Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.4Rev

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

· Web Content Accessibility Guidelines 2.0

· Web Content Accessibility Guidelines 2.1

· Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018

· EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)

- [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](#)

Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

If you do not need to report on all these standards/guidelines, use the appropriate standard-specific VPAT edition found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

Getting Started

1. Before creating a report, read all of the materials provided in this document.

2. Determine which accessibility standards/guidelines will be included in the product conformance report.

3. It is the vendor's responsibility to maintain the integrity of the data in the report.

Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.

2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.

3. A report must contain a minimum of one applicable Standard/Guideline or may contain any combination of the Standards/Guidelines that are applicable to the product being reported.

4. A report must contain the following content at a minimum:
   - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"

- · **VPAT Heading Information** – Template version

- · **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- · **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".

- · **Product Description** – A brief description of the product

- · **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.

- · **Notes** – Any details or further explanation about the product or the report. This section may be left blank.

- · **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.

- · **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.

  - · The list must include only the Standards/Guidelines used to evaluate the product.

  - · A report must contain a minimum of one Standard/Guideline or any combination of the Standards.

  - · The applicable Standards/Guidelines that may be included are:

    > Web Content Accessibility Guidelines 2.0 or WCAG 2.0 (ISO/IEC 40500)

    > Web Content Accessibility Guidelines 2.1 or WCAG 2.1

    > Revised Section 508 standards – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018

    > EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)

    > EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)

  - · Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on ITI Accessibility web

[page](#).

- · If other Standards/Guidelines are reported, use the appropriate VPAT edition.

- · This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.

- · If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.

· **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:

- · **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- · **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.

· **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.

5. WCAG Conformance Information – The answers in the WCAG success criteria

are based on the level of conformance being reported (Level A, AA or AAA).

- · These tables are used to answer:
    - · Revised Section 508:

        Chapter 5 Software
        Chapter 6 Support Documentation

    - · EN 301 549 Standard:

        Chapter 9 Web
        Chapter 10 Non-Web Documents
        Chapter 11 Software
        Chapter 12 Documentation and Support Services

    - · The selected levels of WCAG 2.x Guidelines.

- · The WCAG conformance information can either be included in the provided WCAG section of the report which is cross-referenced from the EN 301 549 responses, or the WCAG information can be incorporated within the EN 304 549 section of the report. The information does not need to be duplicated.

- · If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.

- · If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.

- · When reporting on WCAG 2.0 only criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.

- · When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
    1. The functions or features with issues
    2. How they do not fully support
- · If the criterion does not apply, explain why.
- · If an accessible alternative is used, describe it.

7. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information

- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.

- **Notes:** Add any notes applicable to product or the report
    - Additional information about the product version that the document references
    - Any revisions to the document
    - Links to any related documents
    - Additional information describing the product
    - Additional information about what the document does or does not cover
    - Information suggested by the [WCAG 2.0 Conformance Claim](#)
    - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity

- **Evaluation Methods Used –** Information to enter may include the following:
    - Testing is based on knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)
    - Similar to another evaluated product
    - Testing with assistive technologies
    - Published test method (provide name, publisher, URL link)
    - Vendor proprietary test method

- Other test method

- **Remarks and Explanations:** This section may include:

    - Information regarding the testing of a given criteria.

    - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).

    - How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.

    - Known workarounds for accessibility issues.

- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.

- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:

    - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.

    - When an entire section is not being reported on because it does not apply to the product, for example:

        Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.

        A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.

    - When reporting on WCAG 2.0 criteria it is acceptable to remove the WCAG 2.1-specific criteria from the table. These are marked '2.1 only' within the row.

    - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.

    - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.

- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.

- If desired, these tables can be combined into one table.

- When reporting on a level (A, AA, or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.

- **Language:** Translation to other languages is permitted.

- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.

  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.

  - The links to the standards/guidelines can be removed.

- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. The current order is WCAG, Section 508 and EN 301 549. You can change this order if desired or incorporate the WCAG criteria into the Section 508 and EN 301 549 tables.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it's clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 10 pages of this document, including the table of contents, introductory information and instructions.

- Check for each required item in the VPAT® document:

- **[Company Name] Accessibility Conformance Report** (report title)
- **(Based on VPAT® Version 2.4Rev)**
- **Name of Product/Version**
- **Report Date**
- **Product Description**
- **Contact Information**
- **Notes**
- **Evaluation Methods Used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Tables for Each Standard or Guideline**

   Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'

- Verify that the final document is accessible.
- Post your final document on your company's web site, or make the document available to customers upon request.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

ManageEngine Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: ManageEngine Endpoint Central 11

Report Date: July 2022

Product Description: Unified Endpoint Management solution for managing servers, desktops, laptops, mobile devices and tablets from a central location.

Contact Information: endpointcentral-support@manageengine.com

Notes: This report covers the accessibility conformance for Endpoint Central product. This does not discuss the website or electronic documents associated with the product.

Evaluation Methods Used: This report covers the accessibility conformance for Endpoint Central product. This does not discuss the website or electronic documents associated with the product.

Applicable Standards/Guidelines

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

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes / No)

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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria · 9.1.1.1 (Web) · 10.1.1.1 (Non-web document) · 11.1.1.1.1 (Open Functionality Software) · 11.1.1.1.2 (Closed Functionality Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Partially supports	Software: All the non-text content in Endpoint Central like icons / graphs has a text alternative that serves the equivalent purpose. Some purely decorative elements that have no functional or informational purpose may not provide a text alternative. CAPTCHA is used in the product for content access.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria · 9.1.2.1 (Web) · 10.1.2.1 (Non-web document) · 11.1.2.1.1 (Open Functionality Software) · 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Endpoint Central does not contain any audio-only or video-only media content.
1.2.2 Captions (Prerecorded) (Level A)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria · 9.1.2.2 (Web) · 10.1.2.2 (Non-web document) · 11.1.2.2 (Open Functionality Software) · 11.1.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Endpoint Central does not have any audio-only content. So it does not require captions.
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A) Also applies to: EN 301 549 Criteria · 9.1.2.3 (Web) · 10.1.2.3 (Non-web document) · 11.1.2.3.1 (Open Functionality Software) · 11.1.2.3.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Endpoint Central does not have any video-only content. So it does not require any audio description alternative.
[1.3.1 Info and Relationships](#) (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.1 (Web) · 10.1.3.1 (Non-web document) · 11.1.3.1.1 (Open Functionality Software) · 11.1.3.1.2 (Closed Software)	Software: Partially supports	Software: Information, structure and relationships are conveyed through visual cues – using different font-faces, colors, tables and images. Auditory cues are not available. Descriptive text is displayed wherever applicable.

Criteria	Conformance Level	Remarks and Explanations
· 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.2 (Web) · 10.1.3.2 (Non-web document) · 11.1.3.2.1 (Open Functionality Software) · 11.1.3.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Does not support	Software: The reading order / sequence of the content should not be changed.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.3 (Web) · 10.1.3.3 (Non-web document) · 11.1.3.3 (Open Functionality Software) · 11.1.3.3 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool)	Software: Supports	Software: Operating instruction on Endpoint Central will have a self-explanatory text to convey the meaning of the option / operation with a few exceptions. Instructions do not rely on sensory characteristics such as visual location, orientation or sound.

Criteria	Conformance Level	Remarks and Explanations
· 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria · 9.1.4.1 (Web) · 10.1.4.1 (Non-web document) · 11.1.4.1 (Open Functionality Software) · 11.1.4.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Color is only used as decorative or supplemental attribute of user interface elements. When color is used to convey information or differences, it is accompanied by self-explanatory text.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria · 9.1.4.2 (Web) · 10.1.4.2 (Non-web document) · 11.1.4.2 (Open Functionality Software) · 11.1.4.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Endpoint Central does not contain any Audio content. So, audio control is not required.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria · 9.2.1.1 (Web) · 10.2.1.1 (Non-web document)	Software: Does not support	Software: Endpoint Central does not support complete operation only through a keyboard. It requires devices that requires hand-eye coordination such as mouse.

