



# Forcepoint Accessibility Conformance Report

VPAT® Version 2.0



[Forcepoint Network  
Security Platform 7.4]

## Product description:

Forcepoint Network Security Platform Security Engine and Forcepoint Network Security Platform Security Management Center.

**Contact information:** [Claudius.Christian@forcepoint.com](mailto:Claudius.Christian@forcepoint.com)

### Notes:

### Evaluation methods used:

Manual testing methods were used when evaluating this 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	Yes

### Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3

Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1 (Web)</li> <li>• 10.2.1 (non-web document)</li> <li>• 11.2.1.1 (Software)</li> <li>• 11.2.2.1 (Closed Functionality Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>An exception is noted because the application uses tool tips to display text. Tool tips are supported by both the underlying operating system and accessibility tools, such as screen reader software.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2 (Web)</li> <li>• 10.2.2 (non-web document)</li> <li>• 11.2.1.2 (Software)</li> <li>• 11.2.2.2.1 and 11.2.2.2.2 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Audio and Video content is not present.</p>

<p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3 (Web)</li> <li>• 10.2.3 (non-web document)</li> <li>• 11.2.1.3 (Software)</li> <li>• 11.2.2.3 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>Audio and Video content is not present.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4 (Web)</li> <li>• 10.2.4 (non-web document)</li> <li>• 11.2.1.4 (Software)</li> <li>• 11.2.2.4 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>Audio and Video content is not present.</p>

<p><a href="#">1.3.1 Info and Relationships</a> (Level A)                  Also applies to:                  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.7 (Web)</li> <li>• 10.2.7 (non-web document)</li> <li>• 11.2.1.7 (Software)</li> <li>• 11.2.2.7 (Closed Software)                      – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>Programmatic determination is not supported. Most fields do not indicate that they are required until after an attempted commit.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)                  Also applies to:                  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.8 (Web)</li> <li>• 10.2.8 (non-web document)</li> <li>• 11.2.1.8 (Software)</li> <li>• 11.2.2.8 (Closed Software)                      – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>Programmatic determination is not supported.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)                  Also applies to:                  EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.9 (Web)</li> <li>• 10.2.9 (non-web document)</li> <li>• 11.2.1.9 (Software)</li> </ul>	<p>Not Applicable</p>	<p>The application does not use shape, size, visual location, orientation, or sound to convey meaning.</p>

<ul style="list-style-type: none"> <li>• 11.2.2.9 (Closed Software)                     <ul style="list-style-type: none"> <li>– Does not apply</li> </ul> </li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.10 (Web)</li> <li>• 10.2.10 (non-web document)</li> <li>• 11.2.1.10 (Software)</li> <li>• 11.2.2.10 (Closed Software)                     <ul style="list-style-type: none"> <li>– Does not apply</li> </ul> </li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>The application uses color as a method of drawing attention and not as the only means of conveying information. When the mouse focus is placed on a colored patch or menu item, an appropriate text message or tool tip (a common graphical user interface function) is displayed for use by accessibility tools.</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.11 (Web)</li> <li>• 10.2.11 (non-web document)</li> <li>• 11.2.1.11 (Software)</li> <li>• 11.2.2.11 (Closed Software)                     <ul style="list-style-type: none"> <li>– Does not apply</li> </ul> </li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Not Applicable</p>	<p>The application does not use audio.</p>

<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.15 (Web)</li> <li>10.2.15 (non-web document)</li> <li>11.2.1.15 (Software)</li> <li>11.2.2.15 (Closed Software)</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>While the standard operating system keyboard shortcuts are applicable and discernible, the application itself provides very limited keyboard-only functionality.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.16 (Web)</li> <li>10.2.16 (non-web document)</li> <li>11.2.1.16 (Software)</li> <li>11.2.2.16 (Closed Software) – Does not apply</li> <li>11.6.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Supports</p>	<p>When keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface.</p>

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.17 (Web)</li> <li>• 10.2.17 (non-web document)</li> <li>• 11.2.1.17 (Software)</li> <li>• 11.2.2.17 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>No timed inputs are required.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.18 (Web)</li> <li>• 10.2.18 (non-web document)</li> <li>• 11.2.1.18 (Software)</li> <li>• 11.2.2.18 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>The application does not use moving, blinking, or scrolling information. Auto-updating of information can be paused.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a></p>	<p>Supports</p>	<p>The application does not contain</p>

<p>(Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.19 (Web)</li> <li>• 10.2.19 (non-web document)</li> <li>• 11.2.1.19 (Software)</li> <li>• 11.2.2.19 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		<p>anything that flashes more than three times in any one second period.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.20 (Web)</li> <li>• 10.2.20 (non-web document) – Does not apply</li> <li>• 11.2.1.20 (Software) – Does not apply</li> <li>• 11.2.2.20 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>The application limits the informative content to a single block per page.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p>	<p>Supports</p>	<p>All pages within the application have</p>

