



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 Security Controls 2019.3

Product Description: Ivanti Security Controls simplifies security with unified and automated prevention, detection, and response techniques that target the biggest attack vectors. Ivanti Security Controls includes the following capabilities:

- Patch Windows and Linux Machines
- Patch Virtual Servers
- Discovery of Vulnerabilities
- Agentless Patching
- Remote Task Scheduling
- Integrate and Automate patching with other products via Rest API
- CVE to Patch List Creation

Report Date: July 24, 2020

Contact Information: Ivanti Privacy and Certification Team

Notes:

Evaluation Methods Used: Testing is based on general product knowledge and testing with the Windows 10 Narrator application.

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) 	Software: Supports	Software: Software content is captured in text content; non-text content includes icons that are accompanied by a text label that describes the context/purpose.
<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) 	Software: Not Applicable	Software: Software content is captured in text and data within the application UI. Audio-only and video-only media is not utilized within the application.
<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) 	Software: Not Applicable	Software: Software content is captured in text and data within the application UI. Audio content with synchronized media is not utilized within the application.
<p><u>1.2.3 Audio Description or Media Alternative (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) 	Software: Not Applicable	Software: Software content is captured in text and data within the application UI. Time-based media and prerecorded video content is not utilized within the application.
<p><u>1.3.1 Info and Relationships</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) 	Software: Does Not Support	<p>Software: Information, structure, and relationships conveyed through the presentation of information can be programmatically determined or are available in text within the software UI, but it is very limited.</p> <p>Screen readers will at times read “Extra layout control” instead of the label displayed in the context of the form field or dropdown.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Dynamic status updates that display visually to show the progress of actions within the product are not communicated by a screen reader.</p> <p>At times when tabbing through the software while using a screen reader, supporting fields are not read to the user.</p> <p>Rows of result and environment data are displayed visually to the user, but the screen reader does not read the row of data when selected.</p>
<p><u>1.3.2 Meaningful Sequence</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>Software: Does Not Support</p>	<p>Software: The sequence of content that is visually presented to the user within the software is not always communicated in the correct reading sequence/programmatically determined by a screen reader.</p>
<p><u>1.3.3 Sensory Characteristics</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>Software: Partially Supports</p>	<p>Software: Instructions provided for understanding and operating content do not rely on sensory characteristics of components such as shape, size, orientation or sound.</p> <p>Some of the instructions provided for understanding and operating content relies on visual location within the software UI.</p>
<p><u>1.4.1 Use of Color</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>Software: Supports</p>	<p>Software: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</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) 	Software: Not Applicable	Software: Audio is not played on a web page automatically for more than 3 seconds.
<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) 	Software: Partially Supports	Software: Some of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.
<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) 	Software: Does Not Support	Software: In some scenarios a keyboard focus can be moved to a component of the page using a keyboard interface. Noted as Does Not Support because the scenarios where a functionality is not accessible by a keyboard interface can interfere with the user’s ability to use the whole application UI.
<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) 	Software: Supports	Software: Users can complete tasks without unexpected changes in content or context due to a time limit.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> • Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Does Not Support	Software: Content within the application can be updated periodically by software or is streamed to the user agent.
<p><u>2.3.1 Three Flashes or Below Threshold</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) 	Software: Supports	Software: The application experience does not contain anything that flashes more than three times in any one second period.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	Does Not Support
<p><u>2.4.2 Page Titled</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) 	Software: Supports	Software: Application window and supporting action windows that display to the user when taking various actions within the software have titles that describe the purpose of the window.
<p><u>2.4.3 Focus Order</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) 	Software: Partially Supports	Software: The application can be navigated sequentially in most cases using a keyboard interface. In the areas where the application cannot be navigated sequentially, the navigation sequence affects the meaning or operations.
<p><u>2.4.4 Link Purpose (In Context)</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) 	Software: Partially Supports	Software: In most cases 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.
<p><u>3.1.1 Language of Page</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) 	Software: Supports	Software: The default human language of each window of the application can be programmatically determined.
<p><u>3.2.1 On Focus</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) 	Software: Supports	Software: When components in the application receives focus, it initiates a change of context.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to:</p>	Software: Partially Supports	Software: In most cases, if the setting of a user interface

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) 		component is changed the user must take a final confirmation action before the change of context occurs for that setting is applied.
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) 	Software: Supports	Software: If an input error is detected, the item that is in error is identified and the error is described to the use in text.
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) 	Software: Supports	Software: Labels or instructions are provided when content requires user input.
4.1.1 Parsing (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) 	Software: Does Not Support	Software: When content is implemented using markup languages assistive technologies cannot support the user experience.
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) 	Software: Partially Supports	Software: In some scenarios the user interface components (including form elements, links and components generated by scripts), the name and role can be programmatically determined. In some scenarios, states, properties, and values that 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.

