

Mimecast Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Mimecast Web Experience

Product Description:

Mimecast offers a unique platform to enable security and continuity for email infrastructures. Employees can work smarter and respond more quickly whether in the office or on the road, while administrators retain full centralized control through a web interface.

Users get:

- SPAM and Phishing Protection giving them the ability to manage blocked or permitted messages
- Rapid access to their complete archives – backed by the fastest search in the industry, guaranteed by a seven-second search SLA
- Instant access to all live and historical email when primary mail systems are unavailable
- Self-service security features, including spam and phishing reporting, managed sender lists and hold queues
- A single pane of glass Administration console provides centralized access and granular control of the Mimecast eco system.

Date: January 2021

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Notes:

The status of this document is to be considered as draft whilst a full accessibility audit and program is being created of all Mimecast web experience

Evaluation Methods Used:

- Domain knowledge of Mimecast Engineering resources.
- Use of web accessibility assessment tools such as the Deque aXe Chrome browser 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 2.0, 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>1.1.1 Non-text Content (Level A)</p> <p>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 with exceptions</p>	<p>Web:</p> <ul style="list-style-type: none"> • 9.2.1 <ul style="list-style-type: none"> ○ Some Administration Console non-text controls do not have names that describe their purpose. Being addressed using WAI-ARIA. ○ CAPTCHA for password reset does not currently have an audio alternative.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>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 with exceptions</p>	<p>Web: Video and audio only. In color, no alternatives. No audio only.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>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 with exceptions</p>	<p>Web: Closed captioning on all video modules. Subtitles published for hard of hearing</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>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: Does Not Support</p>	<p>Web: No alternatives</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports</p>	<p>Web: Supports based on the requirements</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>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 with exceptions	Web: Message lists in Mimecast Personal Portal do not currently support navigation between message list items using only the keyboard.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>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: Supports based on the requirements
<p>1.4.1 Use of Color (Level A)</p> <p>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: Supports based on the requirements
<p>1.4.2 Audio Control (Level A)</p> <p>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: Yes, user can pause/rewind/stop video. Can independently mute sound.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports with exceptions	Web: Message lists in Mimecast Personal Portal do not currently support navigation between message list items using only the keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>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: Supports based on the requirements
<p>2.2.1 Timing Adjustable (Level A)</p> <p>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 with exceptions	Web: <ul style="list-style-type: none"> Session timeout prompts the user if they would like to stay logged. Confirmation/success messages are not time adjustable.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>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: Yes, user can pause/rewind/stop videos. Can independently mute sound. Charts and graphs update automatically to check for more data
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>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: Supports based on the requirements
<p>2.4.1 Bypass Blocks (Level A)</p> <p>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: Supports based on the requirements

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>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: Supports based on the requirements
<p>2.4.3 Focus Order (Level A)</p> <p>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: Supports based on the requirements
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>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: Supports based on the requirements
<p>3.1.1 Language of Page (Level A)</p> <p>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: Supports based on the requirements
<p>3.2.1 On Focus (Level A)</p> <p>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: Supports based on the requirements
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p>	Web: Supports	Web: Supports based on the requirements

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.3.1 Error Identification (Level A)</p> <p>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: Supports based on the requirements
<p>3.3.2 Labels or Instructions (Level A)</p> <p>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: Supports based on the requirements
<p>4.1.1 Parsing (Level A)</p> <p>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: Supports based on the requirements
<p>4.1.2 Name, Role, Value (Level A)</p> <p>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: Administration consoles have various role options for the super admin to control.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>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: Not Applicable	Web: Mimecast does not have content of this type
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>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: Awareness training videos are prerecorded and are available to play on demand.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>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 with exceptions	<p>Web:</p> <ul style="list-style-type: none"> • Much of the user interface is able to be customized in the customer brand colors. Customers should ensure any such customization complies with Level AA. • Some call to action controls in Mimecast Personal Portal and Secure messaging do not yet meet Level AA.
<p>1.4.4 Resize text (Level AA)</p> <p>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: Experiences such as Mimecast Personal Portal use responsive layouts and will change to a mobile view when high zoom is used. I.E above 250%.
<p>1.4.5 Images of Text (Level AA)</p> <p>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 with exceptions	<p>Web:</p> <ul style="list-style-type: none"> • Text alternatives are available for core Mimecast web experience features using non-text elements. Some images do not have alt text, including:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> ○ Logos form part of the branding experience and do not currently have the option to add alt attributes.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>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: Supports based on the requirements
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Supports based on the requirements
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Administration Console – Areas of the console are within tabs, which are highlighted and focused for the user to determine which tab they are in.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Web: Supports	Web: Supports based on the requirements
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>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: Supports based on the requirements

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) 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: <ul style="list-style-type: none"> The new generations of Mimecast applications are fully compliant.
3.3.3 Error Suggestion (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: Not supported	Web: <ul style="list-style-type: none"> The content types used are not applicable to automatic suggestion for correction. Security best practice prevents implementation in many areas of the Mimecast experience.
3.3.4 Error Prevention (Legal, Financial, Data) (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: Where data is set for deletion in Mimecast experiences, confirmation is requested to continue with the selected action.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to:	Web: Not Applicable	Web: Mimecast does not have content of this type

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports with exceptions	Web: <ul style="list-style-type: none"> • Much of the user interface is able to be customized in the customer brand colors. Customers should ensure any such customization complies with Level AA. • Some call to action controls in Mimecast Personal Portal and Secure Messaging Portal do not yet meet Level AA.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports based on the requirements
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does not support	Web: Exceptions exist as outlined in 2.1.1 Keyboard (Level A).
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Does not support	Web: Exceptions exist as outlined in 2.1.1 Keyboard (Level A).
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: All data tables require manual input in order to trigger content refresh. Dashboards do automatically refresh where they reflect near real time mailflow
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: if the user becomes inactive, they will get the option to log back in, on successful authentication they will be presented with the page they were on.

