

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Where icons are used to display information, text alternatives are made available. Authoring Tool:
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: There are no videos present in our software. Authoring Tool:
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: Pre-recorded audio is not used. Authoring Tool:
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: No time-based media or pre-recorded content present. Authoring Tool:
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports	Web: Electronic Docs: Software: Page landmarks are evident and concise. Non-Text icons or buttons have additional descriptions

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 	Authoring Tool: Not Applicable	and clarifications made available. Software is flexible and is not dependent on any one source of control (Mouse, Keyboard, Touchscreen, etc.). Authoring Tool:
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: 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 submenu options, results in additional descriptive information presenting. Submenu descriptions are applicable to content. Authoring Tool:
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Where content provides shapes for buttons, descriptions in text are also provided. Authoring Tool:
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <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 Supported Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Color only icons are used to convey actions related to print jobs. Authoring Tool:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: There is no audio present. Authoring Tool:
2.1.1 Keyboard (Level A) Also applies to:	Web: Not Applicable	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	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 of operation. Authoring Tool:
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: 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. Authoring Tool:
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: There is not any time-sensitive content present. Authoring Tool:
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: There is not content present that requires stopping or pausing. The Personal Print Manager (PPM) tour that is present can be closed easily and allows the user to proceed or return to previous content at their own pace. There is no blinking, moving or scrolling information present. It does not auto update. Authoring Tool:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: There are no parts of the software that contain flashing. Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Authoring Tool:
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Software: Titles are clear and pertinent to contents; descriptions are made available for various titles. Sub-menus and their contents are relevant and have descriptions available. Authoring Tool:
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: 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. Items that are used less are at the bottom. Authoring Tool:
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <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: Electronic Docs: Software: No links present in product. Authoring Tool:
<u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Human Language is programmatically determined. Page language can also be changed by selecting the language option under Profile>General. Tool tips are present for guidance and additional context.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool:
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: 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 or space bar is selected on the keyboard to enter that location. If needing to exit the focus, escape key works as expected. Authoring Tool:
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: In areas where configuration changes can be made, dialog presents to confirm changes. Descriptions are provided with all options. No changes of context are made without selection confirmation being made. Authoring Tool:
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Making improper selections or missing necessary fields prompt error messages that display text clearly describing the issue. Authoring Tool:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not applicable	Web: Electronic Docs: Software: When the required field is left empty and updated, a text error prompt will present with information regarding the fields that need attention. Descriptions of input fields are present. Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: WCAG 2.0 – Always answer ‘Supports’ Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Where input is required for form data, titles are present and clear. Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <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: Electronic Docs: Software: There is no audio content present. Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <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: Electronic Docs: Software: Authoring Tool:
1.4.3 Contrast (Minimum) (Level AA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Contrast ratio meets the minimum requirement. Authoring Tool:
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Ability to adjust the size without loss of content or functionality. Authoring Tool:
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: 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:
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: 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:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508	Web: Not Applicable Electronic Docs: Not Applicable	Web: Electronic Docs:

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	Software: Software allows for easy navigation using keyboard keys. Focus for current location on the page is made noticeable with use of bold boxes and highlights around current selections. Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Human language can be programmatically determined. Options are present for languages to be changed within the software, as well as language strings being present for ease of use with assistive technologies. Authoring Tool:
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Authoring Tool:
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <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: Supports Authoring Tool: Not Applicable	Web: 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. Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Not Applicable	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Disable option 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:

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web:	Web:
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	Not Supported	There are locations where colors are used for icons 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 or navigate.
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.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Software can be controlled with assistive devices. Languages are programmatically

Criteria	Conformance Level	Remarks and Explanations
		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:

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
406.1 General	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<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
410.1 General	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	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	
412.3 Interference Reduction and Magnetic Coupling	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	
412.8 Legacy TTY Support	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	
413 Closed Caption Processing Technologies	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	
414 Audio Description Processing Technologies	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	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	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.
502.3.8 Text	Supports	Content of text objects, attributes and boundaries are programmatically determined. Descriptions present and programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
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	Supports	Ability to apply customizations with CSS Style Sheets as needed.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
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.

Criteria	Conformance Level	Remarks and Explanations
<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.x section	See information in WCAG 2.x 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
<u>601.1 Scope</u>	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	Not Supported	Use of the accessibility and compatibility features are currently present in documentation under “602.2 Accessibility and Compatibility Features”.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation provided electronically in PDF format. On request it is supplied as a hardcopy or as a Microsoft Word document. In addition, descriptions are available on each screen in text as tool tips.
<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 documents.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Support Services are available to customers by telephone, email, or internet website.

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