Alfabet Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

Product Name / Version:  Alfabet 10.15.1

Report Date:  March 14, 2023

Product Description: Alfabet is an IT Portfolio Management and Project Planning tool.

Contact Information:  accessibility@softwareaggov.com

Notes:

Evaluation Methods Used:  The following tools were used: WAT, WAF, aXe, ANDI, code inspection, and screen readers (JAWS and NVDA).

Applicable Standards/Guidelines

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

<table>
<thead>
<tr>
<th>Standard/Guideline</th>
<th>Included In Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Content Accessibility Guidelines 2.0</td>
<td>Level A (Yes)</td>
</tr>
<tr>
<td></td>
<td>Level AA (Yes)</td>
</tr>
<tr>
<td></td>
<td>Level AAA (No)</td>
</tr>
<tr>
<td>Revised Section 508 standards published in 2017</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**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, 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:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1 Non-text Content (Level A)</td>
<td>Supports</td>
<td>Images have alt text.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</td>
<td>N/A</td>
<td>There are no audio files in the application.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
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</tr>
<tr>
<td><strong>1.2.2 Captions (Prerecorded) (Level A)</strong></td>
<td>N/A</td>
<td>There are no videos in the application.</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</strong></td>
<td>N/A</td>
<td>There are no videos on the application.</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.3.1 Info and Relationships (Level A)</strong></td>
<td>Partially Supports</td>
<td>Some tables contain child elements without proper ARIA roles.</td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.3.2 Meaningful Sequence (Level A)</strong></td>
<td>Supports</td>
<td>A meaningful sequence is provided as users navigate the interface.</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
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</tr>
<tr>
<td><strong>1.3.3 Sensory Characteristics (Level A)</strong></td>
<td>Supports</td>
<td>Instructions provided for understanding and operating content do not rely solely on sensory characteristics</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<td>Criteria</td>
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<td>Remarks and Explanations</td>
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<td>--------------------------</td>
</tr>
<tr>
<td><strong>1.4.1 Use of Color</strong> (Level A)</td>
<td>Supports</td>
<td>An accessible alternative is available for all charts in the form of a data table.</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1.4.2 Audio Control</strong> (Level A)</td>
<td>N/A</td>
<td>Audio control is not provided</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<td></td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.1.1 Keyboard</strong> (Level A)</td>
<td>Supports</td>
<td>The user interface is operable using the keyboard</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
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</tr>
<tr>
<td>- 501 (Web)(Software)</td>
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<td></td>
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<tr>
<td>- 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.1.2 No Keyboard Trap</strong> (Level A)</td>
<td>Supports</td>
<td>No keyboard traps are provided</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
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<tr>
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<td></td>
</tr>
<tr>
<td><strong>2.2.1 Timing Adjustable</strong> (Level A)</td>
<td>Supports</td>
<td>Timeouts are Not Used</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>2.2.2 Pause, Stop, Hide</strong> (Level A)</td>
<td>Supports</td>
<td>There is no moving content.</td>
</tr>
<tr>
<td>Also applies to: 2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
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<td>----------</td>
<td>-------------------</td>
<td>--------------------------</td>
</tr>
</tbody>
</table>
| • 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | | |
| **2.3.1 Three Flashes or Below Threshold** (Level A)  
Also applies to:  
2017 Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Supports | There are no blinking or flashing objects. |
| **2.4.1 Bypass Blocks** (Level A)  
Also applies to:  
2017 Section 508  
• 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 | Supports | Methods are used that allow users to skip around the application |
| **2.4.2 Page Titled** (Level A)  
Also applies to:  
2017 Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Supports | Screens are named |
| **2.4.3 Focus Order** (Level A)  
Also applies to:  
2017 Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Supports | Focus order is meaningful |
| **2.4.4 Link Purpose (In Context)** (Level A)  
Also applies to:  
2017 Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Supports | Links are unique or programmatically determinable. |
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1.1 Language of Page</strong> (Level A)</td>
<td>Supports</td>
<td>EN is identified in HTML</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software)</td>
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<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.2.1 On Focus</strong> (Level A)</td>
<td>Supports</td>
<td>When component receives focus, it does not initiate a change of context</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
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<td></td>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tr>
<tr>
<td><strong>3.2.2 On Input</strong> (Level A)</td>
<td>Supports</td>
<td>Changing the setting of any user interface component does not automatically cause a change of context,</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
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<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.3.1 Error Identification</strong> (Level A)</td>
<td>Supports</td>
<td>Forms flag errors.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
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<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>3.3.2 Labels or Instructions</strong> (Level A)</td>
<td>Supports</td>
<td>Labels or instructions are provided</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>4.1.1 Parsing</strong> (Level A)</td>
<td>Partially Supports</td>
<td>There are some errors found when using an html validator. Testing with Assistive Technology did not indicate these errors impacted accessibility.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 4.1.2 Name, Role, Value (Level A)

