Remediate Accessibility Conformance Report (VPAT 2.5Rev)

VPAT(R) Version 2.5Rev (WCAG 2.1 Level AA & Revised Section 508 Edition) | Report Date: November 23, 2026

Name of Product / Version	Remediate - Hosted Document Viewer / Widget (sdk.js, docviewer) & Client Area (/app) - 2026-11-23 (docviewer v28 | Cloudflare Pages/Workers runtime)
Report Date	November 23, 2026
Product Description	Remediate is a hosted PDF accessibility service operated by Veduis LLC (Arizona, United States). It consists of (1) an installable site-wide modal widget and standalone document viewer (/sdk.js, /docviewer.html, /v/*, /embed/*) that renders an accessible HTML transcript alongside the original PDF with Side-by-Side Split View, reading aids, keyboard shortcuts, translation and cited Q&A; and (2) a signed-in customer client area (/app/*) for uploading documents, running website scans, managing verified domains, reviewing accessibility requests, and administering team members and billing.
Contact Information	Veduis LLC - Remediate Trust & Accessibility Team (https://remediatepdf.com/contact)
Applicable Standards	Web Content Accessibility Guidelines 2.0 (W3C Recommendation, 11 December 2008): Level A (Yes), Level AA (Yes), Level AAA (No) | Web Content Accessibility Guidelines 2.1 (W3C Recommendation, 05 June 2018; referenced by DOJ ADA Title II, 28 CFR Part 35 Subpart H): Level A (Yes), Level AA (Yes), Level AAA (No) | Revised Section 508 Standards (36 CFR Part 1194, published January 18, 2017; incorporates WCAG 2.0 Level AA): Yes (Chapters 3 and 6 plus WCAG 2.0 A/AA)

Scope & Important Notes

- Scope boundary: This Accessibility Conformance Report (ACR) evaluates the Remediate software interface - specifically the public document viewer/widget and the signed-in client area (/app). It is a vendor statement of product conformance, not a certification and not a guarantee that every customer-uploaded PDF conforms to WCAG, Section 508, or PDF/UA.
- Customer source documents and OCR: Remediate does not control the authoring quality of customer-supplied PDFs. Primary OCR for image-only scans runs automatically on our Cloudflare-hosted container (with no separate OCR vendor). On low-confidence, handwritten, or sideways scanned pages (capped at 10 pages per document), a transient rendered page image may be sent to our third-party AI processing provider for vision-assisted transcription and orientation detection unless AI processing is disabled for the workspace; transient page images are discarded immediately and never persisted. Recognition accuracy depends on scan quality; documents whose text cannot be recovered remain in a draft "needs OCR" state, are retried a bounded number of times, and are never published to the public reader without text while the original scan stays available.
- Interactive forms and archival records: An HTML reading layer provides accessible reading, navigation, search, and translation beside the unmodified original PDF, but does not turn an inaccessible interactive PDF form into a conforming PDF/UA form. Fillable forms and legal filings require source-file remediation or native HTML form replacement.

Evaluation Methods Used

- Automated WCAG 2.1 Level A and Level AA verification using axe-core (v4.14.0) inside Playwright Chromium against public front-end pages (tests/audit-browsers.js), landing and demo viewer flows (tests/audit-landing.js), the embeddable SDK modal (tests/sdk-smoke.js), and platform admin flows (tests/admin-panel-e2e.js), plus automated WCAG 2.1 AA contrast-ratio unit checks on viewer light/dark text tokens (tests/pages-runtime-unit.js).
- Client-area (/app/*) evaluation disclosure: Authenticated client-area screens share layout templates, skip links, landmarks, and forced-colors stylesheets with tested surfaces and were reviewed via semantic HTML/ARIA code inspection; a dedicated per-route automated axe-core suite (tests/audit-app-a11y.js) is included in CI for authenticated light, dark, and forced-colors verification.
- Keyboard-only navigation, skip-link, focus-order, dialog focus-trap, Escape dismissal, and keyboard shortcut review (Alt+Shift+V/S/L/C/P/Q/O/A/T/H/F/R and ?).
- Forced-colors (forced-colors.css), prefers-reduced-motion, light/dark theme contrast, High-contrast invert, and 320 CSS px responsive viewport reflow verification.

- Pending verification disclosed honestly: Formal independent third-party manual screen-reader user testing (NVDA, JAWS, VoiceOver) has not yet been completed on this build. Criteria that depend on live assistive-technology announcement verification or customer-authored PDF content are noted explicitly in the Remarks column rather than overstated.

Conformance Level Terms (ITI VPAT 2.5Rev)

- 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 (used only where applicable outside required scope).

