Carousel, and instrument selection on Sight Reading Studio</p>

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>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: Partially Supports (can't turn off keyboard shortcuts on Practice App and Compose)</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: There are no operational limitations in the software except when a student is specifically directed by a teacher via an assignment that can create an Essential Exception. An example would be sight-reading assignment where the time to review and tempo of content is restricted and predetermined by the teacher.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) 	<p>Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: Scrolling and recording behavior (playback of notation and recording to complete or review an assignment) is started and stopped via user input.</p> <p>There are animations on the Teacher Welcome wizard</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		that can not be paused yet, as well as the automatic rotation of the search carousel.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	Web: There are no application limitations related to this. No web pages contain anything that flashes more than three times in any one second.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Web: PS Electronic Docs: NA / Supports Authoring Tool: PS	Web: Partially supports - “Skip to main content” button is currently being implemented in the navigation. Available on Home so far.

Criteria	Conformance Level	Remarks and Explanations
<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 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: Pages in MakeMusic Cloud (SmartMusic) are all titled to describe purpose clearly. Support documentation resources are titled consistently.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: NA</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: PS</p>	<p>Web: Focus order is supported in certain areas of the MakeMusic Cloud (SmartMusic) and its Authoring Tools. This is currently supported by the Home page, and in progress on the remaining pages.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Link text or dialogs provide adequate context for all links displayed in MakeMusic Cloud</p>

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Software: NA Closed: NA Authoring Tool: Supports</p>	
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: My Library requires sustained click and drag for reordering of content items</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: Drag and drop interactions are handled properly.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web includes some search fields that do not have an explicit text label.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: No actions require device motion to control page content.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: The defined default human language of MakeMusic Cloud (SmartMusic) is English. A few of our pages are currently missing the specific tag: Admin, Auth, and Content Manager.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: No forms are submitted automatically when a component receives focus</p> <p>No new windows are launched when a component receives focus</p> <p>Focus is not changed automatically to another component when that component receives focus</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: Entering data or selecting a form control has predictable effects within MakeMusic Cloud (SmartMusic) except where dropdown labels have not yet been added (Practice App, Gradebook, and Class Tools).</p>
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: PS</p>	<p>Web: All pages include consistent, accessible help except for our Tuner</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: PS</p>	<p>Web: Error messaging is clear and present on most pages; in a few cases it is missing on Class Tools, Content Manager, Gradebook, and in Sight Reading Studio.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: PS</p>	<p>Web and Authoring Tool include a few inputs where placeholder text is functioning as the label, and occasional dropdown have not yet had labels added</p>
<p><u>3.3.7 Redundant Entry</u> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p>	<p>Web: forms do not require duplicate entry.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p>	<p>Supports</p>	<p>For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>4.1.2 Name, Role, Value</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: NA</p> <p>Software: NA</p> <p>Authoring Tool: PS</p>	<p>Web: Some pages are missing labels on toggles, and names and roles on some display elements.</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>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: NA</p> <p>Electronic Docs: NA</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: NA</p>	<p>Web: None of the Software, Authoring Tools or support documentation outputs are live-streamed in a manner that is consumed by other users in real time.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: NA</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: NA</p>	<p>Web: Videos have captions, but individual videos have not yet been evaluated to ensure they have complete audio descriptions.</p> <p>Support documentation does not support audio description or other media alternatives besides text transcription.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Devices are not locked to Portrait or Landscape orientation</p>

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: NA Closed: NA Authoring Tool: Supports	
<u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	Web: Inputs are not all clearly labeled yet in Account, Admin, Assigner, and Auth.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: PS Electronic Docs: PS Software: NA Closed: NA Authoring Tool: PS	Web: Significant efforts have been made to comply with contrast guidelines and a majority of our application is now compliant. Remaining improvements needed on Admin, Class Tools, Compose, Content Manager, Gradebook, and Sight Reading Studio. Workaround: Potential additional support for Contrast (Minimum) criteria can be found via Google Chrome Accessibility Extension: “High Contrast” found here: https://chrome.google.com/webstore/detail/high-contrast/djcfdncoelnlbldjfhinnjlhdjlikmph?hl=en

