Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.5

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

- [Web Content Accessibility Guidelines 2.2](#)

- [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

        Web Content Accessibility Guidelines 2.2 or WCAG 2.2

        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 Level AAA criteria.

- **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 301 549 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 only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1and 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG

2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.

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 only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and WCAG 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.

- 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.
  o The cells in these rows do not require answers as indicated by "Heading cell – no response required."
  o It is optional to add a response if desired.
  o The shading of the row is also optional.
  o 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 2.5)**

- **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 2.5)

Name of Product/Version: ManageEngine ServiceDesk Plus On-premises 14.9

Report Date: April 2025

Product Description: ServiceDesk Plus is a game changer in turning IT teams from daily fire-fighting to delivering awesome customer service. It provides great visibility and central control in dealing with IT issues to ensure that businesses suffer no downtime. For 12 years and running, it has been delivering smiles to millions of IT folks, end users, and stakeholders alike.

Contact Information: support@servicedeskplus.com

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

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

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	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)
Web Content Accessibility Guidelines 2.2	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 only be used in WCAG Level AAA criteria.

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)	Partially Supports	The ManageEngine product uses standard HTML and Ajax techniques for providing text equivalents of non-text elements. This includes the use of "alt" attributes for images and semantics in order to make user interface controls and dynamic content is more accessible. Some purely decorative elements that have no functional or informational purpose may not provide a text alternative.
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)	Not Applicable	The ManageEngine product does not include audio or video content by default. However, the users may choose to store audio/video content in user interfaces and in such cases, users may include alternative representations (such as text transcripts) that present equivalent information to the audio/videos.
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)	Not Applicable	The ManageEngine product does not include audio or video content by default.
[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)	Not Applicable	
[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)	Partially Supports	The ManageEngine product uses semantically-correct markup so that information, structure, and relationships can be understood independent of presentation.

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)	Partially Supports	The ManageEngine product generates semantically-correct markup to allow assistive technologies to interpret the meaning of content and controls.
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)	Supports	The ManageEngine product does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand content.

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)	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
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)	Not applicable	The ManageEngine product does not include audio or video content by default.
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)	Partially Supports	The ManageEngine product is a web-based application that supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow

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)		keys to move between list items, and pressing [Space] or [Enter] to make selections).
[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)	Not Support	Keyboard trap may occur in rich text editor area and third party component like select2.
[2.1.4 Character Key Shortcuts](#) (Level A 2.1 and 2.2) 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	Supports	Keyboard shortcuts are available for specific module pages. User can disable the keyboard shortcut option.

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)	Not Applicable	
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)	Not Applicable	
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)	Not Applicable	The ManageEngine product does not use flashing interface elements

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	Supports	Lets users bypass repeated elements and directly reach the main content of the page. On page top of first tab it will appear.
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)	Partially Supports	User can customize the page title for specific module pages.

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)	Partially Support	The ManageEngine product uses a logical tab order through interactive elements such as links and form controls. The ManageEngine product also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page.
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)	Not Support	
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria · 9.2.5.1 (Web)	Not Applicable	

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 and 2.2) 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	Partially Supports	Avoid actions are not invoked on the Down event. Still some few area are in used and will sortout ASAP.
2.5.3 Label in Name (Level A 2.1 and 2.2) 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	Partially Supports	ManageEngine Product of input elements have a visible label that is programmatically associated with the input field. This helps assistive technologies to properly identify and describe the purpose of the input field to users. Currently it not support for 3rd party select2 and Editor.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria · 9.2.5.4 (Web) · 10.2.5.4 (Non-web document)	Not Applicable	

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)	Supports	Based on the user personalize language option, the lang attribute will be added.
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)	Supports	When a component in ManageEngine product 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)	Supports	Changing the setting of any user interface component does not automatically cause a change of context
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Support	The ManageEngine Product has internal chat system, admin help documentation, module wise video explanation, form field with custom help description and also has separate complete help document.
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)	Partially Supports	If an input error is automatically detected, the item that is in error is identified, and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to:	Partially Supports	Labels or instructions are provided when content

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
  · 9.3.3.2 (Web)
  · 10.3.3.2 (Non-web document)
  · 11.3.3.2 (Open Functionality Software)
  · 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)
		requires user input. Partial support due to third party select2.

3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The ManageEngine Product can reuse the templates, field values and entries by using duplicate action or predefined value set.

4.1.1 Parsing (Level A)
Applies to:
WCAG 2.0 and 2.1 – Always answer 'Supports'
WCAG 2.2 (obsolete and removed) - Does not apply
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)
	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

4.1.2 Name, Role, Value (Level A)	Not Support	

Criteria	Conformance Level	Remarks and Explanations
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) · 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)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
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 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 and 2.2) 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	Supports	The ManageEngine Product not restrict the orientation of the device. User can be use in both orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) 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)	Partially Supports	Auto complete may not be appropriate for all scenarios. However, in certain cases, we utilize specific components to assist users in quickly filling.

Criteria	Conformance Level	Remarks and Explanations
· 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
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) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	User can increase the contrast of text by enabling the contrast accessibility option.
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)	Supports	User can increase the font size in personalize setting to make the content more readable.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.5 (Web)	Supports	We show texts as images only in case of Captcha

Criteria	Conformance Level	Remarks and Explanations
· 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)		
1.4.10 Reflow (Level AA 2.1 and 2.2) 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	Not Applicable	
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) 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	Partially Supports	Most visual elements such as icons, borders, images, and buttons maintain a contrast ratio above 3:1. However, there might be a few instances where certain elements have a contrast ratio below 3:1.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to:	Not Support	

Criteria	Conformance Level	Remarks and Explanations
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		
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: 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	Supports	The ManageEngine Product offers users the ability to display or hide detailed content through hover or focus interactions, aligning with the design flow.
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	Supports	The ManageEngine Product allows user to locate page more than one way.

