

# **Accessibility Conformance Report**

VPAT® Version 2.0 – October 2017

**Name of Product/Version: OpenText Exstream Communications Builder v16.4.0**

**Product Description: Non-Web Software**

**Date: 14 June 2018**

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**Notes:** This locally installed Software is an authoring tool. The answers in the WCAG 2.0 Tables are applicable for any information regarding Authoring Tools as well as Software. The nature of the application is to create documents. The accessibility testing parameters are for the Software, there could be minor changes in an imported document.

**Evaluation Methods Used:** Tested by Renfro Consulting, Inc using a proprietary, representative testing method using manual and tool-based testing with assistive technology.

**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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>   | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>   | (Yes)   |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a> | (No – but tested as harmonized in this document)  |

## 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.
- **Supports\*:** The criterion is not relevant to the product. [LR]
- **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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and 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  |
|---|--------------------|---|
| <a href="#">1.1.1 Non-text Content</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1 (Web)</li> <li>10.2.1 (non-web document)</li> <li>11.2.1.1 (Software)</li> <li>11.2.2.1 (Closed Functionality Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Partially Supports | Many buttons and user controls do not have descriptive names or roles |
| <a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a><br>(Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.2 (Web)</li> <li>10.2.2 (non-web document)</li> <li>11.2.1.2 (Software)</li> <li>11.2.2.2.1 and 11.2.2.2.2 (Closed</li> </ul>  | Supports*          | Not Applicable  |

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| Software) <ul style="list-style-type: none"> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |                   |                          |
| <b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports*         | Not Applicable           |
| <b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> </ul>   | Supports*         | Not Applicable           |

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                    |   |
| <a href="#">1.3.1 Info and Relationships</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.7 (Web)</li> <li>10.2.7 (non-web document)</li> <li>11.2.1.7 (Software)</li> <li>11.2.2.7 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           |   |
| <a href="#">1.3.2 Meaningful Sequence</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.8 (Web)</li> <li>10.2.8 (non-web document)</li> <li>11.2.1.8 (Software)</li> <li>11.2.2.8 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>   | Partially Supports | Keyboard only users may not be able to navigate application in a logical sequence |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--------------------|---|
| 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |                    |   |
| <b><u>1.3.3 Sensory Characteristics</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> <li>• 11.2.2.9 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports           |   |
| <b><u>1.4.1 Use of Color</u></b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>  | Partially Supports | Some elements may indicate status through color with a low contrast to surrounding elements |

| Criteria   | Conformance Level  | Remarks and Explanations                                |
|--|--------------------|---|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                    |   |
| <p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.11 (Web)</li> <li>10.2.11 (non-web document)</li> <li>11.2.1.11 (Software)</li> <li>11.2.2.11 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports*          | Not Applicable  |
| <p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.15 (Web)</li> <li>10.2.15 (non-web document)</li> <li>11.2.1.15 (Software)</li> <li>11.2.2.15 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                       | Partially Supports | Some features are not accessible to keyboard only users |
| <b>2.1.2 No Keyboard Trap</b> (Level A)  | Does not Support   |   |

| Criteria   | Conformance Level | Remarks and Explanations   |
|--|-------------------|--|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.16 (Web)</li> <li>• 10.2.16 (non-web document)</li> <li>• 11.2.1.16 (Software)</li> <li>• 11.2.2.16 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |                   |  |
| <p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Does not Support  | Application times out without warning or the option to request more time |
| <p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>   | Supports*         | Not Applicable   |



| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>9.2.18 (Web)</li> <li>10.2.18 (non-web document)</li> <li>11.2.1.18 (Software)</li> <li>11.2.2.18 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |                          |
| <b>2.3.1 Three Flashes or Below Threshold</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.19 (Web)</li> <li>10.2.19 (non-web document)</li> <li>11.2.1.19 (Software)</li> <li>11.2.2.19 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          |                          |
| <b>2.4.1 Bypass Blocks</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.20 (Web)</li> <li>10.2.20 (non-web document) – Does</li> </ul>   | Supports*         | Not Applicable           |

| Criteria   | Conformance Level | Remarks and Explanations  |
|--|-------------------|---|
| <p>not apply</p> <ul style="list-style-type: none"> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>  |                   |   |
| <p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports          |   |
| <p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> </ul>   | Does not Support  | Keyboard traps are found, focus does not move in a logical sequence |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>10.2.22 (non-web document)</li> <li>11.2.1.22 (Software)</li> <li>11.2.2.22 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |                          |
| <a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.23 (Web)</li> <li>10.2.23 (non-web document)</li> <li>11.2.1.23 (Software)</li> <li>11.2.2.23 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          |                          |
| <a href="#">3.1.1 Language of Page</a> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.27 (Web)</li> <li>10.2.27 (non-web document)</li> <li>11.2.1.27 (Software)</li> </ul>  | Supports          |                          |

| Criteria  | Conformance Level  | Remarks and Explanations                                       |
|---|--------------------|--|
| <ul style="list-style-type: none"> <li>11.2.2.27 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                    |  |
| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.29 (Web)</li> <li>10.2.29 (non-web document)</li> <li>11.2.1.29 (Software)</li> <li>11.2.2.29 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Partially Supports | Some focus changes may result in an additional change of focus |
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.30 (Web)</li> <li>10.2.30 (non-web document)</li> <li>11.2.1.30 (Software)</li> <li>11.2.2.30 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> </ul>  | Supports           |  |