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: PS</p> <p>Software: NA</p> <p>Closed: NA</p> <p>Authoring Tool: PS</p>	<p>Web: Most text can be resized and zoomed independently of notation displayed to 200% without assistive technology.</p> <p>Exceptions:</p> <p>Admin, Class Tools, Gradebook, My Library, Practice App menus, Sight Reading Studio and Tuner</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p> <p>Authoring Tool: Supports</p>	<p>Web: In most areas of MakeMusic Cloud (SmartMusic), its Authoring Tools and support documentation, text is used to convey information rather than images of text (Level AA)</p> <p>Exceptions:</p> <p>Some content in the “Find Music” carousel uses graphics that contain images of text. Some of these are considered Essential per 1.4.5 definition, but a sub-set, for example: “MakeMusic Cloud (SmartMusic)’s Top 40” are not.</p> <p>Alt text is not defined for the “Categories” in the “Find Music” carousel.</p> <p>Text in music notation content opened via the practice application (Titles, tempo marking etc.) behaves as a rendered graphic and can't be selected.</p>
<p><u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: PS</p> <p>Electronic Docs: Supports</p> <p>Software: NA</p>	<p>Web: Most areas of the application support appropriate reflow; with the following exceptions that fail when zoomed at 200%:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Closed: NA Authoring Tool: PS</p>	<p>Admin, Class Tools, Sight Reading Studio</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: PS</p>	<p>Web and Authoring Tools have occasional items that do not meet non-text contrast for disabled or non-selected elements in Class Tools, Compose, and Gradebook.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: Text spacing passes WebAIM WAVE scans</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) 	<p>Web: PS Electronic Docs: Supports Software: NA Closed: NA</p>	<p>Web: Mostly supported, except for tooltips on the Account page and Gradebook.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Authoring Tool: Supports</p>	
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <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 	<p>Web: PS Electronic Docs: Supports Authoring Tool: PS</p>	<p>Web: Users can access content in multiple ways in MakeMusic Cloud for most pages, like by using the Navigation menu or the “Find Music” search bar. There are some features that are currently only accessible by the navigation menu: Account, Content Manager, My Library, SRS, Videos, and Tuner.</p> <p>Support documentation content can be found by multiple methods: Quick Search, Contact Us (case system), Help Center, Community, and by Phone.</p> <p>Considerations:</p> <ul style="list-style-type: none"> ● The Practice Application is only accessed by the user selecting and opening content via one of the search mechanisms described above, Music Sharing link or by performing an assignment. ● Where web pages are the result of, or, a step in a process. Examples of such areas are assignment creation flow, account creation, making a payment, or the result of a content search
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports</p>	<p>Web: All areas of the software and support documents have clear headings and labels for forms and fields.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: PS Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: PS	Web and Authoring Tool in most places display a visible focus border or indicator, except for some exceptions in the following situations: Accordions, Admin table headers/tabs, Analytics, Assigner, Class tools, Compose, Content Manager, Gradebook, Search carousel
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: PS	Web: Partially supported, with the same exceptions as 2.4.7
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: PS	Web: Supported across most areas of the application, with the exception of reordering items on My Library, and changing items on the Explore page carousel
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Clickable targets are all of an appropriate size and spacing.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) 	Web: Supports Electronic Docs: Supports Software: NA Authoring Tool: Supports	Web: Software, Authoring Tools and support documentation are in English only.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <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 	Web: PS Electronic Docs: Supports Authoring Tool: PS	<p>Web: MakeMusic Cloud (SmartMusic) has consistently located navigation controls in the same relative order on every page in all areas of the Software and Authoring Tools in the form of: “Home” link (skip navigation), consistently placed site navigation menu and links to: Help, Account Settings, Notifications and MakeMusic Cloud (SmartMusic) training resources.</p> <p>Support documentation supports consistent navigation.</p> <p>Partially supported, because the Tuner app lacks the navigation menus.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	<p>Web: Components that have the same functionality, including in non-text content (icons) are identified consistently on all pages in all areas of MakeMusic Cloud (SmartMusic).</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) Revised Section 508 <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 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: PS Electronic Docs: PS Software: NA Closed: NA Authoring Tool: PS	Web: Most errors suggest user action.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: NA Closed: NA Authoring Tool: Supports	Web: Error prevention measures such as suggestion and required user confirmation are part of accepting Terms and Conditions, payment and assignment processes to ensure user accuracy and review. User profile information and account settings can be changed at any time by the user once logged in to MakeMusic Cloud (SmartMusic).
<p><u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only)</p>	Web: Supports	Web: Accessible authentication (via SSO) is available.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: PS Electronic Docs: Supports Authoring Tool: PS	Web: Partially supported - Working on updating accessibility for snackbar/messages, input fields, error states, loading states, and search results.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Web:	Web:
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.2.6 Timeouts</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.4.12 Focus Not Obscured (Enhanced)</u> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.4.13 Focus Appearance</u> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.5.5 Target Size</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.5.6 Concurrent Input Mechanisms</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.1.3 Unusual Words</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.1.4 Abbreviations</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.1.5 Reading Level</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>3.1.6 Pronunciation</u> (Level AAA) EN 301 549 Criteria – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:

Revised Section 508 Report

Notes: this assessment is of the MakeMusic Cloud application.

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Evaluated	Accessibility and compatibility with assistive technology not evaluated or documented for users without vision. Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en
302.2 With Limited Vision	Partially Supports	MakeMusic Cloud (SmartMusic) can independently zoom both text and music notation. Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en
302.3 Without Perception of Color	Partially Supports	MakeMusic Cloud (SmartMusic) supports users without perception of color through Colorblind Mode for assessment results where color is the only method of visual feedback.

Criteria	Conformance Level	Remarks and Explanations
		<p>Colorblind mode is also available for Gradebook.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>
302.4 Without Hearing	Partially Supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
302.5 With Limited Hearing	Supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
302.6 Without Speech	Supports	MakeMusic Cloud (SmartMusic) does not require the use of

Criteria	Conformance Level	Remarks and Explanations
		speech.
302.7 With Limited Manipulation	Partially Supports	Fine motor skills are required to practice, complete assignments and interact with the Authoring Tools
302.8 With Limited Reach and Strength	Supports	MakeMusic Cloud (SmartMusic) does not require extended reach or strength
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Limitations in the areas of language, cognitive and learning abilities can affect success in MakeMusic Cloud (SmartMusic). However, assistive tools are available in the Practice application to tune, slow down music, subdivide beats, understand any note's correct fingering and correct pitch.

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>402 Closed Functionality</u>	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	N/A - not hardware	N/A - not hardware
402.2.2 Transactional Outputs	N/A - not hardware	N/A - not hardware
402.2.3 Speech Delivery Type and Coordination	N/A - not hardware	N/A - not hardware
402.2.4 User Control	N/A - not hardware	N/A - not hardware
402.2.5 Braille Instructions	N/A - not hardware	N/A - not hardware
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	N/A - not hardware	N/A - not hardware
402.3.2 Non-private Listening	N/A - not hardware	N/A - not hardware
402.4 Characters on Display Screens	N/A - not hardware	N/A - not hardware

