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Document Logistix Ltd Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Document Manager DM5 v5.8

Product Description: Enterprise Content Management Web Services Software

Report Date: 30-April-2020

Contact Information:

Steve Adams +44 1908 366 388 steve.adams@document-logistix.com

Notes:

- Content that has been entered into Document Manager software is not included in the reporting of the VPAT, as this is user generated content and not representative of Document Logistix itself.
- This VPAT does not cover the following product areas:
  - Document Viewer and its sub-components.

"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)

Evaluation Methods Used:

Our aim is to develop and test the Document Manager DM5 product and documentation to be accessible. Evaluation and testing of Document Manager DM5 involves a combination of functional and manual tests on a variety of browsers including Chrome, Safari, Microsoft Edge and Internet Explorer, on both desktop and mobile platforms. A selection of pages representative of the product is comprehensively evaluated using the following methods:

- Manual testing making use of product knowledge.
- Testing integration with screen readers, initially using NVDA and moving on to JAWS.
- Evaluating the level of accessibility using the **aXe** Accessibility Testing Tool.
- Collating and reviewing a list of bugs affecting accessibility in a dedicated area within our **Azure DevOps** source control system.

Additional information about Document Manager DM5 accessibility is available on the 'Accessibility' page within the product.

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 - Yes
Web Content Accessibility Guidelines 2.1	Level A - Yes Level AA - Yes Level AAA - Yes
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe - V3.1.1 (2019-11)	Yes

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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 and 2.1 Report

Tables 1 also documents conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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.x 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 and WCAG 2.1 Conformance Requirements.

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Table 1: WCAG Success Criteria

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Partially Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: - Use of meaningful and consistent colours, icons and element identification including state change on selection. - Images that convey information have meaningful alternative text; decorative images are marked using ALT="". Exception: - Document Viewer content is not exposed to screen readers and does not have alternative textual form. **Electronic Docs**: All non-text content has a clear alternative text description. **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product does not support live content. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product does not support live content. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • User interface component labels are associated with the fields they are labelling. • Headings are encoded with HTML heading tags. • List markup is used for marking up lists. • Data tables use appropriate markup. • Style sheets are used only to change the layout and presentation on screen. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: The sequence of elements in the DOM matches a logical reading sequence. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Shapes and size are not solely used to identify items such as buttons. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Responsive layout based on the device orientation. • Access to collapsed content while in portrait mode (screen width can restrict content displayed but the application functions accordingly). **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Notes: • Autocomplete is turned off as it is presently unwanted behaviour within the product, specifically in the administration pages. • Custom user-generated fields might collect personal information, but the product does not; therefore, autocomplete is turned off. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • HTML5 semantic tags and metadata are used to provide context to provide context.to provide context to provide context. Exception: • See Notes for criterion 1.3.5. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Alternative visual cues such as icons and text are used to present information. • Foreground and background colors with good contrast ratio are used for individual and grouped components. Exception: • Custom user-generated themes could override and affect the default experience, which can affect the colour contrast ratios. **Electronic Docs**: Color is not solely used to convey information. **Software**: **Closed**: **Authoring Tool**:

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1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product has no audio content, but user content could contain audio, which is played by browser's native media player. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Partially Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Product pages were tested to achieve a contrast ratio of at least 4.5:1 using aXe. Note: • Custom user-generated themes could override and affect the default experience, which can affect the color contrast ratios. **Electronic Docs**: Documents were tested using the Color Contrast Analyzer tool. Some fonts will need to be changed to darker fonts in the next revision. **Software**: **Closed**: **Authoring Tool**:

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1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Maintain full functionality while using browser zoom up to 200%. • Use of relative measurements in all CSS stylings. • Use of title to display concatenated text. **Electronic Docs**: PDF documents can be zoomed to over 200% without losing text quality. **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Does Not Support **Software**: **Closed**: **Authoring Tool**:	**Web**: Product does not contain any nonessential images of text. **Electronic Docs**: Some images contain callouts. This will be addressed in the next revision. **Software**: **Closed**: **Authoring Tool**:
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: Does Not Support **Software**: **Closed**: **Authoring Tool**:	**Web**: The contrast ratio of 7:1 has not been achieved. **Electronic Docs**: Documents were tested using the Color Contrast Analyzer tool. Fonts will need to be changed to darker fonts in the next revision. **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content might include media, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: Not Evaluated **Software**: **Closed**: **Authoring Tool**:	**Web**: Not all colours are configurable by the user. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Does Not Support **Software**: **Closed**: **Authoring Tool**:	**Web**: Product does not contain any nonessential images of text. **Electronic Docs**: Some images contain callouts. This will be addressed in the next revision. **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Responsive layout with zoom level of 400%. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product pages were tested to achieve a contrast ratio of at least 3:1 using aXe. Note: • Custom user-generated themes could override and affect the default experience, which can affect the color contrast ratios. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Responsive layout allows for adjusting the line height, spacing, letter spacing and word spacing that does not interfere with the functionality of the product. Exception: • Limited line height and spacing between paragraphs. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Additional hover content to be dismissible, hoverable and persistent. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Ability to perform functions from the keyboard only, and without requiring specific timings for individual keystrokes. Exception: • The Document Viewer component does not fully support use of the keyboard. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Movement of focus through controls only using the keyboard (Arrow, Tab and Escape keys), with no 'keyboard trap' that prevents focus from moving away from any control. • Prevention of access to other controls via the keyboard while dialogs are present but having the ability to close/dismiss modals with simple user intervention. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: Not Evaluated **Software**: **Closed**: **Authoring Tool**:	**Web**: Document Viewer is an exception. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Use of accessibility shortcuts via the keyboard on active and focused controls, such as in the Tree Explorer or Navigation Bar. • Ability to use shortcuts while using Markdown editor controls when editing Markdown Widget. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Session timeout limits can be adjusted via administration system settings. • The user is prompted 5 minutes before the session times out and can take the appropriate simple action (extend session or log out). **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Dashboard Widgets with auto-update functionality can be turned off. • Toast pop-ups can be paused on focus or closed by user intervention. • Animated loading spinners that indicate a loading phase for a control. • No other moving, blinking, scrolling or auto-updating controls are used in the product. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product does not contain any time-sensitive activities. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • No changes are applied to page content without user intervention. Notes: • Some Dashboard widgets have with auto-reload, but this can be turned off. • Session timeout prompts inactive users, but this can be extended by simple intervention. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: After re-authentication, the user is redirected to the same page, but any unsaved data will be lost. For security reasons, user input is not stored. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Session timeout limits can be adjusted via system configuration. • The user is prompted 5 minutes before the session timeout and can extend their session by simple action (extend session or log out). • 'Save for later' stores the user files for more than 20 hours and this information is relayed to the user. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content may contain flickers or flashes with a frequency of more than three times in any one second period, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: While user-generated content may contain flickers or flashes with a frequency of more than three times in any one second period, the product does not. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Animations cannot be disabled. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: - Use of Aria Landmarks to identify Regions. - Grouping of relevant DOM controls with their own Header elements. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: Pages have a meaningful title that represent the current context specified in the TITLE element. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Logical movement through the focusable controls using only the keyboard, in an order that follows a meaningful sequence. • When creating UI controls, the new items follow the existing ones, for example, when a search group or criteria is added in the search query builder. • The text, title and icon of links and their surrounding controls are enough to describe their purpose. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • The text, title and icon of links and their surrounding controls are enough to describe their purpose. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Pages contain a navigation bar that enables all other pages to be reached. Exception: • Administration pages are restricted so there are no direct links to administration pages from the web application and vice versa. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Headers describe the topic or purpose of the content below them. • Labels describe the purpose of the associated field. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Visual indication of the location of the focus. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Specify the user's location via breadcrumb. • Highlight the current page on Grid elements. • Indicate the user's location in the page title. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Not Evaluated **Electronic Docs**: Not Evaluated **Software**: **Closed**: **Authoring Tool**:	**Web**: **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • All sections of the page start with a heading element or have an element with 'role=heading' exposed to the screen readers. **Electronic Docs**: Product was tested for: • All sections have clear headings. **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Document Viewer zoom can be operated via multipoint gesture, scroll wheel or command bar buttons. Exceptions: • Page list reordering is not possible via the keyboard. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Drag actions can be cancelled by releasing the item outside of the drop target. Exceptions: • In Document Viewer, dragging annotations outside of the Viewer does not return the picked-up item back to its old position. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • The accessible name contains the visual text in labels of user interface components. • Icon-only user interface components have a title that matches their accessible name. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product does not directly rely nor interface with device motion or user motion. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Does Not Support **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Some links and action buttons do not have alternatives that meet the size requirement of 44px. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Ability to mix input methods without losing functionality. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • The language header is present on the HTML element. • The Content-Language HTTP header is used. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Language used by the application is configurable by the user. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Unusual words/concepts are defined or explained in the user guides. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Text in the UI is checked for abbreviations. If any exist, explanations will be provided in the UI or user guides. Note: • User-generated indexes may contain abbreviations. **Electronic Docs**: Where abbreviations are used, explanations are provided on first use. **Software**: **Closed**: **Authoring Tool**:
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Text in the UI is reviewed on an ongoing basis. **Electronic Docs**: Content is written as clearly as possible and peer reviewed. **Software**: **Closed**: **Authoring Tool**:

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3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: Supports **Software**: **Closed**: **Authoring Tool**:	**Web**: Product does not contain words with ambiguous pronunciation. **Electronic Docs**: Documents do not contain words with ambiguous pronunciation. **Software**: **Closed**: **Authoring Tool**:
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • When an element receives focus, it does not result in a substantial change to the page, an additional change of keyboard focus, or in spawning a pop-up. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Changes in the value of user interface components do not result in substantial changes to the page, an additional change of keyboard focus, or in spawning a pop-up. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Navigation mechanisms that are used in a group of pages are used consistently, with navigation elements appearing in the same relative order on the various pages. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Icons and controls are used and identified consistently throughout the product. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • All context changes are initiated by a user input or action. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: - When user input errors are detected, they are described to the user in text, including identifying the item where the error occurred. - Invalid form inputs are decorated using 'aria-invalid'. - Required fields that were not completed are identified with text descriptions. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: - Use of Labels with 'for' attribute to link inputs. - Use of 'aria-describedby' to provide more descriptive labels for inputs. - Use of <fieldset> and <legend> to identify linked form controls. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Where suggestions for fixing an input error are known, they are provided to the user. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Client form validations and alerts are used to convey information to user. • Success feedback is presented to users on submissions. • Use of confirmation dialogs where the action cannot be undone, such as delete. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Contextual help and instruction are provided at the beginning of forms. • Provide examples of data format and placeholder text. Notes: • User-generated Document and Folder indexes do not always have placeholder text. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • Server and client form validations provide warning and error messages allowing users to amend and correct their input. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Elements in HTML content have complete start and end tags, are properly nested, do not contain duplicate attributes, and have unique IDs. • Pages validate to the HTML specification. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: The product was tested for: • Presence of Name, Roles and Aria attributes on custom controls and form inputs. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Web**: Partially Supports **Electronic Docs**: N/A **Software**: **Closed**: **Authoring Tool**:	**Web**: Product was tested for: • User feedback is provided for all actions with status indication. • Client form validations are used to highlight invalid data input. **Electronic Docs**: **Software**: **Closed**: **Authoring Tool**:

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NOTES:

Chapter 3: Functional Performance Criteria (FPC)

NOTES:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Notes: • Controlling the layout of widgets on the Dashboard is not supported for users without vision. • Document Viewer is not suitable for users without vision because what is displayed cannot be accurately described.
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	Color is never used alone to convey information.
302.4 Without Hearing	Not Applicable	Product does not rely on hearing.
302.5 With Limited Hearing	Not Applicable	Product does not rely on hearing.
302.6 Without Speech	Not Applicable	Product does not rely on vocal capabilities.
302.7 With Limited Manipulation	Not Applicable	The product does not rely on equivalent functionality.
302.8 With Limited Reach and Strength	Not Applicable	The product does not rely on equivalent functionality.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	The product does not rely on equivalent functionality.