Criteria	Conformance Level	Remarks and Explanations
· 11.2.1.1.1 (Open Functionality Software) · 11.2.1.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria · 9.2.1.2 (Web) · 10.2.1.2 (Non-web document) · 11.2.1.2 (Open Functionality Software) · 11.2.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Product does not support keyboard-only operation. So, keyboard focus and traps are not applicable.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.1.4 (Web) · 10.2.1.4 (Non-web document) · 11.2.1.4.1 (Open Functionality Software) · 11.2.1.4.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Not applicable	Software: Keyboard shortcuts for accessing the content is not supported.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria · 9.2.2.1 (Web) · 10.2.2.1 (Non-web document) · 11.2.2.1 (Open Functionality Software) · 11.2.2.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Session time out alert is not displayed. Session will be timed out after a certain period of inactivity. This duration can be configured as per the convenience of the user.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria · 9.2.2.2 (Web) · 10.2.2.2 (Non-web document) · 11.2.2.2 (Open Functionality Software) · 11.2.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not applicable	Software: Endpoint Central does not have any moving, blinking or scrolling information or animation.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria · 9.2.3.1 (Web) · 10.2.3.1 (Non-web document) · 11.2.3.1 (Open Functionality Software)	Software: Not applicable	Software: Endpoint Central does not have any information content that flashes at certain frequencies to cause seizures.

Criteria	Conformance Level	Remarks and Explanations
· 11.2.3.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.1 (Web) · 10.2.4.1 (Non-web document) – Does not apply · 11.2.4.1 (Open Functionality Software) – Does not apply · 11.2.4.1 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs	Software: Not applicable	Software: Blocks can be bypassed by clicking on the direct content by using a mouse. Product does not support keyboard only navigation for bypassing blocks.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.2 (Web) · 10.2.4.2 (Non-web document) · 11.2.4.2 (Open Functionality Software) - Does not apply · 11.2.4.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software)	Software: Supports	Software: Each content in Endpoint Central has self-explanatory title and relevant description wherever required.

Criteria	Conformance Level	Remarks and Explanations
· 504.2 (Authoring Tool) · 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.3 (Web) · 10.2.4.3 (Non-web document) · 11.2.4.3 (Open Functionality Software) · 11.2.4.3 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Does not support	Software: Endpoint Central does not support keyboard only navigation. Sequential navigation is not possible. So, focus order is also not supported.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.4 (Web) · 10.2.4.4 (Non-web document) · 11.2.4.4 (Open Functionality Software) · 11.2.4.4 (Closed Software · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Links in Endpoint Central are self-explanatory with the help of link text or a text description in the information content.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.1 (Web)	Software: Supports	Software: All information content in Endpoint Central can be operated / accessed using simple inputs using pointing device – Mouse. There is no multipoint or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
· 10.2.5.1 (Non-web document) · 11.2.5.1 (Open Functionality Software) · 11.2.5.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.2 (Web) · 10.2.5.2 (Non-web document) · 11.2.5.2 (Open Functionality Software) · 11.2.5.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: All functionality / content in Endpoint Central can be operated using up-event of the pointing device - Mouse.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.3 (Web) · 10.2.5.3 (Non-web document) · 11.2.5.3.1 (Open Functionality Software) · 11.2.5.3.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Partially supports	Software: Visible text label for user interface components are self-explanatory. Accessible labels are not available for assistive technologies.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.4 (Web) · 10.2.5.4 (Non-web document)	Software: Not applicable	Software: Endpoint Central does not support any input sensors for operating the content using device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
· 11.2.5.4 (Open Functionality Software) · 11.2.5.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria · 9.3.1.1 (Web) · 10.3.1.1 (Non-web document) · 11.3.1.1.1 (Open Functionality Software) · 11.3.1.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Does not support	Software: The default language of the web pages in Endpoint Central cannot be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria · 9.3.2.1 (Web) · 10.3.2.1 (Non-web document) · 11.3.2.1 (Open Functionality Software) · 11.3.2.1 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: When a component in Endpoint Central user interface receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria · 9.3.2.2 (Web) · 10.3.2.2 (Non-web document) · 11.3.2.2 (Open Functionality Software) · 11.3.2.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Changing the setting of a component in a user interface does not initiate a change of context.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria · 9.3.3.1 (Web) · 10.3.3.1 (Non-web document) · 11.3.3.1.1 (Open Functionality Software) · 11.3.3.1.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Error identification is supported using various visual cues like colors, text styles. Descriptive error messages are used wherever applicable.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria · 9.3.3.2 (Web) · 10.3.3.2 (Non-web document) · 11.3.3.2 (Open Functionality Software)	Software: Supports	Software: All the input fields in Endpoint Central have self-explanatory labels, placeholders and additional instructions that clearly convey the expected input data.

