



Voluntary Product Accessibility Template® (VPAT®)
Revised Section 508 Edition

Version 2.3 (Revised) - April 2019

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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](#)

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Ivanti Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Ivanti Identity Director

Product Description: Identity Director is a configuration-based Identity Management solution that works both with role Role-Based Access control and Attribute-based access control for versatility and power of implementation. With Ivanti, workers have the right levels of access based on their identity, giving them the ability to stay productive while the business remains secure.

Report Date: June 16, 2020

Contact Information: Ivanti Privacy and Certification Team

Notes:

Evaluation Methods Used: Testing is based on general product knowledge

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
<p><u>1.1.1 Non-text Content</u> (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: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director includes charts and some limited graphs about licensing and provisioning.</p> <p>Electronic Docs: A few of the images need to be updated with alternate text</p> <p>Software: Some non-text content has alt-text labels but not all non-text content is accessible to screen readers</p> <p>Authoring Tool: We do not have any authoring tools applicable for Identity Director</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (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: Not applicable</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: We do not have such content type for Identity Director</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (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: Not applicable</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: We do not have such content type for Identity Director</p>

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: We do not have such content type for Identity Director
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (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</p> <p>Electronic Docs: Supported</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: We do not have such content type for Identity Director</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p><u>1.3.1 Info and Relationships</u> (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: Identity Director allows for required fields and can indicate that a field is required by displaying it in red as well as by providing an asterisk next to the field. Identity Director also allows administrators to configure Help Text with the field to indicate it is required.</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: Identity Director allows for required fields and can indicate that a field is required by displaying it in red as well as by providing an asterisk next to the field. Identity Director also allows administrators to configure Help Text with the field to indicate it is required.</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>

Criteria	Conformance Level	Remarks and Explanations
<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: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director allows for reordering of the Workflow Actions inside the editor to create a business workflow.</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: We do not have such content type for Identity Director</p> <p>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) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<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) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Service</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<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) 	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs: We do not have such content type for Identity Director</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Software: We do not have such content type for Identity Director</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p><u>2.1.1 Keyboard</u> (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: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p><u>2.1.2 No Keyboard Trap</u> (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</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director does not “trap” keyboard focus in any one area of the solution.</p> <p>Electronic Docs: Identity Director does not “trap” keyboard focus in any one area of the solution.</p> <p>Software: Identity Director does not “trap” keyboard focus in any one area of the solution.</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p><u>2.2.1 Timing Adjustable</u> (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: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs: We do not have such content type for Identity Director</p> <p>Software: We do not have such content type for Identity Director</p>

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: We do not have such content type for Identity Director
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to:</p> <ul style="list-style-type: none"> • Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A) Also applies to:</p> <p>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</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director does use any content that flashes or blinks</p> <p>Electronic Docs: Identity Director does use any content that flashes or blinks</p> <p>Software: Identity Director does use any content that flashes or blinks</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>2.4.1 Bypass Blocks (Level A) Also applies to:</p> <p>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</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director 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</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>2.4.2 Page Titled (Level A) Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: All page, form and browser tabs have titles. Customers can</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	adjust as needed to be more or less descriptive of topic or purpose. Electronic Docs: Software: Authoring Tool: We do not have such content type for Identity Director
<p>2.4.3 Focus Order (Level A)</p> Also applies to: Revised Section 508	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Identity Director allows for the configuration of sequential navigation. Electronic Docs: Software: Identity Director allows for the configuration of sequential navigation. Authoring Tool: We do not have such content type for Identity Director
<p>2.4.4 Link Purpose (In Context) (Level A)</p> Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Identity Director provides help text or other text, that is configurable by the solution admin, that fully describes the link and its purpose. Electronic Docs: Supports Software: Identity Director provides help text or other text, that is configurable by the solution admin, that fully describes the link and its purpose. Authoring Tool: We do not have such content type for Identity Director
<p>3.1.1 Language of Page (Level A)</p> Also applies to: Revised Section 508	Web: Supports Electronic Docs: Partially Supports	Web: Identity Director allows for the specification of the default language as part of configuration.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Electronic Docs:</p> <p>Software: Identity Director allows for the specification of the default language as part of configuration.</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>3.2.1 On Focus (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: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director does not change focus, context or automatically initiate events when users focus on other screen elements.</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>3.2.2 On Input (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: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director leverages 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.</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>3.3.1 Error Identification (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</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Identity Director displays errors that are indicative of why the error occurred as well as what to do to correct it.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 	Authoring Tool: Not Applicable	Electronic Docs: Supports Software: Identity Director displays errors that are indicative of why the error occurred as well as what to do to correct it. Authoring Tool: We do not have such content type for Identity Director
<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) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Identity Director makes use of labels or Help Text as instructions for user input. Electronic Docs: Software: Identity Director makes use of labels or Help Text as instructions for user input. Authoring Tool: We do not have such content type for Identity Director
<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) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: We do not have such content type for Identity Director Electronic Docs: We do not have such content type for Identity Director Software: We do not have such content type for Identity Director Authoring Tool: We do not have such content type for Identity Director
<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) 	Web: Supports Electronic Docs: Supports Software: Supports	Web: Identity Director uses standard controls for definition of all content. Identity Director does not allow users to create custom controls or create user interfaces using code or script