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |                          |
| <b>3.3.1 Error Identification</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.33 (Web)</li> <li>10.2.33 (non-web document)</li> <li>11.2.1.33 (Software)</li> <li>11.2.2.33 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports*         | Not Applicable           |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.34 (Web)</li> <li>10.2.34 (non-web document)</li> <li>11.2.1.34 (Software)</li> <li>11.2.2.34 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508  | Supports*         | Not Applicable           |

| Criteria   | Conformance Level  | Remarks and Explanations   |
|--|--------------------|--|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                    |  |
| <p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.37 (Web)</li> <li>10.2.37 (non-web document)</li> <li>11.2.1.37 (Software)</li> <li>11.2.2.37 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           |  |
| <p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.38 (Web)</li> <li>10.2.38 (non-web document)</li> <li>11.2.1.38 (Software)</li> <li>11.2.2.38 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                     | Partially Supports | Some buttons and user controls may not have descriptive names or roles |

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul> |                   |                          |

## Table 2: Success Criteria, Level AA

Notes:

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5 (Web)</li> <li>10.2.5 (non-web document)</li> <li>11.2.1.5 (Software)</li> <li>11.2.2.5 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports*         | Not Applicable           |
| <p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.6 (Web)</li> <li>10.2.6 (non-web document)</li> <li>11.2.1.6 (Software)</li> <li>11.2.2.6 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> </ul>   | Supports*         | Not Applicable           |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |                          |
| <a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.12 (Web)</li> <li>10.2.12 (non-web document)</li> <li>11.2.1.12 (Software)</li> <li>11.2.2.12 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          |                          |
| <a href="#">1.4.4 Resize text</a> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.13 (Web)</li> <li>10.2.13 (non-web document)</li> <li>11.2.1.13 (Software)</li> <li>11.2.2.13 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508   | Supports          |                          |



| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  |                   |                          |
| <p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.14 (Web)</li> <li>10.2.14 (non-web document)</li> <li>11.2.1.14 (Software)</li> <li>11.2.2.14 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports          |                          |
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.24 (Web)</li> <li>10.2.24 (non-web document) – Does not apply</li> <li>11.2.1.24 (Software) – Does not apply</li> <li>11.2.2.24 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply</li> </ul>             | Supports*         | Not Applicable           |

| Criteria  | Conformance Level  | Remarks and Explanations                       |
|---|--------------------|--|
| to non-web software <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |                    |  |
| <b>2.4.6 Headings and Labels</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.25 (Web)</li> <li>10.2.25 (non-web document)</li> <li>11.2.1.25 (Software)</li> <li>11.2.2.25 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports           |  |
| <b>2.4.7 Focus Visible</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.26 (Web)</li> <li>10.2.26 (non-web document)</li> <li>11.2.1.26 (Software)</li> <li>11.2.2.26 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>   | Partially Supports | Focus can get lost when moving to a new window |

| Criteria   | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   |                   |                          |
| <p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.28 (Web)</li> <li>10.2.28 (non-web document)</li> <li>11.2.1.28 (Software) – Does not apply</li> <li>11.2.2.28 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Supports*         | Not Applicable           |
| <p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.31 (Web)</li> <li>10.2.31 (non-web document) – Does not apply</li> <li>11.2.1.31 (Software) – Does not apply</li> <li>11.2.2.31 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>     | Supports*         | Not Applicable           |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| <ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |                   |                          |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.32 (Web)</li> <li>10.2.32 (non-web document) – Does not apply</li> <li>11.2.1.32 (Software) – Does not apply</li> <li>11.2.2.32 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Supports*         | Not Applicable           |
| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.35 (Web)</li> <li>10.2.35 (non-web document)</li> <li>11.2.1.35 (Software)</li> <li>11.2.2.35 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>  | Supports*         | Not Applicable           |

| Criteria  | Conformance Level | Remarks and Explanations |
|---|-------------------|--------------------------|
| 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |                   |                          |
| <a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a><br>(Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Supports*         | Not Applicable           |

## 2017 Section 508 Report

Notes: The application tested is locally installed software. It is not platform software.

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria   | Conformance Level  | Remarks and Explanations  |
|--|--------------------|---|
| 302.1 Without Vision   | Partially supports | Not all elements can be accessed with a keyboard, and some elements do not show up correctly to a screen reader |
| 302.2 With Limited Vision                                      | Partially supports | Not all elements can be accessed with a keyboard, and some elements do not show up correctly to a screen reader |
| 302.3 Without Perception of Color                              | Partially Supports | Some parts of the application do not adopt OS High Contrast settings  |
| 302.4 Without Hearing  | Supports           |   |
| 302.5 With Limited Hearing                                     | Supports           |   |
| 302.6 Without Speech   | Supports           |   |
| 302.7 With Limited Manipulation                                | Partially supports | Not all elements can be accessed with a keyboard  |
| 302.8 With Limited Reach and Strength                          | Partially supports | Not all elements can be accessed with a keyboard  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially supports | Application has a reading comprehension level above the recommended 6-8 <sup>th</sup> grade level               |

## Legal Disclaimer

For purposes of this test, “Supports” means largely satisfies, and “Supports with exceptions” means satisfies any percentage above zero.

The enclosed data documents a product’s conformance with VPAT accessibility standards from Section 508 of the Rehabilitation Act of 1973, and 29 U.S.C. § 794(d). Data in this report reflects results which were obtained under a controlled environment. As such, duplication of tests may yield different results. Deviation from the data presented in this report may result from user error, software updates, differing legal jurisdiction, internet browser utilized, device used, or any other alteration, however slight, of the testing environment. Renfro Consulting does not guarantee that results will be identical in every scenario and is not responsible for any inconsistencies. Questions regarding results can be directed to Laura Renfro, at [laura.renfro@renfroconsulting.com](mailto:laura.renfro@renfroconsulting.com).