Criteria	Conformance Level	Remarks and Explanations
· 11.3.3.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria · 9.4.1.1 (Web) · 10.4.1.1 (Non-web document) · 11.4.1.1.1 (Open Functionality Software) · 11.4.1.1.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Does not support	Software: All the content implemented using markup languages (HTML) are fully conforming to the specifications. Endpoint Central does not use semantically-correct markup in all the places.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria · 9.4.1.2 (Web) · 10.4.1.2 (Non-web document) · 11.4.1.2.1 (Open Functionality Software) · 11.4.1.2.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software)	Software: Does not support	Software: Visible name of the user interface components can be determined. Self-explanatory label is used wherever applicable. Role and State of the components cannot be determined.

Criteria	Conformance Level	Remarks and Explanations
· 504.2 (Authoring Tool) · 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria · 9.1.2.4 (Web) · 10.1.2.4 (Non-web document) · 11.1.2.4 (Open Functionality Software) · 11.1.2.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Not Applicable	Software: Endpoint Central does not use any synchronized live media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria · 9.1.2.5 (Web) · 10.1.2.5 (Non-web document) · 11.1.2.5 (Open Functionality Software) · 11.1.2.5 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508	Software: Not Applicable	Software: Endpoint Central does not use any synchronized media.

Criteria	Conformance Level	Remarks and Explanations
· 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.3.4 (Web) · 10.1.3.4 (Non-web document) · 11.1.3.4 (Open Functionality Software) · 11.1.3.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Display orientation is not restricted. Content can be viewed both in portrait and landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.3.5 (Web) · 10.1.3.5 (Non-web document) · 11.1.3.5.1 (Open Functionality Software) · 11.1.3.5.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Does not Support	Software: The user input components that collects information about the user is very few. Some of these components cannot be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.3 (Web) · 10.1.4.3 (Non-web document) · 11.1.4.3 (Open Functionality Software) · 11.1.4.3 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs)	Software: Supports	Software: The visual presentation of text in Endpoint Central provides sufficient contrast of 4.5:1.

