# Voluntary Product Accessibility Template® (VPAT®)

## Version 2.0 Beta 2

# About This Document

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT to complete Accessibility Conformance Report
- The Accessibility Conformance Report Template

Please review the Essential Requirements and Best Practices sections before completing the Accessibility Conformance Report.

The Accessibility Conformance Report Template includes criteria from WCAG 2.0, EN 301 549 and 2017 Section 508. The 2017 Section 508 is also called the Revised Section 508.

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

This section provides guidance for reporting product conformance for three major accessibility standards and guidelines using the Voluntary Product Accessibility Template® (VPAT®) to produce the Accessibility Conformance Report. Deviating from these guidelines may preclude vendors from using the template by name and/or the VPAT acronym. The purpose of these essential requirements and best practices are to promote accurate and consistent reporting of product accessibility information.

The Voluntary Product Accessibility Template, or VPAT, is a tool used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" also referred to as "Information and Communication Technology" (ICT), products and services with features that support accessibility.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. The Information Technology Industry Council (ITI) provides the Voluntary Product Accessibility Template, or VPAT.  Use of the template and service mark does not require membership in ITI.
3. The template file as provided by ITI requires Word 2010 or higher for the document features (macros) to work properly.
4. Determine which accessibility standards/guidelines will be included in the product conformance report
5. It is the vendor's responsibility to maintain the integrity of the data in the report.

**Essential Requirements**

The following are the minimum requirements to be a VPAT.

1. Use of the template name or VPAT acronym with service mark, requires the final report to not deviate materially from the template format provided by ITI.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF.
3. A report may contain a minimum of one Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
4. A report must contain the following content at a minimum:
   - **Report Title -** In the heading format of "[Company Name] Accessibility Conformance Report"

- **VPAT Heading Information -** VPAT heading and acronym with service mark and template version
- **Name of Product -** Name of Product being reported, including version of the product
- **Date -** Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included ensure it is clear "4 May 2016" or "May 4, 2016".
- **Contact Information -** Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes -** Any details or further explanation about the product or the report. This section may be left blank.
- **Standards/Guidelines -** List of Standards/Guidelines being reported if 'not evaluated' has not been used as an answer for the Standards/Guidelines.
- **Table Information -** Table Information description section
- **Terms -** Terms description section
- **Report Information** - Standard/Guideline conformance results in a three-column tabular format with the Standard/Guideline 'Criteria' in column one, the product 'Conformance Level' in column two and 'Remarks and Explanations' for the conformance level in column three. At the beginning of each subsection of the standards is a notes field. This notes field can be removed if not used.
- **WCAG Conformance Tables -** The answers in the WCAG conformance tables are selectable based on the level of conformance being reported (Level A, AA or AAA). These tables are used to answer the 2017 Section 508 (specifically Chapter 5 Software and Chapter 6 Support Documentation), EN 301 549 Standard (specifically Chapter 9 Web, Chapter 10 Non-Web, Chapter 11 Software and Chapter 12 Documentation and Support Services), and the selected levels of WCAG 2.0 Guidelines. As a result, when answering for the 2017 Section 508 or EN 301 549, the answers need to be clear in what individual criteria the answer applies to; if not completing those Standards, then remove the breakdown information and answer only for the WCAG criteria. When answering Table 4 WCAG Conformance Requirements, in the Remarks and Explanations you must include the WCAG Conformance Level used.

5. A report must only use these responses in the Conformance Level column:
   - Supports
   - Supports with Exceptions
   - Does Not Support
   - Not Applicable
   - Not Evaluated (Limited to WCAG 2.0 Level AAA)
6. When filling in the WCAG tables, a response for web content may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with WCAG 2.0 Understanding Conformance: 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.
7. The ITI definitions for the 'Conformance Level' definitions for Supports, Supports with Exceptions, Does Not Support, Not Applicable and Not Evaluated should be

used. If a vendor deviates from the ITI definitions, vendor shall document the definitions being used in the Terms section and reference this change in the heading Notes section.

8. Remarks should be provided to justify your answer in the Conformance Level column. If the criterion does not apply, explain why.

# Best Practices

ITI suggests these best practices when creating an Accessibility Conformance Report.