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	Software application requires user vision.
302.2 With Limited Vision	Does Not Support	Software application requires user vision.
302.3 Without Perception of Color	Supports	Visual mode of operation does not require user perception of color per display setting options and UI display. In scenarios where color is used as a differentiator, there is also a numerical or text value representing the same set of information.
302.4 Without Hearing	Supports	Mode of operation does not require user hearing.
302.5 With Limited Hearing	Supports	Mode of operation does not require user hearing.
302.6 Without Speech	Supports	Mode of operation does not require user speech.
302.7 With Limited Manipulation	Does Not Support	Software application requires use of fine motor control and the simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Software application is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Software application does not provide features in all scenarios to support users with limited language, cognitive, and learning abilities.

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	Does Not Support	Software application requires user vision.
402.2.2 Transactional Outputs	Does Not Support	Software application requires user vision.
402.2.3 Speech Delivery Type and Coordination	Does Not Support	Software application requires user vision.
402.2.4 User Control	Does Not Support	Software application requires user vision.
402.2.5 Braille Instructions	Does Not Support	Software application requires user vision.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Software does not support speech-output enabled tools. Software application requires user vision.
402.3.2 Non-private Listening	Not Applicable	Software does not support speech-output enabled tools. Software application requires user vision.
402.4 Characters on Display Screens	Not Applicable	Software does not support speech-output enabled tools. Software application requires user vision.
402.5 Characters on Variable Message Signs	Not Applicable	Software does not support speech-output enabled tools. Software application requires user vision.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Supports	Software application does not require biometrics as the only means for user identification or control. Biometric authentication is not used by the software application.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Does Not Support	Software application does not preserve or restore non-proprietary information provided for accessibility.

Criteria	Conformance Level	Remarks and Explanations
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Software application does not support speech output enabled capabilities.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Software application does not conform to industry standard non-proprietary formats.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Partially Supports	In most scenarios keys and controls contrast visually from background surfaces.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Devices for personal use with input controls are utilized to run the software.
407.3.2 Alphabetic Keys	Supports	Devices for personal use with input controls are utilized to run the software.
407.3.3 Numeric Keys	Supports	Devices for personal use with input controls are utilized to run the software.
407.4 Key Repeat	Supports	Devices for personal use with input controls are utilized to run the software.
407.5 Timed Response	Supports	Devices for personal use with input controls are utilized to run the software.
407.6 Operation	Supports	Devices for personal use with input controls are utilized to run the software.
407.7 Tickets, Fare Cards, and Keycards	Supports	Devices for personal use with input controls are utilized to run the software.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.1.1 Vertical Plane for Side Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.1.2 Vertical Plane for Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.2 Side Reach	Supports	Devices for personal use with input controls are utilized to run the software.

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.2.2 Obstructed Side Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.3 Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.3.1 Unobstructed Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.3.2 Obstructed Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supports	Devices for personal use with input controls are utilized to run the software.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	Devices for personal use with input controls are utilized to run the software.
408.3 Flashing	Supports	Software does not emit lights in flashes.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Does Not Support	Status indicators are visually discernible. Status indicators are not discernible by touch or sound.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Color coding is not the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	Audible signals or cues are not the only means of conveying information, indicating an action, or prompting a response.
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