Criteria	Conformance Level	Remarks and Explanations
· 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.4 (Web) · 10.1.4.4 (Non-web document) · 11.1.4.4.1 (Open Functionality Software) · 11.1.4.4.2 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Endpoint Central user interface supports standard zoom capabilities built into web browsers. Scaling up to 200% does not result in loss of content or functionality, but it causes some usability issues.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.5 (Web) · 10.1.4.5 (Non-web document) · 11.1.4.5.1 (Open Functionality Software) · 11.1.4.5.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Text is used in Endpoint Central instead of images of text.
1.4.10 Reflow (Level AA 2.1 only)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria · 9.1.4.10 (Web) · 10.1.4.10 (Non-web document) · 11.1.4.10 (Open Functionality Software) · 11.1.4.10 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Does not support	Software: Most of the content is displayed as data tables or graphs. Reflow is not applicable to such content. Zooming up to 400% will cause usability issues.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.4.11 (Web) · 10.1.4.11 (Non-web document) · 11.1.4.11 (Open Functionality Software) · 11.1.4.11 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: User interface components provide sufficient contrast ratio of 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.4.12 (Web) · 10.1.4.12 (Non-web document) · 11.1.4.12 (Open Functionality Software) · 11.1.4.12 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Does not support	Software: Changing text style properties can result in result in loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to:		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria · 9.1.4.13 (Web) · 10.1.4.13 (Non-web document) · 11.1.4.13 (Open Functionality Software) · 11.1.4.13 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Supports	Software: Tool tip is displayed as additional content wherever applicable. This content is dismissible and persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria · 9.2.4.5 (Web) · 10.2.4.5 (Non-web document) – Does not apply · 11.2.4.5 (Open Functionality Software) – Does not apply · 11.2.4.5 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs	Software: Supports	Software: Content can be accessed in multiple ways including a Global search mechanism.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria · 9.2.4.6 (Web) · 10.2.4.6 (Non-web document) · 11.2.4.6 (Open Functionality Software) · 11.2.4.6 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508	Software: Supports	Software: Headings are used in all pages and descriptive labels are used wherever applicable to help users understand the content displayed. But these cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
· 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria · 9.2.4.7 (Web) · 10.2.4.7 (Non-web document) · 11.2.4.7 (Open Functionality Software) · 11.2.4.7 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Endpoint Central uses visual changes to elements to indicate the current position of focus. Keyboard focus indicator is visible over keyboard operable user interface components like input fields, clickable links, buttons etc.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria · 9.3.1.2 (Web) · 10.3.1.2 (Non-web document) · 11.3.1.2 (Open Functionality Software) – Does not apply · 11.3.1.2 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Does not support	Software: The default language of each phrase or passage in Endpoint Central cannot be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria	Software: Supports	Software: Navigation mechanisms are consistent across Endpoint Central and occur in the same relative order every time.

Criteria	Conformance Level	Remarks and Explanations
· 9.3.2.3 (Web) · 10.3.2.3 (Non-web document) – Does not apply · 11.3.2.3 (Open Functionality Software) – Does not apply · 11.3.2.3 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria · 9.3.2.4 (Web) · 10.3.2.4 (Non-web document) – Does not apply · 11.3.2.4 (Open Functionality Software) – Does not apply · 11.3.2.4 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) – Does not apply to non-web software · 504.2 (Authoring Tool) · 602.3 (Support Docs) – Does not apply to non-web docs	Software: Supports	Software: Components that have the same functionality are identifiable consistently.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria · 9.3.3.3 (Web) · 10.3.3.3 (Non-web document) · 11.3.3.3 (Open Functionality Software) · 11.3.3.3 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs)	Software: Supports	Software: Input errors are properly conveyed using descriptive messages and alerts with visual cues.

Criteria	Conformance Level	Remarks and Explanations
· 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria · 9.3.3.4 (Web) · 10.3.3.4 (Non-web document) · 11.3.3.4 (Open Functionality Software) · 11.3.3.4 (Closed Software) · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Software: Supports	Software: Endpoint Central does not cause a legal or financial transaction to occur. User controllable data is validated before submission. Submitted data can be reversed. User intentional data deletion gets an additional confirmation from the user before deletion. Deleted data can be recovered from backup policy as configured.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.4.1.3 (Web) · 10.4.1.3 (Non-web document) · 11.4.1.3 (Open Functionality Software) · 11.4.1.3 (Closed Software) – Does not apply · 11.8.2 (Authoring Tool) · 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Software: Does not support	Software: Status messages cannot be determined programmatically.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.6 Sign Language (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	No pre-recorded audio content is available in Endpoint Central.