- **Branding Header:**
    - Company logo or branding information
- **Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:**
    - Add any notes applicable to product or the report
        - Additional information about the product version that the document references
        - Any revisions to the document
        - Links to any related documents
        - Additional information describing the product
        - Additional information about what the document does or does not cover
        - Information suggested by the WCAG 2.0 Conformance Claim, at http://www.w3.org/TR/WCAG20/#conformance-claims
        - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
        - Information required by your organization, such as branding.
- **Standards/Guidelines:**
    - A list of the 'Standards/Guidelines' that conformance is being reported for. A report may contain a minimum of one Standard/Guideline or any combination of the three Standards/Guidelines that are applicable to the product being reported.
    - The Standards/Guidelines may include:
        - Section 508 as published in 2017, at www.Section508.gov
        - Web Content Accessibility Guidelines 2.0 (WCAG 2.0), at http://www.w3.org/TR/2008/REC-WCAG20-20081211/
        - *EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe", at http://mandate376.standards.eu/standard*
- **Terms:**
    - Define the terms used in your responses for the 'Conformance Level' column for level of support. Once you determine what language you will be using for your definition of Conformance Levels, we recommend that you use it consistently throughout all of your company's VPATs.

- The default recommended definitions of the terms used for Conformance Level in the VPAT template are as follows.
  - **Supports**: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.
    Note: The definition of Supports includes instances where the criteria is supported via the criteria not being applicable to the product, i.e. there is no content which violates the success criteria.
  - **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
  - **Does Not Support:** Majority of functionality of the product does not meet the criteria.
  - **Not Applicable:** The criteria are not relevant to the product. In the WCAG section, use 'supports' instead of 'not applicable' when reporting web conformance.
  - **Not Evaluated:** The product has not been evaluated against the criteria. This can only be used in WCAG 2.0 Level AAA.
- **Remarks and Explanations:** The 'Remarks and Explanations' text contains information about the Conformance Level response of a given criteria and any known issues or workarounds that exist. The 'Remarks and Explanations' may also include information regarding the testing of a given criteria.
  - If defects are listed in the report, a best practice is to include how the customer can find more information about the defect. One method might be to include the bug ID where customers can call the company's customer support to get additional information.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Saving Space:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
  - When an entire section is not being reported on because it doesn't apply to the product, for example Chapter 4: Hardware. Information should be included in the notes for that section why it's been removed.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified criteria for the reporting standard does not apply.
- **WCAG 2.0 Tables:** The WCAG 2.0 criteria is shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered. It is not acceptable to include a few of them.
  - When reporting product conformance to WCAG 2.0, a conformance level of Not Applicable may be reported as Supports per WCAG 2.0 Guidelines.

- **Tables Expanded:** By default, the ITI template will have all tables expanded. Document authors can decide whether or not to have all tables expanded when they publish their document.
- **Language:** Use text appropriate for your audience.
- **Multiple Reports:** When completing an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

# Posting the Final Document

- Remove the *Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors* and *Frequently Asked Questions* sections from the template when publishing your accessibility compliance report in final form. A link on page one in the template footnotes contains a hyperlink to this document on the Information Technology Industry Council (ITI) website at: http://www.itic.org.
- Check for each required item in the VPAT document:
  - The report title **[Company Name] Accessibility Conformance Report**
  - **VPAT heading** with service mark  Voluntary Product Accessibility Template® (VPAT®) **Version 2.0**
  - **Name of Product**
  - **Date**
  - **Contact Information**
  - **Notes**
  - **Standards/Guidelines**
  - **Table Information**
  - **Terms**
  - **Report Information**
    - Check that there is a response for each criteria for 'Conformance Level' and 'Remarks and Explanations.'
- Post your final document on your company's web site, or make the document available to customers upon request.
- Your final document should be accessible.

# Troubleshooting

When the Word file of the template is used, the hide/show paragraph markers must be in the hide mode for the macros to work. If you have the paragraph markers showing, toggling the macros will have no effect.

When using the macros to hide or show information in the Word file, the information may become out of sync with the toggle. To fix this, select the area, select font and open the font dialog box (Ctrl+d), then uncheck the hidden effect. If the data has disappeared, use the show/hide paragraph feature (Ctrl+Shift+8) to show all the data in the document.