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Chapter 4: Hardware

NOTES: These criteria are all 'Not Applicable' because the product is not Hardware.

Chapter 5: Software

NOTES: These criteria are all 'Not Applicable' because the product is a web application.

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	Supports	Advice on using accessibility features can be found in the *Document Manager 5 User Guide for version 5.8* under the '*Accessibility Features*' heading.
602.3 Electronic Support Documentation	See WCAG 2.0 and 2.1 Report section criteria	See information in *WCAG 2.0 and 2.1 Report* section.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is in electronic format only.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support services are available via our website, email or phone.

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Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Document Manager Customer Support can provide information about accessibility features of the product.

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NOTES:

Chapter 4: [Functional Performance Statements](#) (FPS)

NOTES:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Notes: • Controlling the layout of widgets on the Dashboard is not supported for users without vision. • Document Viewer is not suitable for users without vision because what is displayed cannot be accurately described.
4.2.2 Usage with limited vision	Partially Supports	As described by [4.2.1 Usage without vision](#).
4.2.3 Usage without perception of colour	Supports	Color is never used alone to convey information.
4.2.4 Usage without hearing	Supports	Product does not rely on hearing.
4.2.5 Usage with limited hearing	Supports	Product does not rely on hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Product does not rely on vocal capabilities.
4.2.7 Usage with limited manipulation or strength	Not Applicable	The product does not rely on equivalent functionality.
4.2.8 Usage with limited reach	Not Applicable	The product does not rely on equivalent functionality.
4.2.9 Minimize photosensitive seizure triggers	Supports	While user-generated content may contain flickers or flashes with a frequency more than three times in any one second period, the product does not.

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Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition, language or learning	Not Applicable	The product does not rely on equivalent functionality.
4.2.11 Privacy	Supports	Notes: • User-generated fields are not controlled by the application.

Chapter 5: Generic Requirements

NOTES: The product does not have closed functionality.

Chapter 6: ICT with Two-Way Voice Communication

NOTES: These criteria are all 'Not Applicable' because the product does not offer two-way voice communication

Chapter 7: ICT with Video Capabilities

NOTES: These criteria are all 'Not Applicable' because user content may contain synchronized media but the product does not.

Chapter 8: Hardware

NOTES: These criteria are all 'Not Applicable' because the product is not Hardware.

Chapter 9: Web *(see WCAG 2.0 and 2.1 Report section)*

NOTES:

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Chapter 10: Non-Web Software

NOTES: These criteria are all 'Not Applicable' because the product is a web application.

Chapter 11: Software

NOTES: These criteria are all 'Not Applicable' because the product is a web application.

Chapter 12: Documentation and Support Services

NOTES:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Advice on using accessibility features can be found in the Document Manager 5 User Guide for version 5.8 under the 'Accessibility Features' heading.
12.1.2 Accessible documentation	See WCAG 2.0 and 2.1 Report section	See information in *WCAG 2.0 and 2.1 Report* section.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Product documentation is in electronic format only.
12.2.3 Effective communication	Supports	Document Manager Customer Support can provide information about accessibility features of the product.

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Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible documentation	See WCAG 2.0 and 2.1 Report section	See information in *WCAG 2.0 and 2.1 Report* section.

Chapter 13: ICT Providing Relay or Emergency Service Access

NOTES: These criteria are all 'Not Applicable' as the product is not indented to be used with relay services.

Legal Disclaimer (Company)

Legal disclaimer currently under review.