1.2.7 Extended Audio Description (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	No pre-recorded video content is available in Endpoint Central.

1.2.8 Media Alternative (Prerecorded) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	No pre-recorded audio or video content is available in Endpoint Central.

1.2.9 Audio-only (Live) (Level AAA)
    EN 301 549 Criteria– Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	No live audio content is available in Endpoint Central.

1.3.6 Identify Purpose (Level AAA 2.1 only)
    EN 301 549 Criteria– Does not apply
    Revised Section 508 – Does not apply
	Software: Does not support	The purpose of User Interface Components, icons, and regions cannot be programmatically determined.

1.4.6 Contrast (Enhanced) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Supports	The contrast between text and the background is more than the acceptable limits of 7:1. Some places have less than 3.5:1.

1.4.7 Low or No Background Audio (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	No pre-recorded audio-only content is available in Endpoint Central.

1.4.8 Visual Presentation (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Does not support	Product does not support a mechanism to change the visual presentation of content like colors, width, spacing etc.,

1.4.9 Images of Text (No Exception) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Does not support	Product does not support a mechanism to change the visual presentation of content like colors, alignment, spacing etc.,

2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply	Software: Does not support	Product does not support keyboard-only operation.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Partially supports	Product does not have timed interaction content except in very specific places.
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Supports	Alerts / updates displayed in Endpoint Central are non-intrusive and do not interfere with the user attention.
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Does not support	When session expires, unsaved data is lost.
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Does not support	User is not warned of the duration of any user inactivity that could cause data loss.
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not applicable	Product does not contain any content that flashes more than three times in any one second period.
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Not applicable	Product does not have any motion animation.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Supports	User's location inside Endpoint Central is easily identifiable with breadcrumb trails places wherever applicable.
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Supports	The purpose of each link can be identified from link text or the preceding / trailing text description. Additional tool tip is provided wherever applicable.
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Supports	Content in Endpoint Central is categorized into different sections where each section can be uniquely identified using its heading / title.
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Software: Partially supports	Some of the pointer input targets are less than 44 by 44 CSS pixels.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Software: Not evaluated	Endpoint Central supports the use of input modalities such as keyboard and mouse. Other inputs have not

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

3.1.3 Unusual Words (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Does not support	Glossary or a mechanism for identifying the meaning of certain words are not available in Endpoint Central.

3.1.4 Abbreviations (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Does not support	Glossary or a mechanism for identifying the expanded form of abbreviations is not available in Endpoint Central.

3.1.5 Reading Level (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	Using Endpoint Central requires a certain level of technical expertise or knowledge in IT management.

3.1.6 Pronunciation (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Not applicable	Meaning of the content does not depend on pronunciation.

3.2.5 Change on Request (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Supports	Context change will be triggered only by the user.

3.3.5 Help (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Supports	Context-specific help is available wherever applicable. Descriptive help documents are available for more details.

3.3.6 Error Prevention (All) (Level AAA)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Software: Supports	User controllable data is validated before submission. Submitted data can be reversed.
		User intentional data deletion gets an additional confirmation from the user before deletion. Deleted data can be recovered from backup policy as configured.

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	Endpoint Central cannot be accessed without vision.
302.2 With Limited Vision	Does not Support	Endpoint Central does not provide a mechanism to magnify, reduce the field of vision or to change the contrast.
302.3 Without Perception of Color	Partially supports	Visual cues like colors are used to convey the information. In such cases, color perception is required to understand the context.
302.4 Without Hearing	Not applicable	Endpoint Central does not have an auditory mode of operation.
302.5 With Limited Hearing	Not applicable	Endpoint Central does not have an auditory mode of operation.
302.6 Without Speech	Not applicable	Endpoint Central does not have spoken mode of operation.
302.7 With Limited Manipulation	Not applicable	Endpoint Central does not require fine motor controls to operate.
302.8 With Limited Reach and Strength	Supports	Endpoint Central can be operated with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Endpoint Central provides features for simpler and easier use by individuals with

