Voluntary Product Evaluation Template (VPAT) 2.5 2026 Update

ePRINTit SaaS Accessibility Conformance Report

VPAT® Version 2.5 (Revised Section 508 & WCAG 2.2 Edition)

- **Product Name:** ePRINTit SaaS (including Student Web Portal, Public URL Portal, and Mobile App)
- **Report Date:** January 2026
- **Contact Information:** Mark.Patenaude@eprintit.com
- **Evaluation Methods Used:** Automated testing (Axe, WAVE, Lighthouse), manual keyboard navigation, screen reader testing (JAWS, NVDA, VoiceOver), and color contrast analysis.

Conformance Summary

Standard / Guideline	Conformance Level
Web Content Accessibility Guidelines (WCAG) 2.2	Partially Supports
Revised Section 508 (Chapter 5: Software)	Supports with Exceptions

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Detailed WCAG 2.2 Conformance Success Criteria

1. Perceivable

- **1.1.1 Non-text Content: Supports.** All images in the web portal have text underlay reported to the user. Icons like "download" and "garbage can" are read as text descriptions.
- **1.4.3 Contrast (Minimum): Supports.** The portal works well with Windows High Contrast functionality. Some graphic elements require high contrast settings for full functionality.
- **1.4.11 Non-text Contrast (WCAG 2.1/2.2): Supports.** Interface components and graphical objects meet required contrast ratios.

2. Operable

- **2.1.1 Keyboard: Partially Supports.** Functionality is executable from the keyboard on web portals and PC release stations. However, Printers without built-in keypads are not supported for keyboard access unless external hardware is attached.
- **2.4.11 Focus Not Obscured (Minimum) (New to WCAG 2.2): Supports.** The ePRINTit interface ensures that keyboard focus indicators are not entirely hidden by sticky footers or other author-created content.

- **2.5.8 Target Size (Minimum) (New to WCAG 2.2): Supports.** Interactive targets in the mobile and web APP are sized to ensure they can be easily activated by users with limited motor control.

3. Understandable

- **3.2.6 Consistent Help (New to WCAG 2.2): Supports.** Help features (support email and toll-free number) are provided in a consistent location across both release stations and portals.
- **3.3.7 Redundant Entry (New to WCAG 2.2): Supports.** The SaaS solution reduces the need for users to re-enter information previously provided in the same process, particularly during the "On-Ramp" document upload phase.

Section 508 Chapter 5: Software

Criteria	Conformance	Remarks
502.3 Accessibility Services	Supports	Provides audible and readable text for all functional elements when tabbing.
502.4 Platform Accessibility	Supports	Does not disrupt or disable OS-level accessibility features.
505.1 Braille/Audio Support	Partially Supports	Connects to ScanEZ for text-to-voice translation in 28 languages (MP3 format).

Notable Improvements & Limitations (2024-2026)

- **Audio Support:** Now supports 28 audio speech languages in mobile/web portals.
- **AI Integration:** Utilizes AI and UserWay technology for enhanced text-to-speech.
- **Known Issue:** Improvements are still needed for reading complex tables and skipping repetitive information in the User Web Portal.
- **Hardware Constraint:** Standard Kiosk touchscreen interfaces still require external assistive devices (keyboards/narration software) for full use by the blind.

ePRINTit SaaS Accessibility Statement

At **ePRINTit USA, LLC**, we are committed to ensuring digital accessibility for people of all abilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards, including **WCAG 2.1 and 2.2**, to our secure cloud printing solutions.

Accessibility Features

The ePRINTit SaaS environment is built to be inclusive, offering the following features to assist users with visual impairments:

- **Web-Based Assistive Technology:** Our web applications are designed to be compatible with screen readers, screen magnifiers, and braille displays.
- **Audio and Language Support:** The SaaS solution supports **28 audio speech languages** and over **165 written languages** via a language dropdown feature.
- **Text-to-Voice Conversion:** Through integration with ScanEZ, we provide full document OCR scanning and translation from text to 28 languages in **audio MP3 format**.
- **UserWay Integration:** We have incorporated **UserWay technology** into our web portals, providing text-to-speech and specialized widgets for the visually impaired.
- **High Contrast & Customization:** Our portals support **Windows High Contrast** functionality and provide text underlay for all graphic elements and icons.
- **Secure Mobile Release:** Users can manage and release print jobs entirely from their **own personal devices**, avoiding the need to interact with public touchscreens.

Conformance Status

The ePRINTit Student Web Portal and Print Release Station software are currently **"Supported with Exceptions"** according to our latest Voluntary Product Evaluation. While we strive for full compliance, we acknowledge the following:

- **Release Stations:** Digital touchscreens at printer locations require assistive technologies or attached keyboards for full narration capacity.
- **Navigation:** We are working on ongoing improvements to improve table reading and skip redundant navigation links in the Student Portal.

Reporting Accessibility Issues

We welcome your feedback on the accessibility of ePRINTit. If you encounter any barriers, please let us know so we can address them through our formal **Issue Identification and Resolution** process:

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- **Email:** support@eprintit.com or info@eprintit.com
- **Phone:** 1(877) 494-0443
- **Support Hours:** 6 AM – 8 PM Eastern Standard Time