Criteria	Conformance Level	Remarks and Explanations
402.5 Characters on Variable Message Signs	N/A - not hardware	N/A - not hardware
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	N/A - not hardware	N/A - not hardware
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	N/A - not hardware	N/A - not hardware
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	N/A - not hardware	N/A - not hardware
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	N/A - not hardware	N/A - not hardware
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	N/A - not hardware	N/A - not hardware
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	N/A - not hardware	N/A - not hardware
407.3.2 Alphabetic Keys	N/A - not hardware	N/A - not hardware
407.3.3 Numeric Keys	N/A - not hardware	N/A - not hardware
407.4 Key Repeat	N/A - not hardware	N/A - not hardware
407.5 Timed Response	N/A - not hardware	N/A - not hardware
407.6 Operation	N/A - not hardware	N/A - not hardware
407.7 Tickets, Fare Cards, and Keycards	N/A - not hardware	N/A - not hardware
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A - not hardware	N/A - not hardware
407.8.1.1 Vertical Plane for Side Reach	N/A - not hardware	N/A - not hardware
407.8.1.2 Vertical Plane for Forward Reach	N/A - not hardware	N/A - not hardware
407.8.2 Side Reach	N/A - not hardware	N/A - not hardware
407.8.2.1 Unobstructed Side Reach	N/A - not hardware	N/A - not hardware
407.8.2.2 Obstructed Side Reach	N/A - not hardware	N/A - not hardware
407.8.3 Forward Reach	N/A - not hardware	N/A - not hardware
407.8.3.1 Unobstructed Forward Reach	N/A - not hardware	N/A - not hardware
407.8.3.2 Obstructed Forward Reach	N/A - not hardware	N/A - not hardware
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A - not hardware	N/A - not hardware
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A - not hardware	N/A - not hardware

Criteria	Conformance Level	Remarks and Explanations
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	N/A - not hardware	N/A - not hardware
408.3 Flashing	N/A - not hardware	N/A - not hardware
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	N/A - not hardware	N/A - not hardware
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	N/A - not hardware	N/A - not hardware
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	N/A - not hardware	N/A - not hardware
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
<u>412.2 Volume Gain</u>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	N/A - not hardware	N/A - not hardware
412.2.2 Volume Gain for Non-Wireline ICT	N/A - not hardware	N/A - not hardware
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A - not hardware	N/A - not hardware
412.3.2 Wireline Handsets	N/A - not hardware	N/A - not hardware
412.4 Digital Encoding of Speech	N/A - not hardware	N/A - not hardware
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	N/A - not hardware	N/A - not hardware
412.7 Video Communication	N/A - not hardware	N/A - not hardware
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	N/A - not hardware	N/A - not hardware
412.8.2 Voice and Hearing Carry Over	N/A - not hardware	N/A - not hardware
412.8.3 Signal Compatibility	N/A - not hardware	N/A - not hardware
412.8.4 Voice Mail and Other Messaging Systems	N/A - not hardware	N/A - not hardware
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	N/A - not hardware	N/A - not hardware
413.1.2 Pass-Through of Closed Caption Data	N/A - not hardware	N/A - not hardware
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A - not hardware	N/A - not hardware
414.1.2 Other ICT	N/A - not hardware	N/A - not hardware
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
415.1.1 Caption Controls	N/A - not hardware	N/A - not hardware
415.1.2 Audio Description Controls	N/A - not hardware	N/A - not hardware

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	N/A / Supports	web-only applications
502.2.2 No Disruption of Accessibility Features	N/A / Supports	web-only applications
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	N/A / Supports	web-only applications
502.3.2 Modification of Object Information	N/A / Supports	web-only applications
502.3.3 Row, Column, and Headers	N/A / Supports	web-only applications
502.3.4 Values	N/A / Supports	web-only applications
502.3.5 Modification of Values	N/A / Supports	web-only applications
502.3.6 Label Relationships	N/A / Supports	web-only applications
502.3.7 Hierarchical Relationships	N/A / Supports	web-only applications
502.3.8 Text	N/A / Supports	web-only applications
502.3.9 Modification of Text	N/A / Supports	web-only applications
502.3.10 List of Actions	N/A / Supports	web-only applications
502.3.11 Actions on Objects	N/A / Supports	web-only applications
502.3.12 Focus Cursor	N/A / Supports	web-only applications
502.3.13 Modification of Focus Cursor	N/A / Supports	web-only applications
502.3.14 Event Notification	N/A / Supports	web-only applications
502.4 Platform Accessibility Features	N/A / Supports	web-only applications
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	N/A / Supports	web-only applications
503.3 Alternative User Interfaces	N/A / Supports	web-only applications
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	N/A / Supports	web-only applications

Criteria	Conformance Level	Remarks and Explanations
503.4.2 Audio Description Controls	N/A / Supports	web-only applications
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A / Supports	web-only applications
504.2.2 PDF Export	N/A / Supports	web-only applications
504.3 Prompts	N/A / Supports	web-only applications
504.4 Templates	N/A / Supports	web-only applications