Criteria	Conformance Level	Remarks and Explanations
		limited language, cognitive and learning abilities.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	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		
402.2.2 Transactional Outputs		
402.2.3 Speech Delivery Type and Coordination		
402.2.4 User Control		
402.2.5 Braille Instructions		
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening		
402.3.2 Non-private Listening		
402.4 Characters on Display Screens		
402.5 Characters on Variable Message Signs		
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General		
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General		
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General		
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General		
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		

Criteria	Conformance Level	Remarks and Explanations
407.3.2 Alphabetic Keys		
407.3.3 Numeric Keys		
407.4 Key Repeat		
407.5 Timed Response		
407.6 Operation		
407.7 Tickets, Fare Cards, and Keycards		
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane		
407.8.1.1 Vertical Plane for Side Reach		
407.8.1.2 Vertical Plane for Forward Reach		
407.8.2 Side Reach		
407.8.2.1 Unobstructed Side Reach		
407.8.2.2 Obstructed Side Reach		
407.8.3 Forward Reach		
407.8.3.1 Unobstructed Forward Reach		
407.8.3.2 Obstructed Forward Reach		
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach		
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility		
408.3 Flashing		
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General		
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General		
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General		
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		
412.2.2 Volume Gain for Non-Wireline ICT		
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets		
412.3.2 Wireline Handsets		
412.4 Digital Encoding of Speech		
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID		
412.7 Video Communication		
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability		
412.8.2 Voice and Hearing Carry Over		
412.8.3 Signal Compatibility		
412.8.4 Voice Mail and Other Messaging Systems		
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions		
413.1.2 Pass-Through of Closed Caption Data		
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners		
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls		
415.1.2 Audio Description Controls		

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x 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	Endpoint Central is an application software and this criteria applies only to a platform software.
502.2.2 No Disruption of Accessibility Features	Supports	Endpoint Central is compatible with operating system and browser accessibility

Criteria	Conformance Level	Remarks and Explanations
		features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	Semantic information about the user interface components is not available.
502.3.2 Modification of Object Information	Does not support	Semantic information of the user interface components cannot be set by Assistive Technology.
502.3.3 Row, Column, and Headers	Does not support	Table organization and relationship information cannot be programmatically determined.
502.3.4 Values	Does not support	Current value and range of allowed values cannot be programmatically determined.
502.3.5 Modification of Values	Does not support	Values cannot be programmatically set by Assistive Technology.
502.3.6 Label Relationships	Does not support	Label relationship to the user interface components cannot be programmatically determined.
502.3.7 Hierarchical Relationships	Does not support	Hierarchical relationship between components cannot be programmatically determined.
502.3.8 Text	Does not support	Text attributes cannot be programmatically determined.
502.3.9 Modification of Text	Does not support	Text cannot be programmatically set by Assistive Technology.
502.3.10 List of Actions	Does not support	List of actions available to the software object cannot be programmatically determined.
502.3.11 Actions on Objects	Does not support	List of actions available to the software object cannot be programmatically executed by Assistive Technology.
502.3.12 Focus Cursor	Does not support	Selection attributes of user interface components cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Does not support	Selection attributes of user interface components cannot be programmatically set by Assistive Technology.
502.3.14 Event Notification	Does not support	Event changes to user interface components cannot be programmatically determined.
502.4 Platform Accessibility Features	Not applicable	Endpoint Central is an application software and this criteria applies only to a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not applicable	Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.
503.3 Alternative User Interfaces	Not applicable	Endpoint Central does not provide an alternative user interface that functions as Assistive Technology.
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	Endpoint Central does not have any "Time-based media"
503.4.2 Audio Description Controls	Not applicable	Endpoint Central does not have any "Time-based media"
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.x section	See information in WCAG 2.x section
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
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x 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		
603.3 Accommodation of Communication Needs		

