

Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.4

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About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the Accessibility Conformance Report and use the appropriate VPAT file.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain the following content at a minimum:
 - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
 - **VPAT Heading Information** – Template version
 - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included, ensure it is clear “4 May 2016” or “May 4, 2016”.
- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
 - The list must include only the Standards/Guidelines used to evaluate the product.
 - The applicable Standards/Guidelines that are included in this VPAT edition are:
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018
 - If other Standards/Guidelines are reported, then use the appropriate VPAT edition.
 - This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.
 - If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the

heading Notes section. If a term is not used it can be removed from the list.
The ITI definitions are: This can only be used in WCAG 2.x Level AAA

- **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
4. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
 - Revised Section 508:
 - Chapter 5 Software
 - Chapter 6 Support Documentation
 - The selected levels of WCAG 2.0 Guidelines.
 - If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.
5. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:

1. The functions or features with issues
2. How they do not fully support
 - If the criterion does not apply, explain why.
 - If an accessible alternative is used, describe it.
6. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
 - Additional information about the product version that the document references
 - Any revisions to the document
 - Links to any related documents
 - Additional information describing the product
 - Additional information about what the document does or does not cover
 - Information suggested by the [WCAG 2.0 Conformance Claim](#)
 - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used –** Information to enter may include the following:
 - Testing is based on general product knowledge
 - Similar to another evaluated product
 - Testing with assistive technologies

- Published test method (provide name, publisher, URL link)
- Vendor proprietary test method
- Other test method
- **Remarks and Explanations:** This section may include:
 - Information regarding the testing of a given criteria.
 - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
 - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
 - Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
 - When an entire section is not being reported on because it does not apply to the product, for example:
 - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
 - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
 - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
 - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.0 Tables:** The WCAG 2.0 criteria are shown in three tables, Level A, Level AA, and Level AAA.
 - If desired, these tables can be combined into one table.
 - When reporting on a level (A, AA or AAA) all criteria for that level must be answered.
- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.
- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
 - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
 - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the standard and guideline tables appear may be changed to facilitate reading. The current order is WCAG then Section 508. You can change this order to insert the WCAG criteria into the Section 508 tables.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
 - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
 - It is optional to add a response if desired.
 - The shading of the row is also optional.
 - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.
- Check for each required item in the VPAT® document:
 - **[Company Name] Accessibility Conformance Report** (report title)
 - **(Based on VPAT® Version 2.4)**
 - **Name of Product/Version**
 - **Report Date**
 - **Product Description**

- **Contact Information**
- **Notes**
- **Evaluation Methods Used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Tables for Each Standard or Guideline**
 - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Verify that the final document is accessible.
- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT[®] Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

[Company] Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: VPSX V1R3

Report Date: 06/30/2020

Product Description: VPSX/Enterprise software from LRS is an output/print management solution for all applications and platforms across the enterprise. First released in 2004, the solution is built around current technology standards (POSIX, XML, SNMP, UNICODE, SOAP, etc.) to bring sophisticated print management to the Open System environment. The product implements a highly scalable architecture designed to accommodate all environments, from single server installations to the world's largest corporations. All elements of the product suite implement a single process, multi-threaded design to ensure efficient use of system resources and enable VPSX servers to handle an extremely large number of printers and users.

Contact Information: EOMSupport@irs.com

Notes:

Evaluation Methods Used: Daily use of VPSX

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
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Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