Also applies to:
2017 Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

**Remarks and Explanations**
The name and role can be programmatically determined.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
</table>
| • 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | | |

### Table 2: Success Criteria, Level AA

Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
</table>
| **1.2.4 Captions (Live)** (Level AA)  
Also applies to:  
2017 Section 508  
- 501 (Web)(Software)  
- 504.2 (Authoring Tool)  
- 602.3 (Support Docs) | N/A | No Live video |

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
</table>
| **1.2.5 Audio Description (Prerecorded)** (Level AA)  
Also applies to:  
2017 Section 508  
- 501 (Web)(Software)  
- 504.2 (Authoring Tool)  
- 602.3 (Support Docs) | N/A | No Videos |

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
</table>
| **1.4.3 Contrast (Minimum)** (Level AA)  
Also applies to:  
2017 Section 508  
- 501 (Web)(Software)  
- 504.2 (Authoring Tool) | Supports | All colors are configurable by GUI scheme. |
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4.4 Resize text (Level AA)</td>
<td>Supports</td>
<td>Application resizes using zoom.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>501 (Web)(Software)</td>
<td></td>
<td></td>
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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.4.5 Images of Text (Level AA)</td>
<td>Supports</td>
<td>Images of text are not used.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>501 (Web)(Software)</td>
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<td></td>
</tr>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.4.5 Multiple Ways (Level AA)</td>
<td>Supports</td>
<td>More than one way is available to locate content.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>501 (Web)(Software) – Does not apply to non-web software</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>602.3 (Support Docs) – Does not apply to non-web docs</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>2.4.6 Headings and Labels (Level AA)</td>
<td>Supports</td>
<td>Headings are not programmed will be fixed in future releases.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
<td>2017 Section 508</td>
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<td></td>
</tr>
<tr>
<td>602.3 (Support Docs)</td>
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</tr>
<tr>
<td>2.4.7 Focus Visible (Level AA)</td>
<td>Supports</td>
<td>The visual focus is provided.</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
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<td></td>
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<tr>
<td>602.3 (Support Docs)</td>
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</tr>
<tr>
<td>3.1.2 Language of Parts (Level AA)</td>
<td>N/A</td>
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</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.2.3 Consistent Navigation (Level AA)</td>
<td>Supports</td>
<td>Navigation is consistent</td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017 Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software) – Does not apply to non-web software</td>
<td>Supports</td>
<td>Identification is consistent</td>
</tr>
<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs) – Does not apply to non-web docs</td>
<td>Supports</td>
<td>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user.</td>
</tr>
<tr>
<td>3.3.3 Error Suggestion (Level AA)</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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<tr>
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<tr>
<td>• 602.3 (Support Docs)</td>
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</tr>
<tr>
<td>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Chapter 3: Functional Performance Criteria (FPC)

#### Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>302.1 Without Vision</td>
<td>Supports</td>
<td>The application is compatible with assistive technology.</td>
</tr>
<tr>
<td>302.2 With Limited Vision</td>
<td>Supports</td>
<td>The application is compatible with assistive technology.</td>
</tr>
<tr>
<td>302.3 Without Perception of Color</td>
<td>Supports</td>
<td>Color alone is not used to convey information.</td>
</tr>
<tr>
<td>302.4 Without Hearing</td>
<td>Supports</td>
<td>Hearing is not required to use the product.</td>
</tr>
<tr>
<td>302.5 With Limited Hearing</td>
<td>Supports</td>
<td>Hearing is not required to use the product.</td>
</tr>
<tr>
<td>302.6 Without Speech</td>
<td>Supports</td>
<td>Speech is not required to use the product.</td>
</tr>
<tr>
<td>302.7 With Limited Manipulation</td>
<td>Supports</td>
<td>The application is compatible with assistive technology.</td>
</tr>
<tr>
<td>302.8 With Limited Reach and Strength</td>
<td>Supports</td>
<td>The application is compatible with assistive technology.</td>
</tr>
<tr>
<td>302.9 With Limited Language, Cognitive, and Learning Abilities</td>
<td>Supports</td>
<td>The application is compatible with assistive technology.</td>
</tr>
</tbody>
</table>