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does not support	Product cannot be accessed without vision.
4.2.2 Usage with limited vision	Does not support	Product does not provide a mechanism to magnify, reduce the field of vision or to change the contrast.
4.2.3 Usage without perception of colour	Partially supports	Visual cues like colors are used to convey the information. In such cases, color perception is required to understand the context.
4.2.4 Usage without hearing	Not applicable	Endpoint Central does not have an auditory mode of operation.
4.2.5 Usage with limited hearing	Not applicable	Endpoint Central does not have an auditory mode of operation.
4.2.6 Usage with no or limited vocal capability	Not applicable	Endpoint Central does not have an auditory mode of operation.
4.2.7 Usage with limited manipulation or strength	Not applicable	Endpoint Central does not have an auditory mode of operation.
4.2.8 Usage with limited reach	Not applicable	Endpoint Central can be operated with limited reach and strength.
4.2.9 Minimize photosensitive seizure triggers	Not applicable	Endpoint Central does not have any visual mode of operation that can cause photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	Endpoint Central provides features for simpler and easier use by individuals with limited language, cognitive and learning

Criteria	Conformance Level	Remarks and Explanations
		abilities.
4.2.11 Privacy	Supports	ICT does not impede usage of standard privacy controls alongside assistive technologies. For example, users can connect a headset for private listening to screen reader announcements.

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 Audio output of visual information		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening volume		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
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		
5.1.7 Access without speech		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech		
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		

Criteria	Conformance Level	Remarks and Explanations
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.2.3 Speaker identification		
6.2.2.4 Visual indicator of Audio with RTT		
6.2.3 Interoperability		
6.2.4 RTT responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.5.5 Visual indicator of audio with video		
6.5.6 Speaker identification with video (sign language) communication		
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		
7.1.4 Captions characteristics		
7.1.5 Spoken subtitles		
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		

Criteria	Conformance Level	Remarks and Explanations
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

Chapter 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach		
8.3.2.2 Unobstructed low forward reach		
8.3.2.3.1 Clear space		
8.3.2.3.2 Obstructed (< 510 mm) forward reach		
8.3.2.3.3 Obstructed (< 635 mm) forward reach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1 Unobstructed high side reach		
8.3.3.2 Unobstructed low side reach		
8.3.3.3.1 Obstructed (≤ 255 mm) side reach		
8.3.3.3.2 Obstructed (≤ 610 mm) side reach		
8.3.4.1 Change in level		

Criteria	Conformance Level	Remarks and Explanations
8.3.4.2 Clear floor or ground space		
8.3.4.3.2 Forward approach		
8.3.4.3.3 Parallel approach		
8.3.5 Visibility		
8.3.6 Installation instructions		
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys		
8.4.2.1 Means of operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning		
10.6 Audio description timing		

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	Endpoint Central is not a platform software.
11.5.2.5 Object information	Not applicable	Endpoint Central is not an assistive technology software.
11.5.2.6 Row, column, and headers	Does not support	
11.5.2.7 Values	Does not support	
11.5.2.8 Label relationships	Does not support	
11.5.2.9 Parent-child relationships	Does not support	
11.5.2.10 Text	Does not support	
11.5.2.11 List of available actions	Does not support	
11.5.2.12 Execution of available actions	Does not support	
11.5.2.13 Tracking of focus and selection attributes	Does not support	
11.5.2.14 Modification of focus and selection attributes	Does not support	
11.5.2.15 Change notification	Does not support	
11.5.2.16 Modifications of states and properties	Does not support	
11.5.2.17 Modifications of values and text	Does not support	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	

Criteria	Conformance Level	Remarks and Explanations
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See [WCAG 2.x](#) section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations		
11.8.4 Repair assistance		
11.8.5 Templates		

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		
12.1.2 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		

Criteria	Conformance Level	Remarks and Explanations
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		
13.2 Access to relay services		
13.3 Access to emergency services		