# Frequently Asked Questions

Question: What is ITI?
Answer: The Information Technology Industry Council (ITI) is the leading industry voice for information and communications technologies' (ICT) accessibility policy and standards. ITI members work closely with the U.S. and other governments, consumers, and other industry sectors to promote innovations in ICT accessibility that benefit stakeholders in every aspect of their lives. In addition, ITI maintains the Voluntary Product Accessibility Template®, or VPAT®.

Question: Do I have to be an ITI member to use the VPAT template?
Answer: No. Anyone can use the VPAT template to document conformance to the accessibility standards/guidelines named in the VPAT template.

Question: Does my VPAT need to be delivered using the same technology as the example VPAT template by ITI?
Answer: No. The final format of the VPAT is up to the company producing it.
The Microsoft Word template given by ITI for the VPAT template is an example showing the information, sections, and general format that a VPAT must contain. As long as the format and information contained within the Accessibility Conformance Report follows what is outlined by ITI as essential requirements, it is considered a VPAT document regardless of the delivery method, whether via Microsoft Word, PDF, HTML, XML, etc.

Question: Do I need to rename the completed form to something other than a VPAT? Or can I re-brand the document to another name?
Answer: The VPAT template is to be used to document conformance according to the format provided by ITI. Unless the Accessibility Conformance Report includes the essential requirements, the resulting report shall not be called a VPAT and shall not include the service mark.

Question: What is a GPAT (Government Product Accessibility Template)?
Answer: A GPAT and VPAT are very similar and ITI promotes that they both contain the same essential requirements to provide a quality Accessibility Conformance Report. The Government Product/Services Accessibility Template (GPAT) reflects the government agency's accessibility requirements for the type of EIT they intend to buy. But according to What is a GPAT?: "The government will accept the respondents' prepared Voluntary Product Accessibility Template (VPAT) in lieu of the GPAT."

# Infobase Accessibility Conformance Report
## Based on Voluntary Product Accessibility Template® (VPAT®)[1]

**VPAT Version 2.0 Beta 2**

# Name of Product:  Films on Demand

# Date: March 30, 2018

# Contact information: support@infobase.com

# Notes:

# Standards/Guidelines

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

| Standard/Guideline | Included In Report |
|---|---|
| Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/ | Level A ❑  Level AA ❑ |
| Section 508 as published in 2017, at http://www.Section508.gov | ❑ |
| | |

# Table Information

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product with regard to the criteria and the third column contains any additional remarks and explanations regarding the product.

- By default the table information is showing. This information can be hidden by clicking "Click to show or hide table data". This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# 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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criteria.
- **Does Not Support**: Majority of functionality of the product does not meet the criteria.
- **Not Applicable**: The criteria are not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

# WCAG 2.0 Report -
*Click to show or hide WCAG table data (section headings will remain)*

Tables 1 and 2 also documents 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).

Table 4 documents the WCAG conformance statements:
- WCAG
- EN 304 549: Chapter 9 - Web

