# Voluntary Product Accessibility Template® (VPAT®)

# International Edition

**Version 2.2**

**October 2019**

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# AASHTOWare Note

AASHTOWare only requires VPAT documents to cover Section 508 Standards and WCAG 2.0 level A and AA criteria. WCAG 2.0 level AAA and EN 301 549 requirements do not apply to AASHTOWare and have been removed from this template. Any reference to EN 301 549 in the instructions below may be ignored.

# About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. This is the International edition of the VPAT. It includes the following standards/guidelines:

* Web Content Accessibility Guidelines 2.0, at [*http://www.w3.org/TR/2008/REC-WCAG20-20081211/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/)
* [Revised Section 508 standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the [Corrections to the ICT Final Rule](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/corrections-to-the-ict-final-rule) as published by the US Access Board in the Federal Register on January 22, 2018
* EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at [*http://mandate376.standards.eu/standard*](http://mandate376.standards.eu/standard)

This document is broken into two main sections:

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

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report. The VPAT 2.2 template includes criteria from WCAG 2.0 and EN 301 549, as well as the Revised Section 508 Standards and Section 255 guidelines.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.2 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

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

This sectionprovides guidance for reporting product conformance for three major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing 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 VPAT is a template 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 VPAT. Use of the template and service mark does not require membership in ITI.
3. Determine which accessibility standards/guidelines will be included in the product conformance report.
4. It is the vendor’s responsibility to maintain the integrity of the data in the report.

## Essential Requirements for Authors

The following are the minimum requirements to be a VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., “VPAT®”). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The only requirement is that the final conformance report must be accessible.
3. A report may contain a minimum of one applicable 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** –Template version
* **Name of Product/Version** –Name of Product being reported, including version of the product
* **Product Description** – A brief description 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.
* **Evaluation Methods Used** – Include a description of what evaluation methods were used to complete the VPAT for the product under test.
* **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
	+ The list must include only the Standards/Guidelines that were used to develop the product.
	+ A report must contain a minimum of one Standard/Guideline or any combination of the three Standards.
	+ The applicable Standards/Guidelines that may be included are:
		- Revised Section 508 standards – the U.S. Federal accessibility standard, published by the U.S. Access Board in the Federal Register on January 18, 2017
		- Corrections to the ICT Final Rule – a correction to the Revised Section 508 standards, published by the US Access Board in the Federal Register on January 22, 2018
		- Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500), 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”,* V1.1.2 (2015-04) *at* [*http://mandate376.standards.eu/standard*](http://mandate376.standards.eu/standard)
	+ This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified.
	+ Alternatively, the Standard/Guideline being reported can be clearly identified in the introductory text of the report. If multiple Standards or Guideline tables are included, each table should also be clearly identified as to the Standard or Guideline the criteria that table represents.
* **Terms** – Conformance level terms description section
* **Tables for Each Standard or Guideline** –Tables showing the responses to the criteria.
1. WCAG Conformance Tables – The answers in the WCAG success criteria tables are based on the level of conformance being reported (Level A, AA or AAA).
	* These tables are used to answer:
		+ Revised Section 508:
			- Chapter 5 Software
			- Chapter 6 Support Documentation
		+ EN 301 549 Standard:
			- Chapter 9 Web
			- Chapter 10 Non-Web
			- Chapter 11 Software
			- Chapter 12 Documentation and Support Services
		+ The selected levels of WCAG 2.0 Guidelines.
	* Due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear in what individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.
	* If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.
2. Conformance Levels – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
	* **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**:Themajority 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 only be used in WCAG 2.0 Level AAA.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](https://www.w3.org/TR/UNDERSTANDING-WCAG20/conformance.html): 'This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

1. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
	* When the conformance level is ‘partially supports’ or ‘does not support’, the remarks should identify:
		1. The functions or features with issues
		2. How they do not fully support
	* If the criterion does not apply, explain why.
	* If an accessible alternative is used, describe it.
2. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section doesn’t apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

## Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create 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
* **Evaluation Methods Used –** Information to enter may include the following:
	+ Testing is based on general product knowledge
	+ Similar to another evaluated product
	+ Testing with assistive technologies
	+ Published test method (provide name, publisher, URL link)
	+ Vendor proprietary test method
	+ Other test method
* **Remarks and Explanations:** This section may include:
	+ Information regarding the testing of a given criteria.
	+ Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
	+ How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company’s customer support to get additional information.
	+ Known workarounds for accessibility issues.
* **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 has been removed.
		- A card reader that doesn’t have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn’t apply.
	+ 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 that a section of the standard does not apply, information should be included in the notes that the section has been removed.
* **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.
* **Language:** Use text appropriate for your audience.
* **Multiple Reports:** When using the VPAT to create 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.
* **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
	+ It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
	+ The links to the standards/guidelines can be removed.
* **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. For example, if the Accessibility Conformance Report is for Section 508 only, the WCAG tables may be moved to follow the numbering scheme used in the Section 508 criteria.
* **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
	+ The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
	+ It is optional to add a response if desired.
	+ The shading of the row is also optional.
	+ If removing the heading rows, edit the criteria titles so it’s clear where they apply.

## Posting the Final Document

* Remove the *Essential Requirements and* *Best Practices for Information & Communications Technology (ICT) Vendors* section from the template when publishing your Accessibility Conformance 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**
	+ **The “VPAT® Version 2.2” heading**
	+ **Name of Product/Version**
	+ **Product Description**
	+ **Date**
	+ **Contact Information**
	+ **Notes**
	+ **Evaluation methods used**
	+ **Applicable Standards/Guidelines**
	+ **Terms**
	+ **Report Information**
		- Check that there is a response for each criterion 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.

## Table Information for VPAT® Readers

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 regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

* 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.

# AASHTO Accessibility Conformance Report

# International Edition

**VPAT**® **Version 2.2 – October 24, 2019**

## Name of Product/Version: AASHTOWare BrM 6.3

## Product Description: The AASHTOWare Bridge Management software is a comprehensive asset management system developed to assist in the challenging task of bridge management. AASHTOWare Bridge Management stores bridge inventory and inspection data; formulates network-wide preservation and improvement policies for use in evaluating the needs of each bridge in a network; and makes recommendations for what projects to include in an agency’s capital plan for deriving the maximum benefit from limited funds.

## Date: 10/24/2019

## Contact information: Josh Lang | josh.lang@mayvue.com | 412-230-3056

## Notes:

## Evaluation Methods Used: Testing is based on general product knowledge.

##

## Applicable Standards/Guidelines

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

|  |  |
| --- | --- |
| Standard/Guideline | Included In Report |
| Web Content Accessibility Guidelines 2.0, at [*http://www.w3.org/TR/2008/REC-WCAG20-20081211/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | Level A (Yes)Level AA (Yes)Level AAA (No) |
| [Revised Section 508 standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) as published by the U.S. Access Board in the Federal Register on January 18, 2017[Corrections to the ICT Final Rule](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/corrections-to-the-ict-final-rule) as published by the US Access Board in the Federal Register on January 22, 2018 | (Yes) |
| EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, -V1.1.2 (2015-04) at [*http://mandate376.standards.eu/standard*](http://mandate376.standards.eu/standard) | (No) |