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.21 (Web)</li> <li>• 10.2.21 (non-web document)</li> <li>• 11.2.1.21 (Software) - Does not apply</li> <li>• 11.2.2.21 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		<p>informative titles.</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A) Also applies to EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.22 (Web)</li> <li>• 10.2.22 (non-web document)</li> <li>• 11.2.1.22 (Software)</li> <li>• 11.2.2.22 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Tab order is meaningful and maintained for pages and dialogs.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.23 (Web)</li> </ul>	<p>Supports</p>	<p>The purpose of each link can be determined from the link text alone or from hover text.</p>

<ul style="list-style-type: none"> <li>• 10.2.23 (non-web document)</li> <li>• 11.2.1.23 (Software)</li> <li>• 11.2.2.23 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.27 (Web)</li> <li>• 10.2.27 (non-web document)</li> <li>• 11.2.1.27 (Software)</li> <li>• 11.2.2.27 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>Programmatic determination is not supported.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.29 (Web)</li> <li>• 10.2.29 (non-web document)</li> <li>• 11.2.1.29 (Software)</li> <li>• 11.2.2.29 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> </ul>	<p>Supports</p>	<p>Components that receive focus will not trigger an action or change of context.</p>

<ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">3.2.2 On Input</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.30 (Web)</li> <li>• 10.2.30 (non-web document)</li> <li>• 11.2.1.30 (Software)</li> <li>• 11.2.2.30 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>A change of context within the application will only occur when it is obvious to the user (that is, when you click the Save or Cancel button, or create a new element with the New action).</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.33 (Web)</li> <li>• 10.2.33 (non-web document)</li> <li>• 11.2.1.33 (Software)</li> <li>• 11.2.2.33 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p>	<p>Supports</p>	<p>When an error occurs, the item that is in error is identified and the error is described to the user in text and often with a visual indicator on the page itself.</p>

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.34 (Web)</li> <li>• 10.2.34 (non-web document)</li> <li>• 11.2.1.34 (Software)</li> <li>• 11.2.2.34 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>All fields have a corresponding informative label. Many components also have additional information displayed as a hover tool tip.</p>
<p><a href="#">4.1.1 Parsing</a> (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.37 (Web)</li> <li>• 10.2.37 (non-web document)</li> <li>• 11.2.1.37 (Software)</li> <li>• 11.2.2.37 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>This is not an application that uses a markup language.</p>

<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.38 (Web)</li> <li>• 10.2.38 (non-web document)</li> <li>• 11.2.1.38 (Software)</li> <li>• 11.2.2.38 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>The application does not make use of an accessibility API.</p>
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**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5 (Web)</li> <li>• 10.2.5 (non-web document)</li> <li>• 11.2.1.5 (Software)</li> <li>• 11.2.2.5 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Not Applicable</p>	<p>The application does not utilize live audio.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.6 (Web)</li> <li>• 10.2.6 (non-web document)</li> <li>• 11.2.1.6 (Software)</li> <li>• 11.2.2.6 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p>	<p>Not Applicable</p>	<p>The application does not utilize prerecorded audio.</p>

<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.12 (Web)</li> <li>• 10.2.12 (non-web document)</li> <li>• 11.2.1.12 (Software)</li> <li>• 11.2.2.12 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>Test method: Colour Contrast Analyser</p> <p>The primary working areas of the application meet the contrast standards, but some of the non-working areas such as titles on tabs do not.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.13 (Web)</li> <li>• 10.2.13 (non-web document)</li> <li>• 11.2.1.13 (Software)</li> <li>• 11.2.2.13 (Closed Software)</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Does Not Support</p>	<p>The application does not allow for the resizing of text without the use of assistive technology.</p>

<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.14 (Web)</li> <li>• 10.2.14 (non-web document)</li> <li>• 11.2.1.14 (Software)</li> <li>• 11.2.2.14 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>The application does not use images of text where actual text is not available.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.24 (Web)</li> <li>• 10.2.24 (non-web document) – Does not apply</li> <li>• 11.2.1.24 (Software) – Does not apply</li> <li>• 11.2.2.24 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p>	<p>Supports</p>	<p>Pages can be located by traversing menus and there is also a search capability which can be used to access the pages directly.</p>

<ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>		
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.25 (Web)</li> <li>• 10.2.25 (non-web document)</li> <li>• 11.2.1.25 (Software)</li> <li>• 11.2.2.25 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Descriptive headings and labels are provided.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.26 (Web)</li> <li>• 10.2.26 (non-web document)</li> <li>• 11.2.1.26 (Software)</li> <li>• 11.2.2.26 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Supports</p>	<p>The application will indicate the element that has focus through visual means by highlighting the area around it.</p>

