



# UKG Ready

Section 508 Voluntary Product Accessibility Template (VPAT)



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**Name of Product:** UKG Ready® R80 (April 2022)

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**Product Description:** UKG Ready is a web-based human capital management system providing full suite capabilities including time, attendance, scheduling, human resources, benefits, and payroll.

**Contact for More Information:** [Accessibility@UKG.com](mailto:Accessibility@UKG.com)

## Overview

UKG Ready delivered a new experience in 2019. As a part of this strategy, pages were converted to a responsive “single user interface” framework, allowing the same functionality to be generally available between desktop, tablet and mobile devices. There are some lesser-used pages that remain nonresponsive and lesser-used modules that have not been converted but are still embedded into the experience in order to provide full suite support for all personas. These include products such as compensation, experiences specific to a Company Admin persona such as Company Settings (configuration), and a few Manager Self-Service (MSS) pages within some products such as payroll. UKG Ready’s approach to accessibility support includes accessibility requirements as a part of the design specification (keyboard, screen reader, color contrast, zoom). When specifications are present, quality assurance (QA) is completed as a part of the “Definition of Done.” Internal assessments are conducted with a primary focus on Employee Self-Service (ESS). In many cases, support for employee-specific pages may have the same support as manager-specific pages because they share similar code. Users requiring assistive technology may find inconsistent support within manager-specific experiences.

UKG Ready’s application is built as a single user interface. The same experience is built responsively so users are accessing the same experience using any type of device, including mobile, tablet, and desktop. Much of the accessibility support is incorporated within the desktop, with flow through to viewports on other devices, but mobile and tablet interfaces have not been extensively tested. Users may experience inconsistent support. The UKG Ready application can be accessed directly from a mobile browser (rather than the mobile app) with a responsive experience, but the mobile app remains the best practice for an optimal experience. Accessed directly via a mobile browser, the interface will contain some nonresponsive pages, unlike the mobile app, which only contains responsive pages. The UKG Ready mobile app does not currently support landscape mode.

This Voluntary Product Accessibility Template® (VPAT™) does not cover hardware devices that may be used in conjunction with the UKG Ready software (i.e., punch clocks). This VPAT does not cover third-party products that may have embedded experiences (i.e., Schoox LMS).

UKG’s Accessibility site for all products: <https://www.ukg.com/accessibility-for-ukg>

## UKG Ready

Guideline	Applicability	Compliance
§1194.21 – Software Applications and Operating Systems	Applicable	Supports with exceptions
§1194.22 – Web-Based Intranet and Internet Information and Systems	Applicable	Supports with exceptions
§1194.23 – Telecommunications Products	Not applicable	—
§1194.24 – Video and Multimedia Products	Not applicable	—
§1194.25 – Self-Contained, Closed Products	Not applicable	—
§1194.26 – Desktop and Portable Computers	Applicable	Supports
§1194.31 – Functional Performance Criteria	Applicable	Supports with exceptions
§1194.41 – Information, Documentation, and Support	Applicable	Supports

## Section 1194.21

### Software Applications and Operating Systems – Detail

Criteria	Supporting Features	Remarks
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p><b>Supports with exceptions</b></p>	<p>We design and test all UKG Ready’s new common components and page layouts against keyboard accessibility guidelines. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p><b>Supports</b></p>	<p>UKG Ready does not deactivate accessibility features within browsers or operating systems (desktop, tablet, mobile).</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</p>	<p><b>Supports with exceptions</b></p>	<p>UKG Ready focused elements are programmatically exposed to assistive technology. In most cases, focus is also visually indicated with a blue or gray or other high-contrast color outline. Employee experiences have been tested and corrected to a greater extent than manager-specific experiences. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.</p>