## 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportsElectronic Docs: SupportsSoftware: SupportsClosed: Not ApplicableAuthoring Tool: Supports  | Web: Electronic Docs:Software:Closed: software is not closed; nor is there a need for closed captions. There are tooltips available and can be set on specific timing to popup, by an Admin user. Authoring Tool: The authoring tool within BrM is the Visual Forms Editor.  |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not Applicable Closed: Not ApplicableAuthoring Tool: Not Applicable | At this time, there is no pre-recorded audio or video within BrM. At this time, there is no pre-recorded audio or video within BrM. Web:Electronic Docs: Software:Closed:Authoring Tool: |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not applicable | At this time, there is no pre-recorded audio or video within BrM. Web:Electronic Docs: Software:Authoring Tool: |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableClosed: Not ApplicableAuthoring Tool: Not Applicable | At this time, there is no pre-recorded audio or video within BrM. Web: Electronic Docs: Software: Closed:Authoring Tool: |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | There are tooltips available and can be set on specific timing to popup, by an Admin user. Authoring Tool: The authoring tool within BrM is the Visual Forms Editor.Web: Electronic Docs: Software: Authoring Tool: Visual Forms Editor |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | There are tooltips available and can be set on specific timing to popup, by an Admin user. Authoring Tool: The authoring tool within BrM is the Visual Forms Editor.Web: Electronic Docs: Software: Authoring Tool: |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | BrM has various color representations that correlate to the data within the application; graphs, reports, etc. Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | BrM has various color representations that correlate to the data within the application; graphs, reports, etc. Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not applicable | Currently, there is no audio or video that will ‘auto-play’ within BrM. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportsElectronic Docs: SupportsSoftware: SupportsClosed: Not ApplicableAuthoring Tool: Supports | BrM supports the use of mouse clicks and keyboard input to navigate the interface. Web: Electronic Docs: Software: Closed:Authoring Tool: |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | BrM supports the use of mouse clicks and keyboard input to navigate the interface.Web: Electronic Docs: Software: Authoring Tool: |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: Not ApplicableSoftware: SupportedAuthoring Tool: Supported | BrM Timeout exists with version 6.3 and is dependent on the web.config file setting. The default timeout in the web.config is 180 minutes (3 hours), when this time is met the user will be prompted with a popup about the session expiring. In the popup, the user will have the option to ‘extend session’. If ‘extend session’ is NOT chosen within the 3 minutes countdown, then the user is automatically logged out of their session. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not Applicable | Not applicable, there is no flashing/flickering within BrM. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not Applicable | Not applicable, there is no flashing/flickering within BrM.Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)Also applies to:Revised 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
 | Web: SupportedElectronic Docs: SupportedAuthoring Tool: Supported | BrM uses shortcut links to cut out ‘duplicate blocks’. Web: Electronic Docs: Authoring Tool: |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | BrM contains titles for all pages within the software. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Partially SupportedElectronic Docs: SupportedSoftware: Partially SupportedAuthoring Tool: Supported | A few older/legacy pages that have not been redesigned may not fully supported focus order/tab order. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | When applicable, the links are informative. Web: Electronic Docs: Software: Authoring Tool: |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedClosed: Not ApplicableAuthoring Tool: Supported | The human language of the page can be determined within BrM. Web: Electronic Docs: Software: Closed:Authoring Tool: |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | There is no change of context when focus on fields. Web: Electronic Docs: Software: Authoring Tool: |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Change of context on UI forms notifies user when changes/saves need performed. Denoted by a ‘yellow highlight’. Any changes made that require user attention/save/action are informative and user is prompted with either the ‘yellow highlight’ indicator OR a visual prompt explaining behavior. Web: Electronic Docs: Software: Authoring Tool: |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: Not ApplicableSoftware: SupportedClosed: Not ApplicableAuthoring Tool: Supported | If data is invalid, user is prompted with ‘red highlight’ around the field that needs fixed, as well as an error prompt display on the bottom of the UI/page. **NOTE:** On legacy pages, the error prompt functionality may Not exist; however, on all newer (post version 6.1) pages the appropriate error/warning prompts exist. Web: Electronic Docs: Software: Closed: Authoring Tool: |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: Not ApplicableSoftware: SupportedAuthoring Tool: Supported | Tootips/labels/instructions are provided. Web: Electronic Docs: Software: Authoring Tool: |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Web: Electronic Docs: These refer to exported xml docs for import/export within BrM/other applications/sites. Software: Authoring Tool: |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Web: Electronic Docs: Refers to saved exported files from BrM; reports, xml, etc. Software: Authoring Tool: Custom Forms, etc.  |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not Applicable | At this time, there is no live audio in BrMWeb: Electronic Docs: Software: Authoring Tool: |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Not ApplicableElectronic Docs: Not ApplicableSoftware: Not ApplicableAuthoring Tool: Not Applicable | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Web: Electronic Docs: Software: Authoring Tool: |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: Partially SupportedElectronic Docs: SupportedSoftware: Partially SupportedClosed: Not ApplicableAuthoring Tool: Partially Supported | Browser interface zoom can be used but is not fully supported past greater than 100%Web: Electronic Docs: Software: Closed: Authoring Tool: |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Supported, and in some instances users may customize images/logos (login page and logo display in software)Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)Also applies to:Revised 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
 | Web: SupportedElectronic Docs: Not ApplicableAuthoring Tool: Not Applicable | Web: Electronic Docs: Authoring Tool: |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Page headers and mouse over tooltips existNOTE: users have capability to turn OFF tooltips, if this is done then certain fields will NOT display tooltips. Users may also change the time of when the tooltips appear, if changed the time in ‘seconds’ MUST be met before the tooltip will show on the field. Web: Electronic Docs: Software: Authoring Tool: |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Focus on fields is shown and the physical keyboard inputs to tab, enter, etc may be used to navigate pages in BrM. NOTE: older/legacy pages may not fully support fluid tabular keyboard inputs. Web: Electronic Docs: Software: Authoring Tool: |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: SupportedSoftware: SupportedAuthoring Tool: Supported | Web: Electronic Docs: Software: Authoring Tool: |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)Also applies to:Revised 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
 | Web: SupportedElectronic Docs: SupportedAuthoring Tool: Supported | Web: Electronic Docs: Authoring Tool: |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)Also applies to:Revised 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
 | Web: SupportedElectronic Docs: Not ApplicableAuthoring Tool: Supported | Consistent identification of fields does exist in BrM, but is always being improved per user request/recommendations. Web: Electronic Docs: Authoring Tool: |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: Not ApplicableSoftware: SupportedAuthoring Tool: Supported | There is no error handling in the Help doc, it is a visual and not editable document. The exported/imported document error handling is within BrM; not in the imported/exported document. If there are errors in xml files to import/export users will be notified on the Software functionality (via import/export, etc). When an error / invalid input exists on fields the user is warned with an error/warning prompt and the field will be highlighted in ‘red’. Users cannot save without correcting the error/invalid data. **NOTE:** older/legacy pages may not contain the error message display, but this functionality is being implemented with all new pages. Web: Electronic Docs: Software: Authoring Tool: |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Web: SupportedElectronic Docs: Not ApplicableSoftware: SupportedAuthoring Tool: Supported | There is no error handling in the Help doc, it is a visual and not editable document.The exported/imported document error handling is within BrM; not in the imported/exported document. If there are errors in xml files to import/export users will be notified on the Software functionality (via import/export, etc). Upon deletion of data, users are warned with a ‘check’ popup to confirm before deletion. Web: Electronic Docs: Software: Authoring Tool: |