<p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.28 (Web)</li> <li>• 10.2.28 (non-web document)</li> <li>• 11.2.1.28 (Software) – Does not apply</li> <li>• 11.2.2.28 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Does Not Support</p>	<p>Programmatic determination is not supported.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.31 (Web)</li> <li>• 10.2.31 (non-web document) – Does not apply</li> <li>• 11.2.1.31 (Software) – Does not apply</li> <li>• 11.2.2.31 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Supports</p>	<p>The application uses a consistent presentation and layout among screens.</p>

<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>		
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.32 (Web)</li> <li>• 10.2.32 (non-web document) – Does not apply</li> <li>• 11.2.1.32 (Software) – Does not apply</li> <li>• 11.2.2.32 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports</p>	<p>The application keeps identification consistent using common icons and labels.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.35 (Web)</li> <li>• 10.2.35 (non-web</li> </ul>	<p>Supports</p>	<p>The application will provide a suggested resolution to an error when possible.</p>

<ul style="list-style-type: none"> <li>document)             <ul style="list-style-type: none"> <li>• 11.2.1.35 (Software)</li> <li>• 11.2.2.35 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> </li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>		
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)              Also applies to:              EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.36 (Web)</li> <li>• 10.2.36 (non-web document)</li> <li>• 11.2.1.36 (Software)</li> <li>• 11.2.2.36 (Closed Software) – Does not apply</li> <li>• 11.6.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul> <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>The application does not allow for financial transactions.</p>

**Table 3: Success Criteria, Level AAA**

Notes: The application has not been evaluated for WCAG level AAA conformance.

**2017 Section 508 Report**

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	There are many functions that cannot be completed via the keyboard because the user interface controls do not provide enough information to the screen readers.
302.2 With Limited Vision	Supports	The application will work with assistive technologies that provide magnification.
302.3 Without Perception of Color	Supports	The application uses color as a means of drawing attention and not as the only means of conveying information.
302.4 Without Hearing	Supports	The application does not include audio.
302.5 With Limited Hearing	Supports	The application does not include audio.
302.6 Without Speech	Supports	User speech is not required for operation.
302.7 With Limited Manipulation	Supports	The application supports standard input mechanisms.
302.8 With Limited Reach and Strength	Supports	The application supports standard input mechanisms.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The application uses standard interface mechanisms that would be familiar to most individuals.

**Chapter 4: Hardware**

Notes: This section is not relevant for this product. This is a software application.

**Chapter 5: Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> 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	The application is not a platform.
502.2.2 No Disruption of Accessibility Features	Supports	The application does not disable or disrupt accessibility features of the Microsoft Windows operating system and assistive technologies.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	The application provides very limited programmatic exposure.
502.3.2 Modification of Object Information	Does Not Support	The application provides very limited programmatic exposure.
502.3.3 Row, Column, and Headers	Does Not Support	The application provides very limited programmatic exposure.
502.3.4 Values	Does Not Support	The application provides very limited programmatic exposure.
502.3.5 Modification of Values	Does Not Support	The application provides very limited programmatic exposure.
502.3.6 Label Relationships	Does Not Support	The application provides very limited programmatic exposure.
502.3.7 Hierarchical Relationships	Does Not Support	The application provides very limited programmatic exposure.
502.3.8 Text	Does Not Support	The application provides very limited programmatic exposure.
502.3.9 Modification of Text	Does Not Support	The application provides very limited programmatic exposure.
502.3.10 List of Actions	Does Not Support	The application provides very limited programmatic exposure.

502.3.11 Actions on Objects	Does Not Support	The application provides very limited programmatic exposure.
502.3.12 Focus Cursor	Does Not Support	The application provides very limited programmatic exposure.
502.3.13 Modification of Focus Cursor	Does Not Support	The application provides very limited programmatic exposure.
502.3.14 Event Notification	Does Not Support	The application does not make changes in a component's state(s), value, name, description, or boundary, available to assistive technology.
502.4 Platform Accessibility Features	Not Applicable	The application is not a platform.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The application does not override user selected preference settings.
503.3 Alternative User Interfaces	Not Applicable	No alternative user interface is provided.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The application does not include audio.
503.4.2 Audio Description Controls	Not Applicable	The application does not include audio.
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 <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The application is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The application is not an authoring tool.
504.3 Prompts	Not Applicable	The application is not an authoring tool.
504.4 Templates	Not Applicable	The application is not an authoring tool.

**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	Does Not Support	The application does not contain built-in accessibility and compatibility features.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is available in electronic portable document format (PDF) and HTML format is included in the application. Standard operating system accessibility features can be used to render the PDFs in alternative formats, such as text-to-speech readers.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The application does not contain built-in accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Technical support is available via telephone, web, and email.