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 	Authoring Tool: Not Applicable	Electronic Docs: Software: Authoring Tool: We do not have such content type for Identity Director

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: We do not have such content type for Identity Director Electronic Docs: We do not have such content type for Identity Director Software: We do not have such content type for Identity Director Authoring Tool: We do not have such content type for Identity Director

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.5 Audio Description (Prerecorded) (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</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director does not provide pre-recorded video content.</p> <p>Electronic Docs:</p> <p>Software: Identity Director does not provide pre-recorded video content.</p> <p>Authoring Tool:</p>
<p>1.4.3 Contrast (Minimum) (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: Does Not Support</p> <p>Electronic Docs: Supports</p> <p>Software: Does Not Support</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: We do not have such content type for Identity Director</p> <p>Electronic Docs:</p> <p>Software: We do not have such content type for Identity Director</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>1.4.4 Resize text (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</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director allows for configurable text size. Identity Director can also use browser controls to resize text.</p> <p>Electronic Docs:</p> <p>Software: Identity Director allows for configurable text size. Identity Director can also use browser controls to resize text.</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>1.4.5 Images of Text (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</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Identity Director enables the configuration of text as needed. This includes font size, foreground and background colors, font family, line spacing and alignment.</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	<p>Software: Identity Director enables the configuration of text as needed. This includes font size, foreground and background colors, font family, line spacing and alignment.</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>2.4.5 Multiple Ways (Level AA) 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</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Identity Director provides links; “breadcrumbs” and other means of navigating web pages</p> <p>Electronic Docs: Identity Director provides links; “breadcrumbs” and other means of navigating web pages</p> <p>Authoring Tool: We do not have such content type for Identity Director</p>
<p>2.4.6 Headings and Labels (Level AA) 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: All headings and labels describe the topic or purpose. Customers can adjust as needed to be more or less descriptive of topic or purpose.</p> <p>Electronic Docs: All headings and labels describe the topic or purpose. Customers can adjust as needed to be more or less descriptive of topic or purpose.</p> <p>Software: All headings and labels describe the topic or purpose. Customers can adjust as needed to be more or less descriptive of topic or purpose.</p> <p>Authoring Tool:</p>
<p>2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508</p>	Web: Supports	Web: Identity Director provides visual indicator of current cursor location on the form.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Identity Director provides visual indicator of current cursor location on the form. Authoring Tool: We do not have such content type for Identity Director
<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) 	Web: Partially Supports Electronic Docs: Does Not Support Software: Partially Supports Authoring Tool: Not Applicable	Web: Identity Director allows for out of the box language change and translation, but it also allows for custom languages to be added and then add their own translation. In this case assistive technology will have issues. Electronic Docs: We do not have such content type for Identity Director Software: Identity Director allows for out of the box language change and translation, but it also allows for custom languages to be added and then add their own translation. In this case assistive technology will have issues. Authoring Tool: We do not have such content type for Identity Director
<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 	Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: We do not have such content type for Identity Director Authoring Tool: We do not have such content type for Identity Director
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports Electronic Docs: Not Applicable	Web: Identity Director offers consistency across functionality out of the box. Customers are free to adjust per their requirements.

Criteria	Conformance Level	Remarks and Explanations
<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 	Software: Supports Authoring Tool: Not Applicable	Electronic Docs: We do not have such content type for Identity Director Authoring Tool: We do not have such content type for Identity Director
<p><u>3.3.3 Error Suggestion</u> (Level AA) 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: Identity Director displays errors that are indicative of why the error occurred as well as what to do to correct it. Electronic Docs: We do not have such content type for Identity Director Software: Identity Director displays errors that are indicative of why the error occurred as well as what to do to correct it. Authoring Tool: We do not have such content type for Identity Director
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) 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: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Identity Director provides a service catalog where users can order services; some may have costs. Identity Director provides methods for users to modify, review/verify and cancel all transactions. Identity Director does not leverage any web pages that display legal commitments. Electronic Docs: We do not have such content type for Identity Director Software: We do not have such content type for Identity Director Authoring Tool: We do not have such content type for Identity Director

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.2.9 Audio-only (Live)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.4.6 Contrast Enhanced</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.4.7 Low or No Background Audio</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.4.8 Visual Presentation</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>1.4.9 Images of Text (No Exception) Control</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: We do not have such content type for Identity Director

