Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.3 (Revised) - April 2019

About This Document

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

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

"Voluntary Product Accessibility Template" and "VPAT," including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT users agree not to deviate materially from the template format provided by ITI, and to use the service mark ("®") where appropriate.

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

This section provides guidance for reporting product conformance for two 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. The purpose of these essential requirements and best practices are 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 VPAT 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.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

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

3. Determine which accessibility standards/guidelines will be included in the product conformance report and use the appropriate VPAT file.

4. 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 be a 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 only requirement is that 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 version of the product

- **Product Description** – A brief description of the product

- **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".

- **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 what evaluation methods were 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 that were used to develop the product.

    - A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.

    - The applicable Standards/Guidelines that may be included are:

        - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

        - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)

    - 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.

    - Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.

- **Terms** – Conformance level terms description section

- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).

   o These tables are used to answer:

      ▪ Revised Section 508:

         • Chapter 5 Software

         • Chapter 6 Support Documentation

      ▪ The selected levels of WCAG 2.0 Guidelines.

   o 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 in what 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.

6. Conformance Levels – 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:

- **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 only be used in WCAG 2.0 Level AAA.

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.

7. 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.

8. 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 doesn't 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
- **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.

- **Saving Space:** 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 doesn't 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:** Use text appropriate for your audience.

- **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 standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.

- **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

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance Report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: http://www.itic.org.

- Check for each required item in the VPAT® document:

- The report title **[Company Name] Accessibility Conformance Report**

- **The "VPAT® Version 2.3 (Revised)" heading**

- **Name of Product/Version**

- **Product Description**

- **Report Date**

- **Contact Information**

- **Notes**

- **Evaluation methods used**

- **Applicable Standards/Guidelines**

- **Terms**

- **Report Information**

  - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Post your final document on your company's web site, or make the document available to customers upon request.

- Your final document should be accessible.

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 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.

Ivanti Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Ivanti Asset Manager

Product Description: Ivanti Asset Manager is a native Cloud Asset Management solution that enables asset professionals to manage their hardware and software assets. It includes features for stock management, procurement tracking and compliance auditing as well as integration with other Ivanti products.

Report Date: January 2020

Contact Information:

Notes:

Evaluation Methods Used:

Applicable Standards/Guidelines

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

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:

- 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
1.1.1 Non-text Content All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for: - Controls, input - Time based Media - Test - Sensory - CAPTCHA - Decoration, Formatting, Invisible	Supports	Asset Manager includes charts and graphs that can include long and short descriptions to include high-level summary of the data and trends. Asset Manager also allows for the display of the data in a table.
1.2.1 Audio-only and Video-only (Prerecorded) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Not applicable	Asset Manager does not provide pre-recorded audio-only or video-only content.
1.2.2 Captions (Prerecorded) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not applicable	Asset Manager does not provide pre-recorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not applicable	Asset Manager does not provide pre-recorded video content or time-based media.
1.3.1 Info and Relationships	Supports	Asset Manager allows for required fields and can indicate that a field is required by displaying it in red as

Criteria	Conformance Level	Remarks and Explanations
Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.		well as by providing an asterisk next to the field. Asset Manager also allows administrators to configure Help Text with the field to indicate it is required.
1.3.2 Meaningful Sequence When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	Asset Manager allows for the re0-ordering of fields or other screen elements; the re-ordering of these elements does not change their meaning.
1.3.3 Sensory Characteristics Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supports	Asset Manager provides a Help file for helping users understand and use the solution. It does not rely solely on shape, size, visual location orientation or sound.
1.4.1 Use of Color Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Asset Manager does not use color as a means of conveying information.
1.4.2 Audio Control If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Not applicable	Asset Manager does not automatically pay audio on any web page.
2.1.1 Keyboard All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Supports with Exceptions	Asset Manager is a browser-based application. Most, if not all aspects can be accessed via the keyboard. Some aspects, such as workspaces and list views, which may be critical to the use of the application, may require a mouse.
2.1.2 No Keyboard Trap If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	Asset Manager does not "trap" keyboard focus in any area of the solution.
2.2.1 Timing Adjustable For each time limit that is set by the content, at least one of the following is true:	Not applicable	Asset Manager does not enforce content-based time limits.

Criteria	Conformance Level	Remarks and Explanations
Turn off Adjust Extend Real-time Exception Essential Exception 20 Hour Exception		
2.2.2 Pause, Stop, Hide For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Supports with exceptions	Asset Manager does not employ moving, blinking or scrolling text. However, Asset Manager does employ an auto-updating "Alert" area. While user cannot pause or stop the auto-updating it can be hidden without impact any other area of the solution.
2.3.1 Three Flashes or Below Threshold Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Not Applicable	Asset Manager does not use any content that flashes or blinks.
2.4.1 Bypass Blocks A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	Asset Manager enables blocks and links for quick access to primary content across multiple web pages. For example, a heading graphic for quick access to the service catalog.
2.4.2 Page Titled Web pages have titles that describe topic or purpose.	Supports	All page, form and browser tabs have titles. Customers can adjust as needed to be more or less descriptive of topic or purpose.
2.4.3 Focus Order	Supports	Asset Manager allows for the configuration of sequential navigation.