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	Partially Supports	Documentation includes information on accessibility features that are built-in to MakeMusic Cloud (SmartMusic), but does not contain information on accessibility features that provide compatibility with assistive technology. Accessibility and compatibility with other assistive technology not evaluated or documented.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable/ Supports	all support documentation is electronic
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Support services provide information on accessibility features that are built-in to MakeMusic Cloud (SmartMusic), but do not provide information on accessibility features that provide compatibility with

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Partially Supports	assistive technology. Users requiring additional assistance can call Customer Support or click a "Contact Us" button to ask a specific question or ask for clarification via text or email.

EN 301 549 Report

Notes: this assessment is of the MakeMusic Cloud application.

Clause 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Not Evaluated	Accessibility and compatibility with assistive technology not evaluated or documented for users without vision. Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en
4.2.2 Usage with limited vision	Partially Supports	MakeMusic Cloud (SmartMusic) can independently zoom both text and music notation. Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en
4.2.3 Usage without perception of colour	Partially Supports	MakeMusic Cloud (SmartMusic) supports users without perception of color through Colorblind Mode for assessment results where color is the only method of visual feedback. Colorblind mode is also available for

		<p>GradeBook.</p> <p>Workaround: Potential additional accessibility support can be found via Google Chrome Accessibility Extensions: https://support.google.com/chrome/answer/7040464?hl=en</p>
4.2.4 Usage without hearing	Partially Supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
4.2.5 Usage with limited hearing	Supports	Some areas of MakeMusic Cloud (SmartMusic) are hearing-critical and require at least limited hearing: Practice and assessment rely on auditory feedback to execute and evaluate. Most other areas of MakeMusic Cloud (SmartMusic), such as Administration, Class Management and most areas of Authoring Tools (such as musical score creation, editing or import) do not require hearing to execute successfully.
4.2.6 Usage with no or limited vocal capability	Supports	MakeMusic Cloud (SmartMusic) does not require the use of speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Fine motor skills are required to

		practice, complete assignments and interact with the Authoring Tools
4.2.8 Usage with limited reach	Supports	MakeMusic Cloud (SmartMusic) does not require extended reach or strength
4.2.9 Minimize photosensitive seizure triggers	Supports	Does not include rapidly flashing elements
4.2.10 Usage with limited cognition, language or learning	Partially Supports	Limitations in the areas of language, cognitive and learning abilities can affect success in MakeMusic Cloud (SmartMusic). However, assistive tools are available in the Practice application to tune, slow down music, subdivide beats, understand any note's correct fingering and correct pitch.
4.2.11 Privacy	Supports	Privacy of all users is maintained at the same level, as stated in our Privacy Policy: https://www.makemusic.com/makemusic-cloud-privacy

Clause [5: Generic Requirements](#)

Notes: This section assumes that Clause 5 applies to Closed Software

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	N/A / Supports	web-only applications
5.1.3.2 Auditory output delivery including speech	N/A / Supports	web-only applications
5.1.3.3 Auditory output correlation	N/A / Supports	web-only applications