# Table 1: Conformance Criteria, Level A - *Click to show or hide table data*  #

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1 (Web)<br>• 10.2.1 (non-web document)<br>• 11.2.1.1 (Software)<br>• 11.2.2.1 (Closed Functionality Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | A text description and interactive transcript are provided for all video content. In addition, all core video playback features provided a text equivalent. Exceptions may occur in some navigational and advanced features.<br><br>Validated through manual visual evaluation of the platform and both automated and manual multimedia content checks. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.2 (Web)<br>• 10.2.2 (non-web document)<br>• 11.2.1.2 (Software)<br>• 11.2.2.2 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Silent video-only media does not have a descriptive audio track.<br><br>Validated through manual visual evaluation of the platform and both automated and manual multimedia content checks. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>   • 9.2.3 (Web)<br>   • 10.2.3 (non-web document)<br>   • 11.2.1.3 (Software)<br>   • 11.2.2.3 (Closed Software) – Does not apply<br>2017 Section 508<br>   • 501 (Web)(Software)<br>   • 504.2 (Authoring Tool)<br>   • 602.3 (Support Docs) | Supports with Exceptions | Closed captioning and Interactive Transcripts are available for most titles. A few exceptions do exist, including foreign language titles.<br><br>Validated through manual visual evaluation of the platform and both automated and manual multimedia content checks. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>   • 9.2.4 (Web)<br>   • 10.2.4 (non-web document)<br>   • 11.2.1.4 (Software)<br>   • 11.2.2.4 (Closed Software)<br>2017 Section 508<br>   • 501 (Web)(Software)<br>   • 504.2 (Authoring Tool)<br>   • 602.3 (Support Docs) | Supports with Exceptions | Silent video-only media does not have a descriptive audio track.<br><br>Validated through manual visual evaluation of the platform and both automated and manual multimedia content checks. |
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>   • 9.2.7 (Web)<br>   • 10.2.7 (non-web document)<br>   • 11.2.1.7 (Software)<br>   • 11.2.2.7 (Closed Software)<br>2017 Section 508<br>   • 501 (Web)(Software)<br>   • 504.2 (Authoring Tool)<br>   • 602.3 (Support Docs) | Supports | The product follows HTML and CSS standards.<br><br>Validated through manual visual evaluation of the platform and source code. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.8 (Web)<br>• 10.2.8 (non-web document)<br>• 11.2.1.8 (Software)<br>• 11.2.2.8 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Content is presented in way where, when necessary, the correct sequence can be programmatically determined. This is done primarily through the HTML structure of the page.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **1.3.3 Sensory Characteristics**  (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.9 (Web)<br>• 10.2.9 (non-web document)<br>• 11.2.1.9 (Software)<br>• 11.2.2.9 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Instructions for understanding and operating content do not rely on sensory characteristics. Typically plain text instructions and labels are provided.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.10 (Web)<br>• 10.2.10 (non-web document)<br>• 11.2.1.10 (Software)<br>• 11.2.2.10 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Color is never used as the only means of conveying information. Color may be used to emphasize or highlight specific content or features.<br><br>Validated through manual visual evaluation of the platform. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.11 (Web)<br>• 10.2.11 (non-web document)<br>• 11.2.1.11 (Software)<br>• 11.2.2.11 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | User has full control over default setting, as well as ways to adjust volume.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.15 (Web)<br>• 10.2.15 (non-web document)<br>• 11.2.1.15 (Software)<br>• 11.2.2.15 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Fundamental functions, including navigation, search and video playback are supported. Some advanced features, such as custom playlists, may not be fully supported.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.16 (Web)<br>• 10.2.16 (non-web document)<br>• 11.2.1.16 (Software)<br>• 11.2.2.16 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Keyboard controls can be used to move focus throughout the platform without ever getting stuck on a particular component.<br><br>Validated through manual evaluations of the platform using a keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull;  9.2.17 (Web)<br>&bull;  10.2.17 (non-web document)<br>&bull;  11.2.1.17 (Software)<br>&bull;  11.2.2.17 (Closed Software) – Does not apply<br>2017 Section 508<br>&bull;  501 (Web)(Software)<br>&bull;  504.2 (Authoring Tool)<br>&bull;  602.3 (Support Docs) | Not Applicable | There are no time limits set by the content or using specific features of the platform. |
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull;  9.2.18 (Web)<br>&bull;  10.2.18 (non-web document)<br>&bull;  11.2.1.18 (Software)<br>&bull;  11.2.2.18 (Closed Software) – Does not apply<br>2017 Section 508<br>&bull;  501 (Web)(Software)<br>&bull;  504.2 (Authoring Tool)<br>&bull;  602.3 (Support Docs) | Supports | The video and transcript players, which are the only auto-updating, moving, blinking, or scrolling content, can be paused or stopped as needed.<br><br>Validated through manual visual evaluation of the platform and physical testing of platform. |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>&bull;  9.2.19 (Web)<br>&bull;  10.2.19 (non-web document)<br>&bull;  11.2.1.19 (Software)<br>&bull;  11.2.2.19 (Closed Software) – Does not apply<br>2017 Section 508<br>&bull;  501 (Web)(Software)<br>&bull;  504.2 (Authoring Tool)<br>&bull;  602.3 (Support Docs) | Supports | The platform does not contain anything that flashes more than permitted.<br><br>Validated through manual visual evaluation of the platform and internal content review. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.20 (Web)<br>• 10.2.20 (non-web document) – Does not apply<br>• 11.2.1.20 (Software) – Does not apply<br>• 11.2.2.20 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports with exceptions | Links to skip repeated blocks of content currently exist in some versions of the platform and are being implemented across all remaining versions.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.21 (Web)<br>• 10.2.21 (non-web document)<br>• 11.2.1.21 (Software) - Does not apply<br>• 11.2.2.21 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | All web pages of titles that describe the topic or purpose.<br><br>Validated through manual visual evaluation of the platform and of the source code as well as through WAVE and the Google Accessibility Audit. |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.22 (Web)<br>• 10.2.22 (non-web document)<br>• 11.2.1.22 (Software)<br>• 11.2.2.22 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | All pages that include content where the sequence can affect meaning or operation have components that receive focus in an order that preserves meaning.<br><br>Validated through manual evaluation and using focus to navigate through the platform. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.2.23 (Web)<br>    • 10.2.23 (non-web document)<br>    • 11.2.1.23 (Software)<br>    • 11.2.2.23 (Closed Software) – Does not apply<br>2017 Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Supports with exceptions | Some advanced navigation links on home page lack text.<br><br>Validated through manual visual evaluation of the platform and source code. |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.2.27 (Web)<br>    • 10.2.27 (non-web document)<br>    • 11.2.1.27 (Software)<br>    • 11.2.2.27 (Closed Software)<br>2017 Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Supports | The default language of each page in the platform can be programmatically determined.<br><br>Validated through WAVE and manual visual evaluation of the source code. |
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>    • 9.2.29 (Web)<br>    • 10.2.29 (non-web document)<br>    • 11.2.1.29 (Software)<br>    • 11.2.2.29 (Closed Software) – Does not apply<br>2017 Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Supports | Components of the platform do not initiate a change of context when receiving focus.<br><br>Validated through manual visual evaluation of the platform and of the source code. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.30 (Web)<br>• 10.2.30 (non-web document)<br>• 11.2.1.30 (Software)<br>• 11.2.2.30 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Adjusting the settings of user interface components never causes a change of context.<br><br>Validated through manual evaluation of the platform. |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.33 (Web)<br>• 10.2.33 (non-web document)<br>• 11.2.1.33 (Software)<br>• 11.2.2.33 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | When input errors are detected, the item that is causing the error is identified and the error is described in text.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.34 (Web)<br>• 10.2.34 (non-web document)<br>• 11.2.1.34 (Software)<br>• 11.2.2.34 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Instructions and labels are provided when user input is required.<br><br>Validated through manual visual evaluation of the platform. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.37 (Web)<br>• 10.2.37 (non-web document)<br>• 11.2.1.37 (Software)<br>• 11.2.2.37 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | All pages conform to modern HTML web standards.<br><br>Validated through developer tools and evaluation of the source code. |
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.38 (Web)<br>• 10.2.38 (non-web document)<br>• 11.2.1.38 (Software)<br>• 11.2.2.38 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | All core video playback features are supported. Exceptions may occur in some navigational and advanced features.<br><br>Validated through manual visual evaluation of the platform. |

## Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5 (Web) | Not Applicable | No live content is offered in products. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.5 (non-web document)<br>• 11.2.1.5 (Software)<br>• 11.2.2.5 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.6 (Web)<br>• 10.2.6 (non-web document)<br>• 11.2.1.6 (Software)<br>• 11.2.2.6 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Closed Captioning and Interactive Transcripts are available for most titles. A few exception titles do exist, including foreign language titles.<br><br>Validated through manual visual evaluation of the platform and both manual and automated content verification. |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.12 (Web)<br>• 10.2.12 (non-web document)<br>• 11.2.1.12 (Software)<br>• 11.2.2.12 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Default settings meet these standards. Customizable options do not always meet standards. In-video text in third-party content might not meet standards.<br><br>Validated through manual visual evaluation of the platform, WAVE, and Google Accessibility Audit. |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.13 (Web) | Supports | Text, including captions, can be resized up to 200 percent without loss of content or functionality. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.13 (non-web document)<br>• 11.2.1.13 (Software)<br>• 11.2.2.13 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | Validated through manual evaluation of the impact of resizing text. |
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.14 (Web)<br>• 10.2.14 (non-web document)<br>• 11.2.1.14 (Software)<br>• 11.2.2.14 (Closed Software)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Images of text are not used, text is used instead.<br><br>Validated through manual visual evaluation of the platform. |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.24 (Web)<br>• 10.2.24 (non-web document) – Does not apply<br>• 11.2.1.24 (Software) – Does not apply<br>• 11.2.2.24 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports | There are multiple ways to navigate through the platform to find any page, such as browsing, searching, or direct links.<br><br>Validated through manual visual evaluation of the platform and site map. |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.25 (Web) | Supports with Exceptions | Some items are missing HTML labels.<br><br>Validated through manual visual evaluation of the platform. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.25 (non-web document)<br>• 11.2.1.25 (Software)<br>• 11.2.2.25 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.26 (Web)<br>• 10.2.26 (non-web document)<br>• 11.2.1.26 (Software)<br>• 11.2.2.26 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Key functionality, including video player controls, has focus visible.<br><br>Validated through manual visual evaluation of the platform as well as using keyboard controls to adjust focus and use platform features. |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.28 (Web)<br>• 10.2.28 (non-web document)<br>• 11.2.1.28 (Software) – Does not apply<br>• 11.2.2.28 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports with Exceptions | Some foreign language content is not labeled.<br><br>Validated through manual visual evaluation of the platform. |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.31 (Web) | Supports | The repeated navigational mechanisms, such as the header and search options, are always repeated in the same relative order. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.31 (non-web document) – Does not apply<br>• 11.2.1.31 (Software) – Does not apply<br>• 11.2.2.31 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | | Validated through manual visual evaluation of the platform. |
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.32 (Web)<br>• 10.2.32 (non-web document) – Does not apply<br>• 11.2.1.32 (Software) – Does not apply<br>• 11.2.2.32 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Supports | Components with the same functionality are always identified the same way within the platform.<br><br>Validated through manual visual evaluation of the platform and of the source code. |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.35 (Web)<br>• 10.2.35 (non-web document)<br>• 11.2.1.35 (Software)<br>• 11.2.2.35 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | When input errors are detected, suggested corrections are provided when possible. For example, if an incorrect timestamp format is provided, the correct format is indicated to the user.<br><br>Validated through manual visual evaluation of the platform. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.36 (Web) | Not Applicable | The platform does not include web pages that cause legal commitments or financial transactions to occur. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 10.2.36 (non-web document)<br>• 11.2.1.36 (Software)<br>• 11.2.2.36 (Closed Software) – Does not apply<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |

## Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.6 Sign Language (Prerecorded)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.2.7 Extended Audio Description (Prerecorded)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.2.8 Media Alternative (Prerecorded)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.2.9 Audio-only (Live)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria– Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.4.6 Contrast Enhanced**  (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 2017 Section 508 – Does not apply | | |
| **1.4.7 Low or No Background Audio** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.4.8 Visual Presentation** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **1.4.9 Images of Text (No Exception) Control** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.1.3 Keyboard (No Exception)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.2.3 No Timing** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.2.4 Interruptions** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.2.5 Re-authenticating** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.3.2 Three Flashes** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.8 Location** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.4.9 Link Purpose (Link Only)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **2.4.10 Section Headings** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.1.3 Unusual Words** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria  – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.1.4 Abbreviations** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria  – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.1.5 Reading Level** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria  – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.1.6 Pronunciation** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria  – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.2.5 Change on Request** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |
| **3.3.5 Help** (Level AAA) | Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | | |
| **3.3.6 Error Prevention (All)** (Level AAA)<br>Also applies to:<br>EN 301 549 Criteria – Does not apply<br>2017 Section 508 – Does not apply | Not Evaluated | |

## Table 4: WCAG Conformance Requirements - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1. Conformance Level**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.3 (Web)<br>2017 Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Supports | A: We fully support or support with exceptions all 24 of the applicable criteria.<br>AA: We fully support or support with exceptions all 11 of the applicable criteria. |
| **2. Full pages**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.3 (Web)<br>2017 Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Supports | |
| **3. Complete processes**<br>Also applies to:<br>EN 301 549 Criteria | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 9.3 (Web)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• E207.3 (Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | |
| **4. Only Accessibility-Supported Ways of Using Technologies**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3 (Web)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | |
| **5. Non-Interference**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3 (Web)<br>2017 Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | |

# 2017 Section 508 Report -
*Click to show or hide 2017 Section 508 tables (section headings will remain)*

## 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 section |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *502 Interoperability with Assistive Technology* | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | Web browser and operating system accessibility features are fully supported to allow user control, such as high contrast mode, enlarged text, and text to speech. |
| 502.2.2 No Disruption of Accessibility Features | Supports | The platform does not disrupt accessibility features provided by other products or operating systems. |
| *502.3 Accessibility Services* | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports with Exceptions | All core video playback features are supported. Exceptions may occur in some navigational and advanced features. |
| 502.3.2 Modification of Object Information | Supports with Exceptions | All core video playback features are supported. Exceptions may occur in some navigational and advanced features. |
| 502.3.3 Row, Column, and Headers | Supports | All data tables include properly marked up rows, columns, and headers. |
| 502.3.4 Values | Supports with Exceptions | All core video playback features are supported. Exceptions may occur in some navigational and advanced features. |
| 502.3.5 Modification of Values | Supports with Exceptions | All core video playback features are supported. Exceptions may occur in some navigational and advanced features. |
| 502.3.6 Label Relationships | Supports with Exceptions | Fundamental functions, including navigation, search and video playback are supported. Some advanced features, such as custom playlists, may not be fully supported. |
| 502.3.7 Hierarchical Relationships | Supports | Hierarchal relationships are all programmatically determinable and accessible through assistive technologies, such as screen readers. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.8 Text | Supports | Text is displayed using standard, modern HTML and styled using CSS. |
| 502.3.9 Modification of Text | Supports | In-video captions can be customized, including size, color, and background color. These controls are accessible with assistive technologies.<br><br>Most text is not editable, but its display can be modified with browser and operating system controls. |
| 502.3.10 List of Actions | Supports | All UI components provide a list of actions programmatically determinable by assistive technologies. |
| 502.3.11 Actions on Objects | Supports | All available actions on objects can be programmatically determined to allow assistive technologies to execute any function. |
| 502.3.12 Focus Cursor | Supports with Exceptions | Key functionality, including video player controls, has focus visible. |
| 502.3.13 Modification of Focus Cursor | Supports with Exceptions | Key functionality, including video player controls, has focus visible. |
| 502.3.14 Event Notification | Supports | The platform notifies assistive technologies of events relevant to user interaction, such as changes in the component's state, value, name, description, or boundary. |
| 502.4 Platform Accessibility Features | Supports | The platform does not disrupt industry standard accessibility features, such as those available in web browsers and operating systems. This includes high contrast mode, key stroke modifications, and text adjustments. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | Additionally, closed captions and interactive transcripts are provided for all English language video content. |
| *503 Applications* | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | User preferences set outside the platform, such as browser and operating system display settings, are fully supported. |
| 503.3 Alternative User Interfaces | Not Applicable | The platform's standard interface supports assistive technology so an alternative user interface is not provided. |
| *503.4 User Controls for Captions and Audio Description* | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Supports | Caption controls are provided within the video player at the same menu level as volume controls. |
| 503.4.2 Audio Description Controls | Not Applicable | Audio descriptions are not provided, so there are no audio description controls. |
| *504 Authoring Tools* | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | See [WCAG 2.0](#) section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | The platform does not include any authoring tools. |
| 504.2.2 PDF Export | Not Applicable | The platform does not include any authoring tools. |
| 504.3 Prompts | Not Applicable | The platform does not include any authoring tools. |
| 504.4 Templates | Not Applicable | The platform does not include any authoring tools. |

# Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 601.1 Scope | | |
| 602 Support Documentation | | |
| 602.2 Accessibility and Compatibility Features | Supports | Documentation of accessibility and compatibility features is available in the platform help center. Compliance statements, including an ADA statement and VPAT, are also available. |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#) section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | All support documentation is available electronically or can be printed.  If alternate formats of documentation are required, they can be made available upon request. |
| 603 Support Services | | |
| 603.2 Information on Accessibility and Compatibility Features | Supports | Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over email, telephone, and live chat. |
| 603.3 Accommodation of Communication Needs | Supports | The On Demand Support team can be contacted for assistance via email, phone, or live chat. Other methods can be made available upon request. |

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