Criteria	Conformance Level	Remarks and Explanations
If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.		
2.4.4 Link Purpose (In Context) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	Asset Manager provides help text or other text that is configurable by the solution administrator, that fully describes the link and its purpose.
3.1.1 Language of Page The default human language of each Web page can be programmatically determined.	Supports	Asset Manager allows for the specification of the default language as part of the configuration.
3.2.1 On Focus When any component receives focus, it does not initiate a change of context.	Supports	Asset Manager does not change focus, context or automatically initiate events when users focus on other screen elements.
3.2.2 On Input Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	Supports with Exceptions	Asset Manager does leverage text fields, list controls and checkboxes and buttons that can change context. Out of the box, no advisory notification is provided to the user; however this can be configured by the administrator.
3.3.1 Error Identification If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	Asset Manager displays errors that are indicative of why the error occurred as well as what to do to correct it.
3.3.2 Labels or Instructions Labels or instructions are provided when content requires user input.	Supports	Asset Manager makes use of labels or Help Text as instructions for user input.
4.1.1 Parsing In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Not Applicable	Asset Manager does not implement content using mark-up languages.
4.1.2 Name, Role, Value For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that	Supports	Asset Manager uses standard controls for definition of all content. Asset Manager does not allow users to create custom controls or create user interfaces using code or script.

Criteria	Conformance Level	Remarks and Explanations
can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) Captions are provided for all live audio content in synchronized media.	Not applicable	Asset Manager does not provide live audio content.
1.2.5 Audio Description (Prerecorded) Audio description is provided for all prerecorded video content in synchronized media.	Not applicable	Asset Manager foes not provide pre-recorded video content.
1.4.3 Contrast (Minimum) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Supports with Exceptions	Asset Manager provides high contrast between text and its background for easy readability. However, system does allow administrators to adjust text and background color per their requirements.
1.4.4 Resize text Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	Asset Manager allows for configurable text size. Asset Manager can also use browser controls to resize text.
1.4.5 Images of Text	Supports	Asset Manager enables the configuration of text as needed. This includes font size, foreground and

Criteria	Conformance Level	Remarks and Explanations
If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.		background colors, font family, line spacing and alignment.
2.4.5 Multiple Ways More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	Asset Manager provides links; "bread crumbs" and other means of navigating web pages.
2.4.6 Headings and Labels Headings and labels describe topic or purpose.	Supports	All headings and labels describe the topic or purpose. Customers can adjust as needed to be more or less descriptive of topic or purpose.
2.4.7 Focus Visible Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports	Asset Manager provides visual indicator of current cursor location on the form.
3.1.2 Language of Parts The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports with Exceptions	Asset Manager provides languages out of the box and all content is natively translated to that language. However, Asset Manager also enables users to add a "culture" to the system but they must provide the translation. In this case, it may be more difficult for assistive technology to properly translate content.
3.2.3 Consistent Navigation Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports with Exceptions	Asset Manager presents same/similar controls in the same location across all forms. For example, the search field is in the same location for all screens. However, as Asset Manager allows customers to configure the solution according to their requirements; some elements can be repositioned.
3.2.4 Consistent Identification Components that have the same functionality within a set of Web pages are identified consistently.	Supports	Asset Manager offers consistency across functionality out of the box. Customers are free to adjust as per their requirements.
3.3.3 Error Suggestion	Supports	Asset Manager displays errors that are indicative of why the error occurred as well as what to do to correct it. `

Criteria	Conformance Level	Remarks and Explanations
If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.		
3.3.4 Error Prevention (Legal, Financial, Data) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supports with Exceptions	Asset Manager provides a service catalog where users can order services: some may have costs. Asset Manager provides methods for users to modify, review/verify and cancel any and all transactions. Asset Manager does not leverage any web pages that display legal commitments.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.4.6 Contrast Enhanced (Level AAA)	Not Applicable	Does not apply.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply		
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Does not apply.

Criteria	Conformance Level	Remarks and Explanations
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Does not apply.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Service Manager requires user vision for operation.
302.2 With Limited Vision	Supports with Exceptions	Service Manager can be configured for larger text and other screen elements that can be used with limited vision.
302.3 Without Perception of Color	Supports	Service Manager does not require perception of color for operation.
302.4 Without Hearing	Not Applicable	Service Manager does not provide an audible mode of operation.
302.5 With Limited Hearing	Not Applicable	Service Manager does not provide an audible mode of operation.
302.6 Without Speech	Not Applicable	Service Manager does not use speech for input, control or operation.
302.7 With Limited Manipulation	Supports	Service Manager does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Service Manager only requires a keyboard and/or mouse to operate that can be positioned as needed.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Service Manager provides easy to read / use features that do not require specific/specialized knowledge. It can be further configured to simplify aspects of the solution.

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	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	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	

Criteria	Conformance Level	Remarks and Explanations
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	
407.8 Reach Height and Depth	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	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
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

Criteria	Conformance Level	Remarks and Explanations
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	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	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Platform allows user to adjust color/contrast but does not provide for user-specific font type; font size and focus cursor settings.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	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	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	

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
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Supported	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Supported	
603.3 Accommodation of Communication Needs	Not Supported	

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