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports based on the requirements
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports based on the requirements
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: In the Administration Console, tooltips are provided for any unusual words or further explanation is given.
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: In the Administration Console, tooltips are provided for any unusual words or further explanation is given.
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports with exceptions	Web: The clearest and simplest language is used. Some parts of the Administration Console that have not yet been refreshed may include some more advanced terms.
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: Mimecast does not have content of this type
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports based on the requirements
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Supports based on the requirements
3.3.6 Error Prevention (All) (Level AAA) Also applies to:	Web: Supports	Web: Supports based on the requirements

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports with exceptions	<ul style="list-style-type: none"> The majority of status indicators do not rely solely on color to convey that status. Some older areas of the Administration Console do use color, these also have a hover-over function to provide text-based representation of the status.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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	Mimecast is a SaaS solution only
402.2.2 Transactional Outputs	Not Applicable	Mimecast is a SaaS solution only
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Mimecast is a SaaS solution only
402.2.4 User Control	Not Applicable	Mimecast is a SaaS solution only
402.2.5 Braille Instructions	Not Applicable	Mimecast is a SaaS solution only
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Mimecast is a SaaS solution only
402.3.2 Non-private Listening	Not Applicable	Mimecast is a SaaS solution only
402.4 Characters on Display Screens	Not Applicable	Mimecast is a SaaS solution only
402.5 Characters on Variable Message Signs	Not Applicable	Mimecast is a SaaS solution only
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Mimecast is a SaaS solution only
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Mimecast is a SaaS solution only
405 Privacy	Not Applicable	Mimecast is a SaaS solution only
405.1 General	Not Applicable	Mimecast is a SaaS solution only
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Mimecast is a SaaS solution only
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Mimecast is a SaaS solution only
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Mimecast is a SaaS solution only
407.3.2 Alphabetic Keys	Not Applicable	Mimecast is a SaaS solution only
407.3.3 Numeric Keys	Not Applicable	Mimecast is a SaaS solution only
407.4 Key Repeat	Not Applicable	Mimecast is a SaaS solution only
407.5 Timed Response	Not Applicable	Mimecast is a SaaS solution only
407.6 Operation	Not Applicable	Mimecast is a SaaS solution only
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Mimecast is a SaaS solution only

Criteria	Conformance Level	Remarks and Explanations
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Mimecast is a SaaS solution only
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.2 Side Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.2.1 Unobstructed Side Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.2.2 Obstructed Side Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.3 Forward Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.3.2 Obstructed Forward Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Mimecast is a SaaS solution only
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Mimecast is a SaaS solution only
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Mimecast is a SaaS solution only
408.3 Flashing	Not Applicable	Mimecast is a SaaS solution only
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Mimecast is a SaaS solution only
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Mimecast is a SaaS solution only
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Mimecast is a SaaS solution only
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	Mimecast is a SaaS solution only
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Mimecast is a SaaS solution only
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Mimecast is a SaaS solution only
412.3.2 Wireline Handsets	Not Applicable	Mimecast is a SaaS solution only
412.4 Digital Encoding of Speech	Not Applicable	Mimecast is a SaaS solution only
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future

Criteria	Conformance Level	Remarks and Explanations
412.6 Caller ID	Not Applicable	Mimecast is a SaaS solution only
412.7 Video Communication	Not Applicable	Mimecast is a SaaS solution only
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Mimecast is a SaaS solution only
412.8.2 Voice and Hearing Carry Over	Not Applicable	Mimecast is a SaaS solution only
412.8.3 Signal Compatibility	Not Applicable	Mimecast is a SaaS solution only
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Mimecast is a SaaS solution only
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	Mimecast is a SaaS solution only
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Mimecast is a SaaS solution only
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Mimecast is a SaaS solution only
414.1.2 Other ICT	Not Applicable	Mimecast is a SaaS solution only
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	Mimecast is a SaaS solution only
415.1.2 Audio Description Controls	Not Applicable	Mimecast is a SaaS solution only

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 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	In browser can change text size etc....!?	
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		Closed captioning on all video modules. Subtitles published for hard of hearing no on by default
503.4.2 Audio Description Controls		No alternatives
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		Generate PDF reports from various products.
504.3 Prompts		
504.4 Templates		Awareness Training provides fully customizable phishing templates for an admin to send to users

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	An external content platform, Jive-X is used to host help documentation to end-users.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	<ul style="list-style-type: none"> • Web application documentation is provided via the Jive-X platform and supports assistive technologies. • End-users are supported the ICT/IT department of their organization.
603.3 Accommodation of Communication Needs	Supports	

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Include your company legal disclaimer here, if needed.