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	We do not have such content type for Identity Director
302.2 With Limited Vision	Does Not Support	We do not have such content type for Identity Director.
302.3 Without Perception of Color	Does Not Support	We do not have such content type for Identity Director
302.4 Without Hearing	Does Not Support	We do not have such content type for Identity Director
302.5 With Limited Hearing	Does Not Support	We do not have such content type for Identity Director
302.6 Without Speech	Does Not Support	We do not have such content type for Identity Director
302.7 With Limited Manipulation	Does Not Support	We do not have such content type for Identity Director
302.8 With Limited Reach and Strength	Does Not Support	We do not have such content type for Identity Director
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	We do not have such content type for Identity Director

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

Criteria	Conformance Level	Remarks and Explanations
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Does Not Support	
402.2.2 Transactional Outputs	Does Not Support	
402.2.3 Speech Delivery Type and Coordination	Does Not Support	
402.2.4 User Control	Does Not Support	
402.2.5 Braille Instructions	Does Not Support	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Does Not Support	
402.3.2 Non-private Listening	Does Not Support	
402.4 Characters on Display Screens	Does Not Support	
402.5 Characters on Variable Message Signs	Does Not Support	
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Does Not Support	
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Does Not Support	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Identity Director is not a Hardware system
407.3.2 Alphabetic Keys	Not Applicable	Identity Director is not a Hardware system
407.3.3 Numeric Keys	Not Applicable	Identity Director is not a Hardware system
407.4 Key Repeat	Not Applicable	Identity Director is not a Hardware system

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	Not Applicable	Identity Director is not a Hardware system
407.6 Operation	Not Applicable	Identity Director is not a Hardware system
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Identity Director is not a Hardware system
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Identity Director is not a Hardware system
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Identity Director is not a Hardware system
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Identity Director is not a Hardware system
407.8.2 Side Reach	Not Applicable	Identity Director is not a Hardware system
407.8.2.1 Unobstructed Side Reach	Not Applicable	Identity Director is not a Hardware system
407.8.2.2 Obstructed Side Reach	Not Applicable	Identity Director is not a Hardware system
407.8.3 Forward Reach	Not Applicable	Identity Director is not a Hardware system
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Identity Director is not a Hardware system
407.8.3.2 Obstructed Forward Reach	Not Applicable	Identity Director is not a Hardware system
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Identity Director is not a Hardware system
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Identity Director is not a Hardware system
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Identity Director is not a Hardware system
408.3 Flashing	Not Applicable	Identity Director is not a Hardware system
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Does Not Support	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Identity Director is not a Hardware system
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	Identity Director is not a Hardware system
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Identity Director is not a Hardware system
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Identity Director is not a Hardware system
412.3.2 Wireline Handsets	Not Applicable	Identity Director is not a Hardware system
412.4 Digital Encoding of Speech	Not Applicable	Identity Director is not a Hardware system
412.5 Real-Time Text Functionality	Not Applicable	Identity Director is not a Hardware system
412.6 Caller ID	Not Applicable	Identity Director is not a Hardware system
412.7 Video Communication	Not Applicable	Identity Director is not a Hardware system
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Does Not Support	
412.8.2 Voice and Hearing Carry Over	Does Not Support	
412.8.3 Signal Compatibility	Does Not Support	
412.8.4 Voice Mail and Other Messaging Systems	Does Not Support	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Does Not Support	
413.1.2 Pass-Through of Closed Caption Data	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
<i>414 Audio Description Processing Technologies</i>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Identity Director is not a Hardware system
414.1.2 Other ICT	Not Applicable	Identity Director is not a Hardware system
<i>415 User Controls for Captions and Audio Descriptions</i>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Identity Director is not a Hardware system
415.1.2 Audio Description Controls	Not Applicable	Identity Director is not a Hardware system

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
<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	Does Not Support	
502.2.2 No Disruption of Accessibility Features	Does Not Support	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	
502.3.2 Modification of Object Information	Does Not Support	
502.3.3 Row, Column, and Headers	Does Not Support	
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	Does Not Support	
502.3.12 Focus Cursor	Does Not Support	
502.3.13 Modification of Focus Cursor	Does Not Support	
502.3.14 Event Notification	Does Not Support	
502.4 Platform Accessibility Features	Does Not Support	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	
503.3 Alternative User Interfaces	Does Not Support	
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	
<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

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	We do not have any authoring tools applicable for Identity Director
504.2.2 PDF Export	Not Applicable	We do not have any authoring tools applicable for Identity Director
504.3 Prompts	Not Applicable	We do not have any authoring tools applicable for Identity Director
504.4 Templates	Not Applicable	We do not have any authoring tools applicable for Identity Director

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

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