

The Institute of Engineering and Technology Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: IET Digital Library

Report Date: 30/07/2021

Product Description: Global repository for the IET's digital content

Contact Information: ietdl.production@theiet.org

Notes: N/A

Evaluation Methods Used:

Testing was carried out by All Able Ltd on a sample of the website provided by the IET.

The sample included the following:

- [Optimal battery sizing for a distribution network in Austria to maximise profits and reliability](#)
- [Communication Technologies for Networked Smart Cities](#)
- [Subscribe](#)
- [Frequently asked questions](#)
- [Contacts](#)

- [Home](#)

Testing included a mix of manual, assistive technology and automated testing with the following tools:

- Chrome 83.04.4103.116
- Microsoft Edge 44.18362.449.0
- NVDA (Non-Visual Desktop Access) screen reader 2019.2.1.18844
- IOS Voiceover
- Dragon Naturally Speaking
- Axe Beta accessibility checker
- Windows and IOS magnifiers
- Windows High Contrast Modes
- Edge and Chrome browser settings including magnification and text size changes
- No styles views
- Keyboard control
- Chrome developer tools
- HeadingsMap extension

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 2.1 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected 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 2.1 Level AAA.

WCAG 2.1 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------|--|
| 1.1.1 Non-text Content (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: Some images on pages do not have appropriate alt text description in context, for example banner images on the home page. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.2.2 Captions (Prerecorded) (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.3.1 Info and Relationships (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: Some elements are created as lists (e.g Latest News and Most Cited Content) but are not structured correctly with some content items being an unordered list of one item. |
| 1.3.2 Meaningful Sequence (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: All content in scope presented in meaningful sequence and order is maintained across multiple view options. |
| 1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web) | Web: Supports | Web: No content using single sensory characteristics to provide information. |
| 1.4.1 Use of Color (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Colour not used as sole method of conveying meaning. |
| 1.4.2 Audio Control (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 2.1.1 Keyboard (Level A) | Web: Partially Supports | Web: The 'Go to section' navigation elements are not |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------|---|
| Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | | accessible by keyboard. |
| <u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: No instances of keyboard traps in scope. |
| <u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: The Cookies pop up does not stay on screen long enough for all users to perceive or interact with. |
| <u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| <u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| <u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Does Not Support | Web: There is no skip to content link to help keyboard users bypass the main navigation menus. |
| <u>2.4.2 Page Titled</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: All pages have clear page titles in good practice format. |
| <u>2.4.3 Focus Order</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Content presented in acceptable focus order. |
| <u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Link descriptions acceptable in context. |
| <u>2.5.1 Pointer Gestures</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| <u>2.5.2 Pointer Cancellation</u> (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------|---|
| 2.5.3 Label in Name (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | |
| 2.5.4 Motion Actuation (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 3.1.1 Language of Page (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Language of page set on all pages checked. |
| 3.2.1 On Focus (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: No unexpected actions occur on focus. |
| 3.2.2 On Input (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: No unexpected actions occur on input. |
| 3.3.1 Error Identification (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 3.3.2 Labels or Instructions (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: The search field within the nav bar does not have a label set. The All Content menu does not have label to describe its purpose. |
| 4.1.1 Parsing (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially supports | Web: Some validation errors across all pages but do not specifically impact user journeys. Some equation content using MathJax is not read out to screen reader users effectively. |
| 4.1.2 Name, Role, Value (Level A) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------|--|
| 1.2.4 Captions (Live) (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.3.4 Orientation (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | |
| 1.3.5 Identify Input Purpose (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 1.4.3 Contrast (Minimum) (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: Some elements in scope such as the Cookies pop up do not meet minimum contrast standards. |
| 1.4.4 Resize text (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Text can be resized up to 200% |
| 1.4.5 Images of Text (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: Some images contain text and do not also include appropriate alternatives. |
| 1.4.10 Reflow (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Does Not Support | Web: The site does not reflow effectively at any level of significant magnification |
| 1.4.11 Non-text Contrast (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | |
| 1.4.12 Text Spacing (Level AA) Also applies to: | Web: Does Not Support | Web: Across the site, pages cannot be adjusted to meet WCAG requirements for text spacing. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------|--|
| <ul style="list-style-type: none"> Revised Section 508 501 (Web) | | |
| 1.4.13 Content on Hover or Focus (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | |
| 2.4.5 Multiple Ways (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: There are multiple options for navigation. |
| 2.4.6 Headings and Labels (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Headings are descriptive in context |
| 2.4.7 Focus Visible (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Partially Supports | Web: There is inconsistent focus indication across all pages. Some content does not receive focus indication while for other content the focus is not significantly visible. |
| 3.1.2 Language of Parts (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Content meets requirement where other languages occur on pages. |
| 3.2.3 Consistent Navigation (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Navigation presented consistently. |
| 3.2.4 Consistent Identification (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Supports | Web: Element identification is consistent across scope. |
| 3.3.3 Error Suggestion (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |
| 4.1.3 Status Messages (Level AA) Also applies to: <ul style="list-style-type: none"> Revised Section 508 501 (Web) | Web: Not Applicable | Web: No content in scope applicable. |

Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--------------------------|
| 1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.4.8 Location (Level AAA) | Web: Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--------------------------|
| Revised Section 508 – Does not apply | | |
| 2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.3.5 Help (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |

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Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 302.1 Without Vision | Partially Supports | There are some sections of content which do not provide alternate equal delivery to screen readers. |
| 302.2 With Limited Vision | Partially Supports | Resizing of text and content can be completed and contrast adjusted, while adjusting text spacing and reflow is not possible. |
| 302.3 Without Perception of Color | Supports | Content can be adjusted and viewed without use of colour. |
| 302.4 Without Hearing | Supports | No audio cues inherent to content in scope. |
| 302.5 With Limited Hearing | Supports | No audio cues inherent to content in scope. |
| 302.6 Without Speech | Supports | |
| 302.7 With Limited Manipulation | Partially Supports | Some content cannot be fully controlled with keyboard. |
| 302.8 With Limited Reach and Strength | Supports | |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Not Evaluated | Scope includes higher education level content of significant complexity including jargon. |

Chapter 4: [Hardware](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| <u>402 Closed Functionality</u> | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable | |
| 402.2.2 Transactional Outputs | Not Applicable | |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | |
| 402.2.4 User Control | Not Applicable | |
| 402.2.5 Braille Instructions | Not Applicable | |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable | |
| 402.3.2 Non-private Listening | Not Applicable | |
| 402.4 Characters on Display Screens | Not Applicable | |
| 402.5 Characters on Variable Message Signs | Not Applicable | |
| <u>403 Biometrics</u> | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | |
| <u>404 Preservation of Information Provided for Accessibility</u> | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable | |
| <u>405 Privacy</u> | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Applicable | |
| <u>406 Standard Connections</u> | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | |
| <u>407 Operable Parts</u> | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | |
| 407.3 Input Controls | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable | |
| 407.3.2 Alphabetic Keys | Not Applicable | |
| 407.3.3 Numeric Keys | Not Applicable | |
| 407.4 Key Repeat | Not Applicable | |
| 407.5 Timed Response | Not Applicable | |
| 407.6 Operation | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | |
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | |
| 407.8.2 Side Reach | Not Applicable | |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | |
| 407.8.3 Forward Reach | Not Applicable | |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | |
| 408.3 Flashing | Not Applicable | |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable | |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | |
| 411 Audible Signals | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable | |
| 412 ICT with Two-Way Voice Communication | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable | |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable | |
| 412.3 Interference Reduction and Magnetic Coupling | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |
| 412.3.2 Wireline Handsets | Not Applicable | |
| 412.4 Digital Encoding of Speech | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 412.5 Real-Time Text Functionality | Not Applicable | |
| 412.6 Caller ID | Not Applicable | |
| 412.7 Video Communication | Not Applicable | |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Applicable | |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable | |
| 412.8.3 Signal Compatibility | Not Applicable | |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable | |
| 413 Closed Caption Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| 414 Audio Description Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | |
| 414.1.2 Other ICT | Not Applicable | |
| 415 User Controls for Captions and Audio Descriptions | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | |
| 415.1.2 Audio Description Controls | Not Applicable | |

Chapter 5: [Software](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.1 section | See information in WCAG 2.1 section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Supports | |
| 502.2.2 No Disruption of Accessibility Features | Supports | |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | |
| 502.3.2 Modification of Object Information | Not Applicable | |
| 502.3.3 Row, Column, and Headers | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 502.3.4 Values | Not Applicable | |
| 502.3.5 Modification of Values | Not Applicable | |
| 502.3.6 Label Relationships | Not Applicable | |
| 502.3.7 Hierarchical Relationships | Not Applicable | |
| 502.3.8 Text | Not Applicable | |
| 502.3.9 Modification of Text | Not Applicable | |
| 502.3.10 List of Actions | Not Applicable | |
| 502.3.11 Actions on Objects | Not Applicable | |
| 502.3.12 Focus Cursor | Not Applicable | |
| 502.3.13 Modification of Focus Cursor | Not Applicable | |
| 502.3.14 Event Notification | Not Applicable | |
| 502.4 Platform Accessibility Features | Not Applicable | |
| <u>503 Applications</u> | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | |
| 503.3 Alternative User Interfaces | Not Applicable | |
| <i>503.4 User Controls for Captions and Audio Description</i> | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | |
| 503.4.2 Audio Description Controls | Not Applicable | |
| <u>504 Authoring Tools</u> | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not Applicable | |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | |
| 504.2.2 PDF Export | Not Applicable | |
| 504.3 Prompts | Not Applicable | |
| 504.4 Templates | 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 |
| <u>602 Support Documentation</u> | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Partially Supports | Documentation to be improved |
| 602.3 Electronic Support Documentation | Partially supports | Documentation to be improved |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not Applicable | |
| <u>603 Support Services</u> | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Partially Supports | |
| 603.3 Accommodation of Communication Needs | Supports | |