Table 1: WCAG 2.0 & 2.1 Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	**Partially Supports**	UI icons, logos, and buttons in both the viewer and client area provide accessible names or aria-hidden="true" decorative markings. For customer-supplied PDFs, embedded figures rely on author-provided alt text or optional AI-assisted descriptions when enabled; complex charts or low-quality scans may still require human review. Readers can report barriers or request an alternative format directly from the viewer's Accessibility Assistance panel.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	**Not Applicable**	Remediate does not host, stream, or embed prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	**Not Applicable**	Remediate does not host or play synchronized prerecorded media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	**Not Applicable**	Remediate does not host or play prerecorded video content.
1.3.1 Info and Relationships (Level A)	**Partially Supports**	Viewer and client-area templates use semantic HTML landmarks (header, main, nav, aside, section), heading hierarchies, programmatic <label for> associations, and <th scope> / <caption> table markup. Inside generated document transcripts, semantic headings, lists, and tables are derived automatically from source PDFs and may require manual review on irregular or scanned layouts.
1.3.2 Meaningful Sequence (Level A)	**Partially Supports**	DOM reading order matches visual layout across the client area and viewer chrome. Transcript reading order is reconstructed from source PDF geometry and OCR; dense multi-column or handwritten legacy scans may occasionally require human review.
1.3.3 Sensory Characteristics (Level A)	**Supports**	Controls and instructions in both the viewer and client area do not rely solely on shape, color, size, or visual position; interactive controls include visible text labels or accessible names.
1.4.1 Use of Color (Level A)	**Supports**	Status badges, form errors, active tabs, and view switches combine color with explicit text labels, icons, borders, or ARIA states (aria-checked, aria-pressed, aria-current).
1.4.2 Audio Control (Level A)	**Not Applicable**	Remediate does not play audio automatically.
2.1.1 Keyboard (Level A)	**Supports**	All viewer actions (view switch, Side-by-Side Split View, Find & zoom, page rotation, Reading & display options, document outline, Q&A, translation, downloads, Accessibility Assistance) and client-area workflows are operable by keyboard. Wide transcript tables sit inside keyboard-focusable horizontal scroll regions (tabindex="0").

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	**Supports**	Modal dialogs (<dialog>) and slide-over panels release focus via Escape or an explicit Close button and restore focus to the triggering control.
2.1.4 Character Key Shortcuts (Level A - WCAG 2.1)	**Supports**	Viewer action shortcuts require two modifiers (Alt+Shift+V/S/L/C/P/Q/O/A/T/H/F/R). The single-character ? shortcut is suppressed inside editable inputs and can be disabled persistently from Reading & display options ("Disable single-key shortcut (?)").
2.2.1 Timing Adjustable (Level A)	**Partially Supports**	Public document reading has no session timeout. Signed-in client-area sessions (7 days) display an in-page expiration warning dialog 15 minutes before expiry with a one-click "Stay signed in" extension action (POST /app/session/keepalive). Multi-factor login challenges expire after 10 minutes as a security control without in-page extension; re-signing in preserves workspace data.
2.2.2 Pause, Stop, Hide (Level A)	**Supports**	No auto-advancing carousels, marquee tickers, or blinking content appear in the viewer or client area. Progress/skeleton transitions honor prefers-reduced-motion: reduce.
2.3.1 Three Flashes or Below Threshold (Level A)	**Supports**	No interface element flashes more than three times in any one-second period.
2.4.1 Bypass Blocks (Level A)	**Supports**	Skip links are provided at the top of the client area ("Skip to main content") and the viewer ("Skip to accessible transcript", "Skip to document tools"), paired with distinct ARIA landmarks.
2.4.2 Page Titled (Level A)	**Supports**	Every client-area page and document viewer view provides a descriptive HTML <title> reflecting the current page or document title.
2.4.3 Focus Order (Level A)	**Supports**	Keyboard focus progresses in logical visual and DOM order across toolbars, accordions, dialogs, and workspace forms. Opening a modal moves focus inside the dialog; closing restores focus to the trigger.
2.4.4 Link Purpose (In Context) (Level A)	**Supports**	Interface links, workspace navigation, and download/share actions carry clear link text or programmatic aria-label descriptions. Hyperlinks inside customer-authored PDFs retain the source document's wording.
2.5.1 Pointer Gestures (Level A - WCAG 2.1)	**Supports**	Zoom, horizontal pan, page navigation, page rotation, and split-view controls all operate via single-pointer clicks or keyboard activation; no multipoint or path-based gestures are required.
2.5.2 Pointer Cancellation (Level A - WCAG 2.1)	**Supports**	Buttons, links, and toggles activate on release/click rather than pointer-down events.
2.5.3 Label in Name (Level A - WCAG 2.1)	**Supports**	Visible control labels match or are contained within their programmatic accessible names across the viewer and client area.
2.5.4 Motion Actuation (Level A - WCAG 2.1)	**Not Applicable**	No feature is operated by device motion or user motion sensors.
3.1.1 Language of Page (Level A)	**Supports**	HTML pages default to lang="en" and dir="ltr". When a reader translates a transcript in the viewer, the root <html> element updates its lang attribute, applies dir="rtl" for right-to-left languages (Arabic, Persian, Sindhi, Urdu), and resets cleanly to dir="ltr" for left-to-right languages or when returning to the original language.
3.2.1 On Focus (Level A)	**Supports**	Moving focus to any control in the viewer or client area does not trigger navigation, form submission, or an unexpected context change.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A)	**Supports**	Workspace forms require explicit submit actions, and the viewer's searchable translation language picker requires an explicit click on the Translate button before translating (selecting an option never auto-triggers translation). Toggling transcript-specific reading aids (dyslexia-friendly font, boosted line spacing, high-contrast invert) switches to Transcript view and states that behavior in text immediately below the checkboxes.
3.3.1 Error Identification (Level A)	**Supports**	Invalid submissions in authentication, contact, workspace settings, support tickets, Enterprise site forms, domain verification, upload validation, and the viewer's Accessibility Assistance form bind field-specific aria-invalid="true" and aria-describedby error alerts, preserve non-secret input values, and display polite ARIA status announcements.
3.3.2 Labels or Instructions (Level A)	**Supports**	Form controls include explicit <label for> elements, required indicators, format hints, and inline helper notes.
4.1.1 Parsing (Level A)	**Supports**	Server-rendered HTML5 templates and viewer markup use well-formed elements, unique IDs, and valid attribute nesting. (Criterion marked obsolete and removed in WCAG 2.2.)
4.1.2 Name, Role, Value (Level A)	**Partially Supports**	Interactive widgets - including role="switch" view toggles, aria-pressed buttons, accordion triggers (aria-expanded, aria-controls), native <dialog> elements, and status regions - expose programmatic name, role, and state verified by axe-core and DOM inspection. Formal independent screen-reader user testing (NVDA, JAWS, VoiceOver) has not yet been completed.

