

VMware Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: VMware Workspace ONE Unified Endpoint Management (UEM), version 1902

Product Description: Workspace ONE UEM manages the entire lifecycle of any endpoint, across all major operating systems - Android, iOS, Windows 10, macOS, Chrome OS, QNX, Tizen, and others - in a single management console.

Date: March 2019

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Evaluation Methods Used: Testing the VMware Workspace ONE UEM involved a combination of manual testing on the desktop platform. Level Access (Level) comprehensively tested a selection of pages representative of the VMware Workspace ONE UEM using, among other methodology, the screen reader JAWS 2019, exclusive use of the keyboard, and manual inspection of code and Accessibility API output (through the use of tools, such as Microsoft Inspect). Level also functionally tested a typical user flow using JAWS 2019.

Applicable Standards/Guidelines

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





Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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





Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p>	<p>Web: The product mostly provides textual equivalents for non-text content. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In many cases, when an element’s state changes it is not conveyed to assistive technology. • The graphical representation of data does not provide an informative label and visible alternative description. • Some images do not appropriately use alternative textual descriptions. • Tooltip icons often contain CSS background images that do not provide both visible and textual equivalents. • Several custom controls fail to provide textual name, role, and state information.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The product does not have prerecorded audio-only or prerecorded video-only content.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: The product does not have synchronized media.</p>





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The product does not have synchronized media.
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: The product infrequently conveys information, structure, and relationships by accessible methods. A rating of Does Not Support has been given for the following reasons:</p> <ul style="list-style-type: none"> Multiple regions are not properly identified to assistive technology. Some components use CSS pseudo elements for non-decorative content placement. Table headers contain blank cells, and in some instances, table headers and data cells are not laid out in a valid fashion. On some pages, data tables do not associate data cells and headers. The heading level does not match the heading's visual importance, and some headings are made implicitly without heading elements. Some form fields rely on placeholder text to explain input and are not explicitly associated with user inputs.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Dialogs are not structured. • Navigation sub-list items are not grouped together in their parent container as presented visually. • Content updates frequently do not define updates appropriately.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product presents content in the correct reading sequence.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not include any information, instructions, or controls which rely on specific sensory characteristics.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: For the most part, the product does not use color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In-page tabs and other controls solely use color to indicate the currently selected element. • Rarely, components use color to differentiate information without providing a textual equivalent.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Form fields use color alone to indicate error messages.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The product does not have audio that plays automatically.
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most functionality of the product is operable through a keyboard interface. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Some custom controls, such as content that can be expanded/collapsed, tooltips, filters, and table columns that can be re-sized or re-ordered, are not actionable by the keyboard. On many pages, active elements are not in the focus order due to incorrect use of tab index values. As a result, they cannot receive keyboard focus. Some menus cannot be opened with a keyboard. In some instances, error message content cannot be activated with a keyboard.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports	Web: The product does not contain keyboard traps.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: The product has been given a rating of Does Not Support for the follow reason:</p> <ul style="list-style-type: none"> Users are not prompted when time-based sessions end and are not given an opportunity to extend or configure sessions.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: They product does not contain moving, blinking, scrolling, or auto-updating information.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The product does not contain flashing content.
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Does Not Support	Web: The product does not provide a mechanism for skipping repetitive content.
<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p>	Web: Supports	Web: Each page in the product contains titles that describe their topic or purpose.





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most of the components within the product receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • In some instances, focus does not move to updated content when form controls are activated. • On several pages, the tab order of interactive elements on the page does not follow the visual layout of the page. • Dialogs and menus frequently do not manage focus appropriately when opened and closed.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The purpose of most links within the product is clearly indicated or can be determined from the link text together with its programmatically determined context. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Image links often do not provide a meaningful description. • Several links spawn modal dialogs but do not indicate this behavior in its textual description. • In rare instances, link text is not meaningful within context.





Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The default human language of most web pages within the product can be programmatically determined. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The default language cannot be identified on the product's Login page.
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not initiate any changes of context when a component receives focus.
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The majority of controls within the product do not change page context on input. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Some menu controls cause focus to inappropriately move to the start of the page when activated.
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The product mostly identifies and describes errors to the user in text. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • Forms on some pages do not place error messages at the beginning of the form when submitted.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Forms on some pages contain error summaries that are not announced to screen reader users.
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The product mostly provides programmatically identifiable labels and instructions for user input fields. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Some form fields lack a visual or programmatically determined label. There is a lack of instructional text for required fields. In some cases, constraints for related input fields are not clearly associated.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: The product generally implements well-formed markup. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> Some pages contain elements with non-unique id attributes.
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	<p>Web: Most user interface components within the product roles, states, and values that can be programmatically determined. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> Multiple instances of custom controls do not have appropriate roles or state properties.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Constraints on some form fields are not associated programmatically with the input field. • Some error message are not accessible to screen reader users. • There are some instances of form fields that do not have accessible labels or are not directly associated with their labels. • Some dialogs are not structured properly.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not contain live audio content in synchronized media.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not have prerecorded video content in synchronized media.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508</p>	Web: Partially Supports	Web: The product mostly meets the minimum contrast ratio. However, a rating of Partially Supports has been given for the following





Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		reason: <ul style="list-style-type: none"> Some specific color combinations for link text do not meet the minimum contrast requirements.
<p>1.4.4 Resize text (Level AA)</p> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Partially Supports	Web: Text resizing is not restricted or disabled on the majority of the product. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> The Login page prevents user scalability.
<p>1.4.5 Images of Text (Level AA)</p> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: The product does not have images of text.
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: The product has more than one way to locate web pages.
<p>2.4.6 Headings and Labels (Level AA)</p> Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports	Web: Headings and labels within the product are descriptive and unique.





Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	<p>Web: The majority of keyboard operable user interfaces do not have a mode of operation where the keyboard focus indicator is visible. A rating of Does Not Support has been given for the following reason:</p> <ul style="list-style-type: none"> • Most interactive content within the product does not provide a visual indication of keyboard focus.
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not use inline languages in its pages.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports	Web: The product provides a consistent navigation structure on every page.
<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Partially Supports	<p>Web: The product mostly provides consistent identification for components with the same functionality. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • Error messages are not implemented consistently in many cases.





Criteria	Conformance Level	Remarks and Explanations
<u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does Not Support	Web: A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> • Most error messages within product do not provide suggestions for fixing errors.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports	Web: The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses.

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	People without vision will have difficulty using the product. A rating of Does Not Support has been given for the following reasons:





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • As described in 1.1.1 Non-text Content, some non-text elements are missing proper textual alternatives. • As described in 1.3.1 Info and Relationships, information, structure, and relationships conveyed through presentation frequently cannot be programmatically determined. • As described in 1.4.1 Use of Color, color is sometimes the sole means of communicating information, selection, and error messages. • As described in 2.1.1 Keyboard, user interface controls are often not useable with a keyboard. • As described in 2.2.1 Timing Adjustable time-based sessions do not provide an option to extend the session. • As described in 2.4.1 Bypass Blocks, a mechanism for skipping repetitive content is not provided. • As described in 2.4.3 Focus Order, keyboard focus is not properly managed for some user interfaces, updated content, and does not always provide focus in an order that preserves meaning and operability. • As described in 2.4.4 Link Purpose (In Context), the purpose of links is not always determinable from its text and surrounding context. • As described in 3.1.1 Language of Page the document language is not set for some pages within the product. • As described in 3.2.2 On Input, some controls unexpectedly move focus when activated.





Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> As described in 3.3.1 Error Identification errors do not occur at the beginning of some forms and screen reader users are not notified of the presence of error messages. As described in 3.3.2 Labels or Instructions, some form fields lack visual or programmatically associated label, and instructions are not provided when content requires user input. As described in 3.3.3 Error Suggestion, error suggestion for inline input fields are generic. As described in 4.1.1 Parsing, some elements have duplicate <code>id</code> attributes. As described in 4.1.2 Name, Role, Value, some form fields lack valid labels, and custom controls do not provide name, state, and role information to assistive technology.
302.2 With Limited Vision	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 1.1.1 Non-text Content and 1.4.1 Use of Color, users with limited vision will have difficulty using the product. <p>Additionally:</p> <ul style="list-style-type: none"> As described in 1.4.3 Contrast (Minimum), some text has insufficient contrast with its background. As described in 1.4.4 Resize text, some pages prevent user scalability.
302.3 Without Perception of Color	Partially Supports	





Criteria	Conformance Level	Remarks and Explanations
		<p>A rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> As described in 1.4.1 Use of Color, color is sometimes the sole means of communicating information, selection and error messages.
302.4 Without Hearing	Supports	The product is usable by people without hearing.
302.5 With Limited Hearing	Supports	The product is usable by people with limited hearing.
302.6 Without Speech	Supports	The product is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, and 3.2.2 On Input users with limited manipulation or strength will have difficulty using the product. <p>Additionally:</p> <ul style="list-style-type: none"> As described in 2.4.7 Focus Visible, interactive elements do not provide a sufficient visual indication of keyboard focus.
302.8 With Limited Reach and Strength	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 2.1.1 Keyboard, 2.2.1 Timing Adjustable, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.7 Focus Visible, and 3.2.2 On Input, users with limited manipulation or strength will have difficulty using the product.





Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>A rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> As described in 2.2.1 Timing Adjustable, 2.4.4 Link Purpose (In Context), 3.3.1 Error Identification, 3.3.2 Labels or Instructions, and 3.3.3 Error Suggestion, users with limited cognition will have difficulty using the product. <p>Additionally:</p> <ul style="list-style-type: none"> As described in 3.2.4 Consistent Identification, displaying and alerting users for error messages on form fields do not function consistently throughout the site.

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required





Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable – Not Tested	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable – Not Tested	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable – Not Tested	
603.3 Accommodation of Communication Needs	Applicable – Not Tested	

Legal Disclaimer (Company)

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