Criteria	Conformance Level	Remarks and Explanations
412.2.1 Volume Gain for Wireline Telephones	Supports	Software does not require use of analog or digital wireline telephones.
412.2.2 Volume Gain for Non-Wireline ICT	Supports	Software does not require use of analog or digital wireline telephones.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Supports	Software does not require use of a handset or other type of transducer that is typically held up to the ear.
412.3.2 Wireline Handsets	Supports	Software does not require use of a handset or other type of transducer that is typically held up to the ear.
412.4 Digital Encoding of Speech	Supports	Software does not require the transmission of speech.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Supports	Software does not require Caller ID capabilities
412.7 Video Communication	Supports	Software does not require the use of video communication
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	Software does not require two-way voice communication.
412.8.2 Voice and Hearing Carry Over	Supports	Software does not require two-way voice communication.
412.8.3 Signal Compatibility	Supports	Software does not require two-way voice communication.
412.8.4 Voice Mail and Other Messaging Systems	Supports	Software does not require two-way voice communication.
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Supports	Software does not utilize displays or processes video with synchronized audio.
413.1.2 Pass-Through of Closed Caption Data	Supports	Software does not utilize displays or processes video with synchronized audio.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Supports	Software does not utilize displays or processes video with synchronized audio.
414.1.2 Other ICT	Supports	Software does not utilize displays or processes video with synchronized audio.

Criteria	Conformance Level	Remarks and Explanations
<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	Supports	Software does not utilize displays or processes video with synchronized audio.
415.1.2 Audio Description Controls	Supports	Software does not utilize displays or processes video with synchronized audio.

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	Platform documentation is not available for user control accessibility features.
502.2.2 No Disruption of Accessibility Features	Does Not Support	Platform documentation is not available for user control accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	In some scenarios the object role, state(s), properties, boundary, name, and description are programmatically determinable.
502.3.2 Modification of Object Information	Partially Supports	In some scenarios the states and properties that can be set by the user are capable of being set programmatically, including through assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	In some scenarios if an object is in a data table it is programmatically determinable.
502.3.4 Values	Partially Supports	In some scenarios current values, a set or range of allowable values associated with an object are programmatically determinable.
502.3.5 Modification of Values	Partially Supports	In some scenarios values that can be set by the user are

Criteria	Conformance Level	Remarks and Explanations
		capable of being set programmatically.
502.3.6 Label Relationships	Partially Supports	In some scenarios any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.
502.3.7 Hierarchical Relationships	Partially Supports	In some scenarios a hierarchical relationship that a component has as a container for, or being contained by, another component is programmatically determinable.
502.3.8 Text	Partially Supports	In some scenarios the context of text objects, text attributes, and the boundary of text rendered to the screen is programmatically determinable.
502.3.9 Modification of Text	Partially Supports	In most scenarios text that can be set by the user is capable of being set programmatically, including through assistive technology.
502.3.10 List of Actions	Partially Supports	In some scenarios a list of all actions can be executed on an object are programmatically determinable.
502.3.11 Actions on Objects	Partially Supports	In some scenarios users are able to execute available actions on objects programmatically.
502.3.12 Focus Cursor	Partially Supports	In some scenarios information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components is exposed.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Partially Supports	In some scenarios focus, text insertion point, and selection attributes that can be set by the user are capable of being set programmatically, including through the use of assistive technology.
502.3.14 Event Notification	Partially Supports	In some scenarios, notification events relevant to user interactions, including changes in the component's state(s), value, name, description, or boundary are available to assistive technology.
502.4 Platform Accessibility Features	Partially Supports	Software conforms to the requirements of ANSI/HFES 200.2 in some scenarios for some of the accessibility requirements.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Software includes the ability for users to select from a pre-defined set of visual style settings.
503.3 Alternative User Interfaces	Does Not Support	Software does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Does Not Support	Software does not display video with synchronized audio.
503.4.2 Audio Description Controls	Does Not Support	Software does not display video with synchronized audio.
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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	Does Not Support	Software does not preserve information provided for accessibility.
504.2.2 PDF Export	Does Not Support	Software authoring tools are not capable of exporting PDF files that conform o ISO 32000-1:2008 or ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)
504.3 Prompts	Does Not Support	Software authoring tools do not provide a mode of operation that prompt authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.
504.4 Templates	Does Not Support	Templates in the software that allow for content creation do not conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.

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	Does Not Support	Software does not provide documentation that lists and

Criteria	Conformance Level	Remarks and Explanations
		explains how to use accessibility and compatibility features.
602.3 Electronic Support Documentation	Supports	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Software does not provide documentation that lists and explains how to use accessibility and compatibility features.
<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	Support services does not provide information on the accessibility and compatibility of features required by 602.2 – Accessibility and Compatibility Features.
603.3 Accommodation of Communication Needs	Does Not Support	Support services are not provided directly to the user or through a referral to a point of contact.

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