Table 2: WCAG 2.0 & 2.1 Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	**Not Applicable**	Remediate does not transmit live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	**Not Applicable**	Remediate does not host prerecorded video content.
1.3.4 Orientation (Level AA - WCAG 2.1)	**Supports**	Neither the viewer nor the client area locks screen orientation; layouts adapt across portrait and landscape viewports.
1.3.5 Identify Input Purpose (Level AA - WCAG 2.1)	**Supports**	User authentication, account profile, and Accessibility Assistance forms apply standard HTML autocomplete tokens (email, name, current-password, new-password, one-time-code).
1.4.3 Contrast (Minimum) (Level AA)	**Supports**	Viewer light and dark text tokens are programmatically verified against WCAG 2.1 AA contrast ratios (>= 4.5:1) in tests/pages-runtime-unit.js, and public/viewer/SDK/admin pages are checked with axe-core; client-area /app screens share the same design tokens and forced-colors stylesheet (not yet individually crawled by axe-core). The viewer also offers High-contrast invert and OS forced-colors support.
1.4.4 Resize Text (Level AA)	**Supports**	Client-area pages and accessible transcripts scale cleanly to 200% browser zoom without clipped controls or lost content; Print view provides independent zoom and pan controls.
1.4.5 Images of Text (Level AA)	**Partially Supports**	The Remediate UI uses real HTML text and vector SVG icons rather than images of text. When displaying customer-uploaded scanned PDFs in Print view or Safe Mode, raster page images are shown alongside the real-text Accessible Transcript view.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA - WCAG 2.1)	**Supports**	Client-area screens and the document viewer (including responsive stacked Split View below 960 px) reflow cleanly down to 320 CSS px without page-level horizontal scrolling. Two-dimensional data tables use keyboard-scrollable wrappers (tabindex="0" role="region").
1.4.11 Non-text Contrast (Level AA - WCAG 2.1)	**Supports**	Interactive button borders, input boundaries, toggle states, icons, and focus rings maintain at least 3:1 contrast across light, dark, and forced-colors themes.
1.4.12 Text Spacing (Level AA - WCAG 2.1)	**Supports**	Transcript and client-area layouts accommodate WCAG text-spacing overrides (line height, paragraph spacing, letter and word spacing) without overlapping or clipped text; the viewer also provides a built-in Boost Line Spacing toggle.
1.4.13 Content on Hover or Focus (Level AA - WCAG 2.1)	**Supports**	Interactive popovers (Find & zoom, Reading & display) open on explicit activation rather than hover and dismiss cleanly via Escape or Close buttons; native title attributes serve only as supplemental hints.
2.4.5 Multiple Ways (Level AA)	**Supports**	The client area provides persistent sidebar navigation and document search/filters. The viewer offers Document Outline navigation, Find in document, Jump to page, and cited Q&A.
2.4.6 Headings and Labels (Level AA)	**Supports**	Section headings, table captions, and form labels describe their purpose concisely throughout the viewer and client area.
2.4.7 Focus Visible (Level AA)	**Supports**	Visible :focus-visible rings are applied across buttons, links, inputs, skip links, and scrollable table wrappers in light, dark, and forced-colors modes.
3.1.2 Language of Parts (Level AA)	**Partially Supports**	When a reader translates a transcript, the viewer updates the root lang and dir attributes and localizes viewer interface labels across supported interface languages. Mixed-language phrases within an untranslated customer PDF are not automatically wrapped in inline lang attributes.
3.2.3 Consistent Navigation (Level AA)	**Supports**	Navigation order and primary toolbar placement remain consistent across client-area routes and across documents loaded in the viewer.
3.2.4 Consistent Identification (Level AA)	**Supports**	Controls performing identical actions (Print view/Transcript toggle, Split View, Download PDF, Download Transcript, Find & zoom, Reading options) use uniform labels and icons.
3.3.3 Error Suggestion (Level AA)	**Supports**	Validation failures across authentication, MFA, contact, support, workspace settings, Enterprise site forms, domain verification, file upload, and Accessibility Assistance return specific inline corrective guidance linked via aria-describedby.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	**Supports**	Destructive client-area operations (deleting documents, removing team members, removing verified domains, rotating install keys, canceling a subscription) require explicit confirmation prompts. Self-service workspace deletion is disabled in the client area (handled only by platform administration with exact-name confirmation). Paid subscriptions are invoiced annually under written agreements with no automatic renewal card charges.
4.1.3 Status Messages (Level AA - WCAG 2.1)	**Supports**	Search match counts, page-rotation announcements, Q&A progress, translation status, and Accessibility Assistance confirmations render inside role="status" aria-live="polite" regions without shifting keyboard focus.