### Chapter 5: Software

#### Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>501.1 Scope – Incorporation of WCAG 2.0 AA</td>
<td>See WCAG 2.0 section</td>
<td>See information in WCAG section</td>
</tr>
<tr>
<td>502 Interoperability with Assistive Technology</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>502.2.1 User Control of Accessibility Features</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>502.2.2 No Disruption of Accessibility Features</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>502.3 Accessibility Services</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>502.3.1 Object Information</td>
<td>Supports</td>
<td>Object is accessible.</td>
</tr>
<tr>
<td>502.3.2 Modification of Object Information</td>
<td>Supports</td>
<td>If modification is supported the object is accessible.</td>
</tr>
<tr>
<td>502.3.3 Row, Column, and Headers</td>
<td>Supports</td>
<td>Tables have column headers</td>
</tr>
<tr>
<td>502.3.4 Values</td>
<td>Supports</td>
<td>Value of controls are exposed</td>
</tr>
<tr>
<td>502.3.5 Modification of Values</td>
<td>Supports</td>
<td>If modification of values is present users can control</td>
</tr>
<tr>
<td>502.3.6 Label Relationships</td>
<td>Supports</td>
<td>Labels are used on user interface elements.</td>
</tr>
<tr>
<td>502.3.7 Hierarchical Relationships</td>
<td>Supports</td>
<td>HTML is used to access user interface relationships.</td>
</tr>
<tr>
<td>502.3.8 Text</td>
<td>Supports</td>
<td>Text is programatically determinable.</td>
</tr>
<tr>
<td>502.3.9 Modification of Text</td>
<td>Supports</td>
<td>Text that can be set by the user shall is capable of being set programatically, including through assistive technology.</td>
</tr>
<tr>
<td>502.3.10 List of Actions</td>
<td>Supports</td>
<td>If applicable, A list of all actions is programatically determinable.</td>
</tr>
<tr>
<td>502.3.11 Actions on Objects</td>
<td>Supports</td>
<td>If applicable, assistive technology can programatically execute available actions on objects.</td>
</tr>
<tr>
<td>502.3.12 Focus Cursor</td>
<td>Supports</td>
<td>Focus cursor is available</td>
</tr>
<tr>
<td>502.3.13 Modification of Focus Cursor</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>502.3.14 Event Notification</td>
<td>Supports</td>
<td>Notifications are available to assistive technology.</td>
</tr>
<tr>
<td>502.4 Platform Accessibility Features</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>503 Applications</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>503.2 User Preferences</td>
<td></td>
<td></td>
</tr>
<tr>
<td>503.3 Alternative User Interfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>503.4 User Controls for Captions and Audio Description</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>503.4.1 Caption Controls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>503.4.2 Audio Description Controls</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>504 Authoring Tools</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)</td>
<td>See <a href="#">WCAG 2.0</a> section</td>
<td>See information in WCAG section</td>
</tr>
<tr>
<td>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>504.2.2 PDF Export</td>
<td></td>
<td></td>
</tr>
<tr>
<td>504.3 Prompts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>504.4 Templates</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Chapter 6: Support Documentation and Services**

Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>601.1 Scope</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td><strong>602 Support Documentation</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602.2 Accessibility and Compatibility Features</td>
<td>Supports</td>
<td>Accessibility features are documented in onboard help</td>
</tr>
<tr>
<td>602.3 Electronic Support Documentation</td>
<td>See <a href="#">WCAG 2.0</a> section</td>
<td>See information in WCAG section</td>
</tr>
<tr>
<td>602.4 Alternate Formats for Non-Electronic Support Documentation</td>
<td>Supports</td>
<td>Electronic versions of support documentation are available.</td>
</tr>
<tr>
<td><strong>603 Support Services</strong></td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>603.2 Information on Accessibility and Compatibility Features</td>
<td>Supports</td>
<td>Information is available upon request.</td>
</tr>
<tr>
<td>603.3 Accommodation of Communication Needs</td>
<td>Supports</td>
<td>Support services has email and chat available. Support agents have information about the communication needs of people with disabilities.</td>
</tr>
</tbody>
</table>

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