**EN 301 549 Report**

Notes:

**Chapter 4: 4.2 Functional Performance Statements (FPS)**

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	There are many functions that cannot be completed via the keyboard because the user interface controls do not provide enough information to the screen readers.
4.2.2 Usage with limited vision	Supports	The application will work with assistive technologies that provide magnification.
4.2.3 Usage without perception of colour	Supports	The application uses color as a means of drawing attention and not as the only means of conveying information.
4.2.4 Usage without hearing	Supports	The application does not include audio.
4.2.5 Usage with limited hearing	Supports	The application does not include audio.
4.2.6 Usage without vocal capability	Supports	User speech is not required for operation.
4.2.7 Usage with limited manipulation or strength	Supports	The application supports standard input mechanisms.
4.2.8 Usage with limited reach	Supports	The application supports standard input mechanisms.
4.2.9 Minimize photosensitive seizure triggers	Supports	There are no blinking texts, objects, or other elements that violate this requirement.
4.2.10 Usage with limited cognition	Supports	The application uses standard interface mechanisms that would be familiar to most individuals.
4.2.11 Privacy	Supports	The application does not make use of a user's personal information.

**Chapter 5: Generic Requirements**

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not Applicable	The application does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The application does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The application does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The application does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The application does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The application does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The application does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	The application does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The application does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The application does not have closed functionality.
5.1.3.11 Private listening	Not Applicable	The application does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The application does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	The application does not have closed functionality.

5.1.3.14 Spoken languages	Not Applicable	The application does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The application does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The application does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not Applicable	The application does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The application does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The application does not have closed functionality.
5.2 Activation of accessibility features	Not Applicable	The application has no specific accessibility features.
5.3 Biometrics	Supports	The application does not make use of biometric characteristics.
5.4 Preservation of accessibility information during conversion	Not Applicable	The application has no specific accessibility features.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	This is a software application, and it does not have operable parts.
5.5.2 Operable parts discernibility	Not Applicable	This is a software application, and it does not have operable parts.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	This is a software application, and it does not have locking or toggling mechanisms.
5.6.2 Visual status	Not Applicable	This is a software application, and it does not have locking or toggling mechanisms.
5.7 Key repeat	Not Applicable	The application does not have built-in key repeat functionality.
5.8 Double-strike key acceptance	Not Applicable	This is a software application, and it

		does not have specific hardware associated with it.
5.9 Simultaneous user actions	Supports	The application does not require simultaneous user actions.

### Chapter 6: ICT with Two-Way Voice Communication

Notes: This section is not relevant for this product. The application does not support two-way voice communication.

### Chapter 7: ICT with Video Capabilities

Notes: This section is not relevant for this product. The application does not include video capabilities.

### Chapter 8: Hardware

Notes: This section is not relevant for this product. This is a software application.

### Chapter 9: Web (see WCAG 2.0 section)

Notes:

### Chapter 10: Non-web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
10.2.39 Caption positioning	Not Applicable	The application does not contain multimedia content.
10.2.40 Audio description timing	Not Applicable	The application does not contain multimedia content.

**Chapter 11: Software**

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Does Not Support	The application does not make use of accessibility services.
11.3.2.4 Assistive technology	Not Applicable	The application is not assistive technology.
11.3.2.5 Object information	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.6 Row, column, and headers	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.7 Values	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.8 Label relationships	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.9 Parent-child relationships	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.10 Text	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.11 List of available actions	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.12 Execution of available	Does Not Support	The application provides very limited

actions		programmatic exposure.
11.3.2.13 Tracking of focus and selection attributes	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.14 Modification of focus and selection attributes	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.15 Change notification	Does Not Support	The application does not make changes in a component's state(s), value, name, description, or boundary, available to assistive technology.
11.3.2.16 Modifications of states and properties	Does Not Support	The application provides very limited programmatic exposure.
11.3.2.17 Modifications of values and text	Does Not Support	The application provides very limited programmatic exposure.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	The application is not a platform.
11.4.2 No disruption of accessibility features	Supports	The application does not disable or disrupt accessibility features of the Microsoft Windows operating system and assistive technologies.
11.5 User preferences	Supports	The application does not override user-selected preference settings.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not Applicable	The application is not an authoring tool.
11.6.4 Repair assistance	Not Applicable	The application is not an authoring tool.
11.6.5 Templates	Not Applicable	The application is not an authoring tool.

**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	Does Not Support	The application does not contain built-in accessibility and compatibility features.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does Not Support	The application does not contain built-in accessibility and compatibility features.
12.2.3 Effective communication	Supports	Technical support is available via telephone, web, and email.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
Criteria	Conformance Level	Remarks and Explanations

**Chapter 13: ICT Providing Relay or Emergency Service Access**

Notes: This section is not relevant for this product. The application does not provide relay or emergency service access.

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