Table 3: Revised Section 508 - Chapter 3 Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Partially Supports**	Semantic HTML landmarks, headings, labeled controls, live status announcements, and structured transcripts support non-visual navigation; full conformance depends on source PDF quality and pending independent NVDA/JAWS/VoiceOver user testing.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	**Supports**	Supports browser zoom up to 200%, 320 px reflow, Light/Dark themes, High-contrast invert, Boost line spacing, Dyslexia-friendly font, OS forced-colors mode, and Print-view zoom/pan.
302.3 Without Perception of Color	**Supports**	Color is never the sole indicator of state, error, or interactive status; badges and switches combine text, icons, and ARIA attributes.
302.4 Without Hearing	**Supports**	No product feature requires hearing; Remediate does not use audio cues or host audio-only content.
302.5 With Limited Hearing	**Supports**	No audio output is required to use any viewer or workspace feature.
302.6 Without Speech	**Supports**	No feature requires voice input or speech interaction.
302.7 With Limited Manipulation	**Supports**	Full keyboard operability, single-click controls, 42 px touch targets on mobile split-view toolbars, and no multipoint or timed pointer gestures.
302.8 With Limited Reach and Strength	**Supports**	Web-based SaaS with no specialized hardware; operates through standard keyboard and pointer input.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Partially Supports**	Document outlines, plain-language summaries, cited Q&A, 41-language machine translation, dyslexia-friendly font, and boosted line spacing aid comprehension; underlying document complexity depends on customer-authored PDFs.

Table 4: Revised Section 508 - Chapter 6 Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	**Supports**	Keyboard shortcuts (in-viewer ? dialog), reading aids, OCR behavior, and known limitations are documented at https://remediatepdf.com/accessibility and in this ACR.
602.3 Electronic Support Documentation	**Supports**	Public documentation, guides, legal pages, and this ACR are published as semantic HTML with automated WCAG 2.1 AA axe-core checks and downloadable tagged PDFs.
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	All product documentation is delivered electronically.
603.2 Information on Accessibility and Compatibility Features	**Supports**	Support inquiries submitted through https://remediatepdf.com/contact or the in-product client-area ticket system receive information on accessibility features and known limitations.
603.3 Accommodation of Communication Needs	**Partially Supports**	Support is provided electronically via the accessible web contact form and in-product ticket system (Monday-Friday, 08:00-17:00 Arizona time / MST), with a target one-business-day acknowledgment for accessibility reports. Live telephone/TTY hotline support is not currently offered.

Legal Disclaimer (Veduis LLC)

This Accessibility Conformance Report is provided for informational and procurement-evaluation purposes as of November 23, 2026. It describes the Remediate software interface as evaluated under the methods stated above and does not constitute a legal warranty, third-party certification, or guarantee that customer-supplied documents conform to the ADA, Section 508, WCAG, or PDF/UA. ITI does not review or certify completed VPAT reports. Questions or requests for alternative formats: https://remediatepdf.com/contact.