

SCADAfence Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)



SCADAfence

Name of Product/Version: SCADAfence Platform version 7.x

Report Date: April 26, 2023

Product Description:

The SCADAfence Platform is the leading cyber security solution for OT and IIoT networks. It provides the visibility, traffic analysis and detection capabilities, required to secure the network and the industrial processes running on it from security threats and operational failures.

Contact Information:

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Notes:

The SCADAfence platform's primary User Interface (UI) is web-based and presented through the use of a Web Browser such as Google Chrome or Chrome based web browsers and Mozilla Firefox.

The SCADAfence Platform is reliant on the accessibility features within Google Chrome and Mozilla Firefox for satisfying Accessibility Conformance. This report assumes that the product user will be one of the above-mentioned web browser technologies.

Evaluation Methods Used:

Testing is based on knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)

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 Revised Section 508:

- 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)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Does Not Support Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: No text support to convey info relationships, and not easily determined programatically Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Correct reading sequence is not easily determinable programatically Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Most information is provided without the need for sensory characteristics. Some visualizations are represented in a way that is dependent on sensory characteristic perception. Electronic Docs: Software: Authoring Tool:</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Partially supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: There is no alternative description of color-based indicators in electronic documents. Software: Authoring Tool:</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Only navigation elements are compatible with keyboard input. Graphical elements with interactive elements require mouse for proper interaction Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Only navigation elements are compatible with keyboard input. Graphical elements with interactive elements require mouse for proper interaction Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<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 	<p>Web: Does not support Electronic Docs: Supports Authoring Tool: Supported</p>	<p>Web: No ability to bypass blocks of text Electronic Docs: No tabling of sectioning of data Authoring Tool:</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supported Electronic Docs: Supported Software: Supported</p>	<p>Web: Electronic Docs: Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool: Supported	Authoring Tool:
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not support Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Link names are not always sufficient to assess purpose and context such as table column or row are required to determine. Electronic Docs: Links are used for navigation or referencing components. Software: Authoring Tool:
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
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) 	Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Text based errors are not consistently provided, sometimes defaulting to visual queues like greyed out submit buttons or highlighted fields. Electronic Docs: Software: Authoring Tool:
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) 	Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Labels are provided, instructions are provided for specific elements. Electronic Docs: Software: Authoring Tool:
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) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
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) 	Web: Partially supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supported	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Electronic Docs: Software: Authoring Tool:
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Based on Color Contract Analyzer results Electronic Docs: Software: Authoring Tool:
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Web: Does not support Electronic Docs: Does not support Authoring Tool: Supported	Web: There is no site map provided or breadcrumb trail presented for general navigation. Electronic Docs: There is no table of contents presented Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Does not support Electronic Docs: Partially supported Software: Supported Authoring Tool: Supported</p>	<p>Web: No visible queue for current focus outside of selected nav menu item. Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supported Electronic Docs: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supported Electronic Docs: Supported Authoring Tool: Supported</p>	<p>Web: Electronic Docs: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not support Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: No suggestions for input values provided. Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supported Electronic Docs: Supported Software: Supported Authoring Tool: Supported	Web: Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Supported	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supported	Supports browser-based audio reading web page content
302.2 With Limited Vision	Supported	Supports high zoom and high contrast
302.3 Without Perception of Color	Partially Supported	Limited dependency on color, and use alternate indicators in some cases where color is displayed. Colors selected based on expert consultation to be more easily distinguishable.
302.4 Without Hearing	Not Applicable	
302.5 With Limited Hearing	Not applicable	
302.6 Without Speech	Not Applicable	
302.7 With Limited Manipulation	Partially Supported	Mouse and keyboard support available. No simultaneous key presses required.
302.8 With Limited Reach and Strength	Not applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Not evaluated	

Chapter 4: [Hardware](#)

Notes: SCADAfence Platform is not a hardware device.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported	
502.2.2 No Disruption of Accessibility Features	Supported	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	There is no capability in the software to
502.3.2 Modification of Object Information	Does not support	
502.3.3 Row, Column, and Headers	Supported	Column headers are programmatically determinable
502.3.4 Values	Supported	Current form value is determinable
502.3.5 Modification of Values	Supported	Values can be programmatically set.
502.3.6 Label Relationships	Does not support	No programmatical way to determine label relationship
502.3.7 Hierarchical Relationships	Supported	
502.3.8 Text	Supported	Uses browser based capabilities
502.3.9 Modification of Text	Supported	Uses browser based capabilities
502.3.10 List of Actions	Supported	Uses browser based capabilities
502.3.11 Actions on Objects	Does not support	There is no capability in the software to
502.3.12 Focus Cursor	Does not support	Limited or no visual tracking of focus point
502.3.13 Modification of Focus Cursor	Supported	Focused Items can be programmatically changed
502.3.14 Event Notification	Partially supported	Assistive technologies supporting form fields can asses the current state or data entered.
502.4 Platform Accessibility Features	Not applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not applicable	No independent accessibility features, refer to web browser or platform for accessibility features
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Electronic only formats
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	Currently no accessibility in support services.
603.3 Accommodation of Communication Needs	Does not support	Currently no accessibility in support services.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.