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

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Text alternatives are available where images or icons are present. Electronic Docs: Software: Where icons are used to display information, text alternatives are made available. Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: A single video demonstration is present. It does not contain audio, only video and captions. The video demonstrates use of the Printer Portal. The video repeats each individual step continually until the user selects the next button. Each step is short and only shows a single section at a time. Captions are present. Information is also located in the Electronic Document that is provided. Electronic Docs: Software: There is a single demonstration video that can be controlled by the user at their desired speed and requires no audio. Captions are present on the demonstration (Printer Portal). Provided Electronic Documentation also provides information on use of this feature. Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio present. Electronic Docs: Does not include any audio. Software: Pre-recorded audio is not used. Authoring Tool:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p>	<p>Web: Not Applicable</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Presentation of the information, structure and relationships are easily noted, and programmatically determined. Electronic Docs: Information, relationships and structure covered in documents with additional information on the function and purpose. Software: Page landmarks are evident and concise. Non-Text icons or buttons have additional descriptions and clarifications made available. Software is flexible and is not dependent on any one source of control (Mouse, Keyboard, Touchscreen, etc.). Authoring Tool:</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Content is placed in meaningful sequence and is easily navigated linearly top to bottom. Content is position based on structural markup. Reading sequence can be programmatically and visually determined. Electronic Docs: Content Software: Linear presentation of content flows from the top of the page to the bottom. In the navigation (sidebar) menu, content is grouped with applicable content. Hovering over the menu options, results in additional descriptive information presenting. Authoring Tool:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Text descriptions are present where buttons are used. Electronic Docs: Documents provided show pictures of software with text to locate specified items. Software: Where content provides shapes for buttons,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		descriptions in text are also provided. (Ex. Logoff) Authoring Tool:
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Black/dark blue text is used with clear fonts. Where special attention is needed or required, asterisks are used with description. Electronic Docs: Text presented is black, special notes are marked with an asterisk and not color-coded. Software: Where color is used to convey information (logs and errors), black text is clearly displayed as well. Black text is used in most locations, some dark blue text is used as well. Authoring Tool:
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Audio is not used. Electronic Docs: Electronic Document is text only. Software: There is no audio present. Authoring Tool:
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Keyboard operation is acceptable for navigation. Keyboard equivalents for all actions are provided. Electronic Docs: Software: Navigation through pages can be completed with the keyboard and there are not specific timings for individual keystrokes. Software is not dependent on any one method. Authoring Tool:
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Navigation with strictly keyboard keys functions properly for every feature displayed. Electronic Docs: Software: Using keyboard key functions, navigation is available throughout various sections of pages. Focus can be moved away from selected components using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Authoring Tool:</p> <p>Web: Ability to adjust Session Expiration. Session Expiration produces a prompt that can be cancelled prior to logging user out. Electronic Docs: Software: Session Expiration can be adjusted to ten times the default setting of 60 minutes. Prompt is displayed when timeout is approaching. Escape key can cancel the Session Expiration. Authoring Tool:</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Demonstration video presents automatically in Printer Portal. Demonstration can be closed or proceeded through at the users desired pace. Electronic Docs: Software: Demonstration video has buttons for closing or proceeding through at desired pace. Authoring Tool:</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: No flashing is present in pages. Electronic Docs: Software: There are no parts of the software that contain flashing. Authoring Tool:</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not</p>	<p>Web: Titles on all pages are concise and accurate to contents. Contents are placed in meaningful sequence. Electronic Docs: Titles have corresponding information. Documentation is sorted in a sequence that is easy to</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 	Applicable	<p>understand and applicable.</p> <p>Software: Titles are clear and pertinent to contents; description made available for various titles. Sub-contents to titles are relevant and have descriptions available.</p> <p>Authoring Tool:</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Navigation sequences are designed to improve operability.</p> <p>Electronic Docs: Documentation sequence is formatted like software for ease of navigation.</p> <p>Software: The sequence that items are placed throughout the pages improves operability and is meaningful to the operation. Items that need accessed more are found at the top, or “home” tab in configurations. Items that are used less are at the bottom, or the last tab in configuration.</p> <p>Authoring Tool:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Alternative text is provided for images or links used to navigate through web pages.</p> <p>Electronic Docs: Thorough text descriptions of the available links and their functions.</p> <p>Software: Text descriptions are available with all links and configuration options to assist the user with navigating through the site.</p> <p>Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Human Language is programmatically determined.</p> <p>Electronic Docs:</p> <p>Software: Human Language is programmatically determined. Page language can also be changed by selecting the language option under user profile maintenance.</p> <p>Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p>	Web: Supports	Web: Change of context does not occur with focus.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Focus allows for viewing additional information but does not change the context unless the enter key is selected on the keyboard. Focus is made evident with a visual focus indicator. Electronic Docs: Software: Focus is made evident with a visual focus indicator that moves among objects as the input focus changes. When focusing on a specific location (drop down or menu option); change of context does not occur unless enter is selected on the keyboard. If needing to exit the focus, escape key works as expected. Authoring Tool:</p>