Criteria	Conformance Level	Remarks and Explanations
5.1.3.4 Speech output user control	N/A / Supports	web-only applications
5.1.3.5 Speech output automatic interruption	N/A / Supports	web-only applications
5.1.3.6 Speech output for non-text content	N/A / Supports	web-only applications
5.1.3.7 Speech output for video information	N/A / Supports	web-only applications
5.1.3.8 Masked entry	N/A / Supports	web-only applications
5.1.3.9 Private access to personal data	N/A / Supports	web-only applications
5.1.3.10 Non-interfering audio output	N/A / Supports	web-only applications
5.1.3.11 Private listening volume	N/A / Supports	web-only applications
5.1.3.12 Speaker volume	N/A / Supports	web-only applications
5.1.3.13 Volume reset	N/A / Supports	web-only applications
5.1.3.14 Spoken languages	N/A / Supports	web-only applications
5.1.3.15 Non-visual error identification	N/A / Supports	web-only applications
5.1.3.16 Receipts, tickets, and transactional outputs	N/A / Supports	web-only applications
5.1.4 Functionality closed to text enlargement	N/A / Supports	web-only applications
5.1.5 Visual output for auditory information	N/A / Supports	web-only applications
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	N/A / Supports	web-only applications
5.1.7 Access without speech	N/A / Supports	web-only applications
5.2 Activation of accessibility features	N/A / Supports	web-only applications
5.3 Biometrics	N/A / Supports	web-only applications
5.4 Preservation of accessibility information during conversion	N/A / Supports	web-only applications
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	N/A / Supports	web-only applications
5.5.2 Operable parts discernibility	N/A / Supports	web-only applications
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	N/A / Supports	web-only applications
5.6.2 Visual status	N/A / Supports	web-only applications

Criteria	Conformance Level	Remarks and Explanations
5.7 Key repeat	N/A / Supports	web-only applications
5.8 Double-strike key acceptance	N/A / Supports	web-only applications
5.9 Simultaneous user actions	N/A / Supports	web-only applications

Clause [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	N/A	Web application does not include two-way voice communication
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	N/A	Web application does not include two-way voice communication
6.2.1.2 Concurrent voice and text	N/A	Web application does not include two-way voice communication
6.2.2.1 Visually distinguishable display	N/A	Web application does not include two-way voice communication
6.2.2.2 Programmatically determinable send and receive direction	N/A	Web application does not include two-way voice communication
6.2.2.3 Speaker identification	N/A	Web application does not include two-way voice communication
6.2.2.4 Visual indicator of Audio with RTT	N/A	Web application does not include two-way voice communication
6.2.3 Interoperability	N/A	Web application does not include two-way voice communication
6.2.4 RTT responsiveness	N/A	Web application does not include two-way voice communication
6.3 Caller ID	N/A	Web application does not include two-way voice communication
6.4 Alternatives to voice-based services	N/A	Web application does not include two-way voice communication
6.5 Video communication	Heading cell – no response required	Heading cell – no response required

6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	N/A	Web application does not include two-way voice communication
6.5.3 Frame rate	N/A	Web application does not include two-way voice communication
6.5.4 Synchronization between audio and video	N/A	Web application does not include two-way voice communication
6.5.5 Visual indicator of audio with video	N/A	Web application does not include two-way voice communication
6.5.6 Speaker identification with video (sign language) communication	N/A	Web application does not include two-way voice communication
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Clause [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	N/A	Web application does not include video communication
7.1.2 Captioning synchronization	N/A	Web application does not include video communication
7.1.3 Preservation of captioning	N/A	Web application does not include video communication
7.1.4 Captions characteristics	N/A	Web application does not include video communication
7.1.5 Spoken subtitles	N/A	Web application does not include video communication
7.2.1 Audio description playback	N/A	Web application does not include video communication
7.2.2 Audio description synchronization	N/A	Web application does not include video communication

7.2.3 Preservation of audio description	N/A	Web application does not include video communication
7.3 User controls for captions and audio description	N/A	Web application does not include video communication

Clause 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	N/A - not hardware	N/A - not hardware
8.1.3 Colour	N/A - not hardware	N/A - not hardware
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	N/A - not hardware	N/A - not hardware
8.2.1.2 Incremental volume control	N/A - not hardware	N/A - not hardware
8.2.2.1 Fixed-line devices	N/A - not hardware	N/A - not hardware
8.2.2.2 Wireless communication devices	N/A - not hardware	N/A - not hardware
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	N/A - not hardware	N/A - not hardware
8.3.2.2 Unobstructed low forward reach	N/A - not hardware	N/A - not hardware
8.3.2.3.1 Clear space	N/A - not hardware	N/A - not hardware
8.3.2.3.2 Obstructed (< 510 mm) forward reach	N/A - not hardware	N/A - not hardware
8.3.2.3.3 Obstructed (< 635 mm) forward reach	N/A - not hardware	N/A - not hardware
8.3.2.4 Knee and toe clearance width	N/A - not hardware	N/A - not hardware
8.3.2.5 Toe clearance	N/A - not hardware	N/A - not hardware
8.3.2.6 Knee clearance	N/A - not hardware	N/A - not hardware
8.3.3.1 Unobstructed high side reach	N/A - not hardware	N/A - not hardware
8.3.3.2 Unobstructed low side reach	N/A - not hardware	N/A - not hardware
8.3.3.3.1 Obstructed (\leq 255 mm) side reach	N/A - not hardware	N/A - not hardware
8.3.3.3.2 Obstructed (\leq 610 mm) side reach	N/A - not hardware	N/A - not hardware