## Section 1194.21 (cont'd)

### Software Applications and Operating Systems – Detail

Criteria	Supporting Features	Remarks
<p>(d) Sufficient information about a user interface element, including the identity, operation, and state of the element, shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p><b>Supports with exceptions</b></p>	<p>Accessibility support for element identity, operation, and state is specified in the design specifications and tested within the development process. Employee experiences have been audited as a priority. An element without this support is considered a bug. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p><b>Supports with exceptions</b></p>	<p>Accessibility support for images is specified in the design specifications and tested within the development process. Employee experiences have been audited as a priority. An element without this support is considered a bug. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p><b>Supports with exceptions</b></p>	<p>Accessibility support for text content, text input caret location, and text attributes is specified in the design specifications and tested within the development process. Employee experiences have been audited as a priority. An element without this support is considered a bug. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.</p>

## Section 1194.21 (cont'd)

### Software Applications and Operating Systems – Detail

Criteria	Supporting Features	Remarks
(g) Applications shall not override user-selected contrast and color selections and other individual display attributes.	<b>Supports</b>	UKG Ready does not override a user's personalization settings within a browser or operating systems.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	<b>Supports</b>	Animations are used for celebratory events to enrich the overall experience. These can be configured by company administrators. When used: <ul style="list-style-type: none"> <li>• A close option is available that can be focused on with keyboard controls. Screen readers will also communicate context of what is being closed.</li> <li>• Alt text is added to animations to provide name, description, and state to users. (Example: Displaying a Happy Birthday animation on the page header.)</li> </ul>
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	<b>Supports</b>	UKG Ready does not use color alone to convey state. It provides that information through text or icons as well.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	<b>Supports</b>	UKG Ready has the ability to select 1 of 7 predefined system themes that have been developed with accessibility specifications. Custom themes can also be configured with an available 256-color palette.

## Section 1194.21 (cont'd)

### Software Applications and Operating Systems – Detail

Criteria	Supporting Features	Remarks
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	UKG Ready does not use flashing or blinking text, objects, or other elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	<b>Supports with exceptions</b>	UKG Ready has government forms and the ability to create custom forms, as well as form entry within a basic web page. Users might find inconsistent support for assistive technology.

## Section 1194.22

### Web-Based Intranet and Internet Information and Systems – Detail

Criteria	Supporting Features	Remarks
(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).	<b>Supports</b>	A text equivalent is provided for non-text elements (such as images, icons) via alt text or aria labeling.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Supports with exceptions</b>	Multimedia content can be configured and presented to users or be part of a third-party offering, such as learning solutions. Where possible, UKG Ready has attempted to provide framework support for Admin configured content. Third-party solutions depend on those specific frameworks and are investigated specifically, based on the products purchased.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example, from context or markup.	<b>Supports with exceptions</b>	Accessibility support for element identity, operation, and state is specified in the design specifications and tested within the development process. Employee experiences have been audited as a priority. An element without this support is considered a bug. Lesser-used pages and Company Settings (Admin) are embedded as classic pages, which may have inconsistent support.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Supports</b>	UKG Ready functions correctly when style sheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not applicable</b>	UKG Ready does not use server-side image maps.

## Section 1194.22 (cont'd)

### Web-Based Intranet and Internet Information and Systems – Detail

Criteria	Supporting Features	Remarks
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	<b>Not applicable</b>	UKG Ready does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	<b>Supports with exceptions</b>	UKG Ready has many report-based pages. These pages are typically accessed more by managers than employees. Although the reporting framework has been tested, user still may find inconsistent support.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	<b>Supports with exceptions</b>	UKG Ready has many report-based pages and table components within the experience. These pages are typically accessed more by managers than employees. Although the table component and reporting framework have been tested, users still may experience inconsistent support.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	<b>Supports with exceptions</b>	UKG Ready does not generally use frames (i.e., iFrame) within its responsive experience, but frames could be found where some embedded classic pages are still being used. See Overview for more specific details.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	UKG Ready does not have issues with display frequency (flickering) for the overall experience. When animations are used, accessibility design requirements include considerations to avoid display frequency issues (greater than 2 Hz and lower than 55 Hz).