## Revised Section 508 Report

Notes:

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

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Not Applicable | BrM does not contain any screen reading software/technology or magnifiers (outside of the Browser zoom).  |
| 302.2 With Limited Vision | Not Applicable | BrM does not contain any screen reading software/technology or magnifiers (outside of the Browser zoom). |
| 302.3Without Perception of Color | Supported | BrM uses color and text indicators to represent good, fair, poor, and other graphical data can be manipulated to use color, text, or both.  |
| 302.4Without Hearing | Supported |  |
| 302.5With Limited Hearing | Supported |  |
| 302.6Without Speech | Supported |  |
| 302.7With Limited Manipulation | Partially Supported |  |
| 302.8With Limited Reach and Strength | Not Applicable |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Not Applicable |  |

### Chapter 4: Hardware

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |
| ***402.1 General*** | Heading cell – no response required | Heading cell – no response required |
| ***402.2 Speech-Output Enabled*** | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Supported | Currently, BrM does not support speech output; however, there are web browser extension and/or third-party software that could be used (these have not been tested internally by the BrM developer/QA support team). |
| 402.2.2 Transactional Outputs | Not Supported | Currently, BrM does not support speech output; however, there are web browser extension and/or third-party software that could be used (these have not been tested internally by the BrM developer/QA support team). |
| 402.2.3 Speech Delivery Type and Coordination | Not Supported | Currently, BrM does not support speech output; however, there are web browser extension and/or third-party software that could be used (these have not been tested internally by the BrM developer/QA support team). |
| 402.2.4 User Control | Not Supported | Currently, BrM does not support speech output; however, there are web browser extension and/or third-party software that could be used (these have not been tested internally by the BrM developer/QA support team). |
| 402.2.5 Braille Instructions | Not Supported | Currently, BrM does not support speech output; however, there are web browser extension and/or third-party software that could be used (these have not been tested internally by the BrM developer/QA support team). |
| ***402.3 Volume*** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable |  |
| 402.3.2 Non-private Listening | Not Applicable |  |
| 402.4 Characters on Display Screens | Supported |  |
| 402.5 Characters on Variable Message Signs | Supported |  |
| ***403 Biometrics*** | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | There is no use of fingerprints, optical scanning, etc. in BrM for user identification.  |
| ***404 Preservation of Information Provided for Accessibility*** | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Supported |  |
| ***405 Privacy*** | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Supported | BrM does not currently contain its own screen reading software; users may access browser extensions, but no specific extensions have been tested.  |
| ***406 Standard Connections*** | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Supported |  |
| ***407 Operable Parts*** | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Supported |  |
| ***407.3 Input Controls*** | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Supported |  |
| 407.3.2 Alphabetic Keys | Supported |  |
| 407.3.3 Numeric Keys | Supported |  |
| 407.4 Key Repeat | Supported |  |
| 407.5 Timed Response | Supported |  |
| 407.6 Operation | Supported |  |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable |  |
| ***407.8 Reach Height and Depth*** | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable |  |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable |  |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable |  |
| 407.8.2 Side Reach | Not Applicable |  |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable |  |
| 407.8.2.2 Obstructed Side Reach | Not Applicable |  |
| 407.8.3 Forward Reach | Not Applicable |  |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable |  |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable |  |
| ***408 Display Screens*** | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable |  |
| 408.3 Flashing | Supported |  |
| ***409 Status Indicators*** | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Supported |  |
| ***410 Color Coding*** | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Supported |  |
| ***411 Audible Signals*** | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Supported | When corrections are necessary, BrM software prompts users with an audible sound, as well as visual representations.  |
| ***412 ICT with Two-Way Voice Communication*** | Heading cell – no response required | Heading cell – no response required |
| ***412.2 Volume Gain*** | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable |  |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable |  |
| ***412.3 Interference Reduction and Magnetic Coupling*** | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable |  |
| 412.3.2 Wireline Handsets | Not Applicable |  |
| 412.4 Digital Encoding of Speech | Not Applicable |  |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable |  |
| 412.7 Video Communication | Not Applicable |  |
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Supported | BrM does not currently support TTY |
| 412.8.2 Voice and Hearing Carry Over | Not Supported | BrM does not currently support TTY |
| 412.8.3 Signal Compatibility | Not Supported | BrM does not currently support TTY |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Supported | BrM does not currently support TTY |
| ***413 Closed Caption Processing Technologies*** | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Supported | BrM does not currently support Closed Caption Process Technologies.  |
| 413.1.2 Pass-Through of Closed Caption Data | Not Supported | BrM does not currently support Closed Caption Process Technologies. |
| ***414 Audio Description Processing Technologies*** | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Supported | BrM does not currently support Audio Description Processing Technologies. |
| 414.1.2 Other ICT | Not Supported | BrM does not currently support Audio Description Processing Technologies. |
| ***415 User Controls for Captions and Audio Descriptions*** | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Partially Supported | BrM allows for users to turn on tooltip displays to visualize database tables/column references. There is no audio supported; it is purely a visual popup representation.  |
| 415.1.2 Audio Description Controls | Not Supported | BrM does not currently support audio descriptions for fields/data.  |

### Chapter 5: Software

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| ***502 Interoperability with Assistive Technology*** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5).  |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.2 Modification of Object Information | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.3 Row, Column, and Headers | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.4 Values | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.5 Modification of Values | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.6 Label Relationships | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.7 Hierarchical Relationships | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.8 Text | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.9 Modification of Text | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.10 List of Actions | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.11 Actions on Objects | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.12 Focus Cursor | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.13 Modification of Focus Cursor | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.3.14 Event Notification | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 502.4 Platform Accessibility Features | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| ***503 Applications*** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 503.3 Alternative User Interfaces | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| ***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 | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| 503.4.2 Audio Description Controls | Not Applicable | BrM does do not have access to platform accessibility services \*\* (See EXCEPTION, Chapter 5). |
| ***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](#WCAG) section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Supported |  |
| 504.2.2 PDF Export | Supported |  |
| 504.3 Prompts | Supported |  |
| 504.4 Templates | Supported |  |

### 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 |  |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable |  |
| **603 Support Services** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable |  |
| 603.3 Accommodation of Communication Needs | Supported | In the event support was needed for accommodation of Communication Needs, BrM team is available to assist.  |

## Legal Disclaimer

*Include your company legal disclaimer here, if needed*