<p>3.2.2 On Input (Level A) Also applies to: 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: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Update buttons are in place to ensure that changes are not saved unless intended. Each option in configuration has a description provided allowing for better understanding of the functional changes it can apply. Electronic Docs: Software: In areas where configuration changes can be made, update selection must be selected to confirm changes. Descriptions are provided with all options. No changes of context are made without update selection being made. Authoring Tool:</p>
<p>3.3.1 Error Identification (Level A) Also applies to: 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: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: When there is a discrepancy with an entry or selection, an error present with text describing what needs changed. Electronic Docs: Software: Making improper selections or missing necessary fields prompt error messages that display text clearly describing the issue. Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not applicable</p>	<p>Web: Required fields are marked with an asterisk and if left empty, an error describing what field is empty will present.</p> <p>Electronic Docs: Software: Required fields are present and marked with an asterisk. When the required field is left empty and updated, a text error prompt will present with information requiring the fields that need attention. Descriptions of input fields are present, and examples are given of expected input.</p> <p>Authoring Tool:</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Elements have complete start and end tags. Each element is contained with other similar elements. Duplicate attributes are not present.</p> <p>Electronic Docs: Software: Elements are grouped with similar elements. Duplicate attributes are not present.</p> <p>Authoring Tool:</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Titles are accompanied by descriptions describing functionality and roles. Where values are required, examples are presented in the description (Ex. port numbers).</p> <p>Electronic Docs: Titles are accompanied by thorough description of role and potential values (where applicable).</p> <p>Software: Where input is required for form data, titles are present with descriptions of their functionality.</p> <p>Authoring Tool:</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: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: No audio content is present. Electronic Docs: Software: There is no audio content present. Authoring Tool:</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Contrast ratio meets minimum requirements. Electronic Docs: Software: Contrast ratio meets or exceeds the minimum requirement. Authoring Tool:</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Able to resize text and images and there is no loss of content or functionality. Electronic Docs: Software: Ability to adjust the size of the font up to 200% and functionality still works as expected. Authoring Tool:</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Where images of text are present, they are responsive to adjustments in sizing. There is no loss in quality with size adjustment up to 200%. Electronic Docs: Images and text can resize to 200% with no loss of quality or legibility. Software: Images of text respond accordingly with size adjustments up to 200%. No loss of functionality or quality is sacrificed due to size adjustments. Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable</p>	<p>Web: Search boxes are available as well as scrolling. Navigation (side) menu provides a list of links to other sections within the software. All are concise and have descriptions readily available to describe functionality. Electronic Docs: Document is searchable, table of contents are laid out clearly and are precise. Navigating through the document is simple and accurate. Authoring Tool:</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Headings and labels are applicable to content within sections. Electronic Docs: Headings and labels include information pertinent to the section. The purpose of the section is described along with the contents within the section. Software: The topic or purpose is evident by the Headings and Labels for the section. There are descriptions available to provide additional details about sections. Authoring Tool:</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Keyboard operable user interface makes the focus evident with indicator. Boxes are outlined in bold when navigating through the software with keyboard. Electronic Docs: Software: Software allows for easy navigation using keyboard keys. Focus is apparent for current location on the page with use of bold boxes around current selections. Authoring Tool:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Aside from proprietary names (proper names), human language can be programmatically determined within the software. Language strings are present to ensure ease of use on various assistive technologies. Electronic Docs: Software: Human language can be programmatically determined. Options are present for languages to be</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>changed visually with in the software, as well as language strings present for ease of use with assistive technologies.</p> <p>Authoring Tool:</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable</p>	<p>Web: Navigational mechanisms that are repeated in different areas of the software keep the format consistent and the same relative order is apparent where relevant. (Ex. Print Server and Security sub-topic sequence).</p> <p>Electronic Docs: Formatting and sequence are consistent with the software and from one section to another, where applicable.</p> <p>Authoring Tool:</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable</p>	<p>Web: Consistency is used amongst web pages. Labels, names, and text alternatives keep the same or similar functionality between pages. (Ex. PersonalQ settings and printer settings).</p> <p>Electronic Docs: Format of documentation is in a clear and consistent order. Labels, names, and text alternatives are uniform.</p> <p>Authoring Tool:</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Input requirements are made known with descriptions. If input is submitted incorrectly, a text error presents with an explanation for why input failed.</p> <p>Electronic Docs: Software: Inaccurate input is made known with a text error notifying the user of the reason for the error. Descriptions with titles provide examples of input for the areas where user input is required.</p> <p>Authoring Tool:</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports Electronic Docs: Not Applicable</p>	<p>Web: When the delete option is selected, a prompt presents notifying the user of what will be deleted and requires additional verification.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Delete option throughout pages results in prompts requiring additional verification and notifies user of results of deletion. Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
2.2.4 Interruptions (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.5 Re-authenticating (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
2.4.8 Location (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
2.4.9 Link Purpose (Link Only) (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.1.3 Unusual Words (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA)		
Revised Section 508 – Does not apply	Web:	Web:

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Software can be used with assistive devices used by the blind or visually impaired and is fully functional.
302.2 With Limited Vision	Supports	Software can be used with assistive devices used by the blind or visually impaired and is fully functional.
302.3 Without Perception of Color	Supports	Limited use of color throughout software. Color-Coding is not used without supporting text.
302.4 Without Hearing	Supports	No features require user hearing as sole means to identify. Audio is not used in software.
302.5 With Limited Hearing	Supports	Software does not use audio. No features require user hearing as sole means to identify.
302.6 Without Speech	Supports	Speech is not required to perform any functions.
302.7 With Limited Manipulation	Supports	Software can be used with assistive technology. Software is not reliant upon any one control method.
302.8 With Limited Reach and Strength	Supports	Software is compatible and functional with assistive devices. Software is not dependent upon any single form of control.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Software can be controlled with assistive devices. Languages are programmatically determined. Shapes and text are used with some buttons. Descriptions are available for most aspects of the software, with examples for more complex options.

Chapter 4: [Hardware](#)

Notes: N/A

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	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	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
406.1 General	Not Applicable	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
410.1 General	Not Applicable	
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
<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	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<u>412.3 Interference Reduction and Magnetic Coupling</u>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<u>412.8 Legacy TTY Support</u>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<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	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	User control capable with assistive technology, keyboard controls and more. Software not dependent upon any specific form of control.
502.2.2 No Disruption of Accessibility Features	Supports	Platform features will not be disrupted by use of our software. Software is programmatically determinable and operable with use of Assistive technology.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Objects are defined, descriptions available. Objects are programmatically determinable.
502.3.2 Modification of Object Information	Supports	Properties that need to be set by the user, can be done with assistive technology.
502.3.3 Row, Column, and Headers	Supports	Rows, Columns and Headers are all programmatically defined.
502.3.4 Values	Supports	Values can be programmatically determined. Documentation provided with examples of acceptable values.
502.3.5 Modification of Values	Supports	Values entered can be programmatically determined. Assistive technology devices can set these values programmatically as well.
502.3.6 Label Relationships	Supports	Relationships and their values can be determined programmatically.
502.3.7 Hierarchical Relationships	Supports	Hierarchal relationships are contained and can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	Supports	Content of text objects, attributes and boundaries are programmatically determined. Descriptions present and programmatically determinable.
502.3.9 Modification of Text	Supports	Text can be set programmatically and with assistive technology.
502.3.10 List of Actions	Supports	List of possible actions that can be executed on an object are programmatically determinable.
502.3.11 Actions on Objects	Supports	Functions can be adjusted and executed programmatically.
502.3.12 Focus Cursor	Supports	Focus can be tracked with highlighted box around current selection with use of keyboard, mouse, and other assistive devices. Current/Selected focus area stays in focus until user proceeds to the following item.
502.3.13 Modification of Focus Cursor	Supports	Focus, Text insertion point and selection attributes can be set programmatically.
502.3.14 Event Notification	Supports	Notifications that present due to user interactions are available to assistive technology and programmatically determined.
502.4 Platform Accessibility Features	Supports	Assistive Technology functionality supported.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	User preferences for contrast, color selections or other individual display attributes will not be affected by use of software.
503.3 Alternative User Interfaces	Not Applicable	API and Com-Java input is allowed. UI could be created by user if necessary.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Not Applicable	Audio is not present in software.
503.4.2 Audio Description Controls	Not Applicable	Software does not include any audio; therefore, Audio Controls are not present.
<u>504 Authoring Tools</u>	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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Software is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Software is not an authoring tool.
504.3 Prompts	Not Applicable	Software is not an authoring tool.
504.4 Templates	Not Applicable	Software is not an authoring tool.

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
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Documentation provides an overview and explanation of the accessibility and compatibility features, as well as how to use them. Documentation provided electronically in PDF format. On request it is supplied in hardcopy or as Microsoft Word document.
602.3 Electronic Support Documentation	See WCAG 2.0 section Supports	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation provided electronically in PDF format. On request it is supplied in hardcopy or as Microsoft Word document. In addition, descriptions are available on each screen in text.

Criteria	Conformance Level	Remarks and Explanations
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Found on the site with commonly requested document.
603.3 Accommodation of Communication Needs	Supports	Support Services are available to customers by telephone, email, or internet website.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.