## Section 1194.22 (cont'd)

### Web-Based Intranet and Internet Information and Systems – Detail

Criteria	Supporting Features	Remarks
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a website comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p><b>Not applicable</b></p>	<p>Accessibility provisions in UKG Ready can be provided without requiring a separate text-only version.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p><b>Supports</b></p>	<p>As a web-based application, JavaScript is heavily used to render the client-side experience (user interface). The JavaScript renders user interface elements as native HTML or is used by embedded common components, that have been tested through the design, development, and assessment process.</p>
<p>(m) When a web page requires that an applet, plug-in, or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p><b>Not applicable</b></p>	<p>UKG Ready does not require any applet, plug-in, or other application.</p>
<p>(n) When electronic forms are designed to be completed online, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p><b>Supports with exceptions</b></p>	<p>Company administrators can configure both government forms (system defined) and custom forms (admin defined). These forms contain an image with a field entry as a layer on top. As part of its experience, custom forms have text entry as a separate page. Government forms may have inconsistent support.</p>

## Section 1194.22 (cont'd)

Web-Based Intranet and Internet Information and Systems – Detail

Criteria	Supporting Features	Remarks
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Supports</b>	UKG Ready provides “Skip to Main Content” capability for users who might be using keys and tabbing over a mouse.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Supports</b>	UKG Ready offers “Quick Links” that allow users to navigate between sections, skipping their content.

## Section 1194.26

### Desktop and Portable Computers – Detail

Criteria	Supporting Features	Remarks
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	<b>Not applicable</b>	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	<b>Not applicable</b>	UKG Ready is a web application software that supports touchscreen based on the support of the hardware device being used to access the application (desktop, tablet, mobile).
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	<b>Supports</b>	<p>The UKG Ready mobile app does have biometrics support. Alternative methods are available for authentication and can be enabled/disabled by the end-user.</p> <p>Some customers might use UKG’s Intouch clock, which has support for biometrics. Alternative forms of authentication are available for those who require it for punching.</p>
(d) Where provided, at least one of each type of expansion slots, ports, and connectors shall comply with publicly available industry standards.	<b>Not applicable</b>	

## Section 1194.31

### Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p><b>Supports with exceptions</b></p>	<p>Keyboard navigation is included in our design specifications, development/QA, and assessment process. Users might find inconsistent results depending on the area they are accessing. Employee-specific pages are more consistent than manager-specific pages.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p><b>Supports with exceptions</b></p>	<p>UKG Ready generally supports screen magnifiers. Accessibility assessments include browser zoom to 400%. Users might find inconsistent results depending on the area they are accessing. Employee-specific pages are more consistent than manager-specific pages.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.</p>	<p><b>Supports with exceptions</b></p>	<p>UKG Ready generally does not require sound in order to successfully complete related labor or human resources activities. Some ancillary products (i.e., My Learning) may be supported by third-party platforms that may not offer printed transcripts.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p><b>Supports with exceptions</b></p>	<p>Depending on the login configuration and flow, users may be presented with a Captcha option. Currently this is not supported, but it will be in the near future.</p>

## Section 1194.31 (cont'd)

### Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	<b>Not applicable</b>	UKG Ready does not require user speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	<b>Supports with exceptions</b>	Keyboard sequencing has defined pattern requirements that are included in the design specifications, development/QA, and assessment process.

## Section 1194.41

### Information, Documentation, and Support

Criteria	Supporting Features	Remarks
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	<b>Supports</b>	UKG Ready offers support documentation in pdf and html formats.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	<b>Supports</b>	Product overviews, configuration recommendations, and exceptions related to accessibility are readily made available online within our Customer Community or our public <a href="#">Accessibility site</a> .
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<b>Supports</b>	Both phone and chat support are available to company administrators.

## About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit [ukg.com](https://ukg.com).