Criteria	Conformance Level	Remarks and Explanations
8.3.4.1 Change in level	N/A - not hardware	N/A - not hardware
8.3.4.2 Clear floor or ground space	N/A - not hardware	N/A - not hardware
8.3.4.3.2 Forward approach	N/A - not hardware	N/A - not hardware
8.3.4.3.3 Parallel approach	N/A - not hardware	N/A - not hardware
8.3.5 Visibility	N/A - not hardware	N/A - not hardware
8.3.6 Installation instructions	N/A - not hardware	N/A - not hardware
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	N/A - not hardware	N/A - not hardware
8.4.2.1 Means of operation of mechanical parts	N/A - not hardware	N/A - not hardware
8.4.2.2 Force of operation of mechanical parts	N/A - not hardware	N/A - not hardware
8.4.3 Keys, tickets and fare cards	N/A - not hardware	N/A - not hardware
8.5 Tactile indication of speech mode	N/A - not hardware	N/A - not hardware

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Clause [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	N/A	Training documentation is embedded in web pages
10.6 Audio description timing	N/A	Training documentation is embedded in web pages

Clause [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	N/A / Supports	web-only applications
11.5.2.5 Object information	N/A / Supports	web-only applications
11.5.2.6 Row, column, and headers	N/A / Supports	web-only applications
11.5.2.7 Values	N/A / Supports	web-only applications
11.5.2.8 Label relationships	N/A / Supports	web-only applications
11.5.2.9 Parent-child relationships	N/A / Supports	web-only applications
11.5.2.10 Text	N/A / Supports	web-only applications
11.5.2.11 List of available actions	N/A / Supports	web-only applications
11.5.2.12 Execution of available actions	N/A / Supports	web-only applications
11.5.2.13 Tracking of focus and selection attributes	N/A / Supports	web-only applications
11.5.2.14 Modification of focus and selection attributes	N/A / Supports	web-only applications
11.5.2.15 Change notification	N/A / Supports	web-only applications
11.5.2.16 Modifications of states and properties	N/A / Supports	web-only applications
11.5.2.17 Modifications of values and text	N/A / Supports	web-only applications
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	N/A / Supports	web-only applications
11.6.2 No disruption of accessibility features	N/A / Supports	web-only applications
11.7 User preferences	N/A / Supports	web-only applications
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	N/A / Supports	web-only applications
11.8.4 Repair assistance	N/A / Supports	web-only applications
11.8.5 Templates	N/A / Supports	web-only applications

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Partially Supports	Descriptions of the product functionality is available at our help desk; https://help.makemusic.com/
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Partially Supports	Support services provide information on accessibility features that are built-in to MakeMusic Cloud (SmartMusic), but do not provide information on accessibility features that provide compatibility with assistive technology.
12.2.3 Effective communication	Partially Supports	Users requiring additional assistance can call Customer Support or click a “Contact Us” button to ask a specific question or ask for clarification via text or email.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	N/A	Web application does not include relay services
13.1.3 Sign relay services	N/A	Web application does not include relay services
13.1.4 Lip-reading relay services	N/A	Web application does not include relay services
13.1.5 Captioned telephony services	N/A	Web application does not include relay services
13.1.6 Speech to speech relay services	N/A	Web application does not include relay services
13.2 Access to relay services	N/A	Web application does not include relay services
13.3 Access to emergency services	N/A	Web application does not include relay services

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