Criteria	Conformance Level	Remarks and Explanations
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 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Supports	The ManageEngine product uses semantically-correct markup for all interface elements, including headings and labels.
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)	Supports	The ManageEngine product uses visual changes to elements to indicate the current position of focus, except in few areas as such non-interactive reports and audits with raw text data.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Current focusable element will not be overlap or hide.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Support	

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	In ManageEngine product, We have followed our internal standard design pattern. Here we mostly follow better target size. In some cases, we followed 16px & 20px with some spaces.
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)	Supports	In the ManageEngine product, the language of a page can be programmatically determined and also different language section are separated by lang attribute.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria · 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	Supports	The ManageEngine product uses the same navigation mechanisms across pages.
3.2.4 Consistent Identification (Level AA) Also applies to:	Supports	All components that provide the same functions within the set of web pages are

Criteria	Conformance Level	Remarks and Explanations
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		designed to be consistent.
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) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	ManageEngine product provides suggestions in user input areas where an input error is detected.
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)	Supports	For major actions, we will notify the user by showing a confirm alert.

Criteria	Conformance Level	Remarks and Explanations
· 12.1.2 (Product Docs) · 12.2.4 (Support Docs) Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
[3.3.8 Accessible Authentication (Minimum)](#) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	User can copy & paste in the authentication area. We are shown a simple text captcha only if the user tried an invalid credential after three times.
[4.1.3 Status Messages](#) (Level AA 2.1 and 2.2) 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	Partially Supports	Status message of input validation, save, edit, delete and some loading actions will be notified by assistive technologies.

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	Not Applicable	
[1.2.7 Extended Audio Description (Prerecorded)](#) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
[1.2.8 Media Alternative (Prerecorded)](#) (Level AAA)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Applicable	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Supports	Non-textual content is described using titles and aria-label to understand by the user and also helps to perform the appropriate actions.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Supported	
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Supported	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. [Eg. Captcha]
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Some user interface component does not has keyboard interaction support.
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Actions which involve form filling will have data loss except the mail sending functionality.
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Flash animations are not used in products and also allows users to control its behavior completely disable all animations.
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Support	
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Support	
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	PartPartially Supports	Section headings are used to organize the content.
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Current focusable element will not be overlap or hide.
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	User can use the keyboard tab navigation and get clear visible focus border with user color customization.
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	In most cases, actions are performed on target elements that have sufficient space. However, in certain instances, the design system may include smaller targeted areas, especially in icons.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Support	The ManageEngine product allowing users to operate the website or application through various input methods simultaneously. This ensures that users can choose the input method that best suits their abilities and preferences.
3.1.3 Unusual Words (Level AAA)	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Without user interaction the context will not be change.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The ManageEngine Products help is available.
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	In case of deletion, confirmation would be asked. Form submission will not be handled that way.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	User can copy & paste in the authentication area. We are shown a simple text captcha only if the user tried an invalid credential after three times.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The ManageEngine product uses standard HTML attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies.
302.2 With Limited Vision	Supports	The ManageEngine product supports standard browser magnification and contrast adjustments.
302.3 Without Perception of Color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information.
302.4 Without Hearing	Not Applicable	The ManageEngine product does not include audio-only features that require hearing to be used.
302.5 With Limited Hearing	Not Applicable	The ManageEngine product does not include audio-only features that require hearing to be used.
302.6 Without Speech	Not Applicable	The ManageEngine product does not require speech input.
302.7 With Limited Manipulation	Supports	The ManageEngine product supports standard input mechanisms such as user-provided keyboards and pointing devices. Usage of the product does not

Criteria	Conformance Level	Remarks and Explanations
		require fine motor controls nor simultaneous actions.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	

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		

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible		
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		

Criteria	Conformance Level	Remarks and Explanations
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
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		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Supports	The ManageEngine product uses HTML attributes to describe the role, state, and description of user interface elements to Assistive Technologies. The includes the use of "role", "alt" and other such attributes.
502.3.2 Modification of Object Information	Supports	The ManageEngine product uses standard HTML or Ajax object roles for maximum compatibility with assistive technologies
502.3.3 Row, Column, and Headers	Supports	The ManageEngine product uses standard HTML attributes to define table structure and relationships, including column and row headers, to Assistive Technologies.
502.3.4 Values	Supports	The ManageEngine product uses standard HTML or Ajax object attributes for maximum compatibility with assistive technologies.
502.3.5 Modification of Values	Not Supported	
502.3.6 Label Relationships	Supports	The ManageEngine product uses standard HTML and Ajax attributes to describe label relationships of user interface elements to Assistive Technologies. This includes the use of "<label>" and other such attributes.
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	The ManageEngine product renders strings as plain text values in HTML for maximum compatibility with assistive technologies.
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	The ManageEngine product uses standard HTML or Ajax object attributes for maximum compatibility with assistive technologies

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports with Exceptions	
502.3.14 Event Notification	Not supported	
502.4 Platform Accessibility Features	Not supported	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Supported	
503.3 Alternative User Interfaces	Not Supported	
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	
503.4.2 Audio Description Controls	Not Applicable	
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	Supports	
4.2.2 Usage with limited vision	Supports	
4.2.3 Usage without perception of colour	Supports	
4.2.4 Usage without hearing	Not Applicable	
4.2.5 Usage with limited hearing	Not Applicable	
4.2.6 Usage with no or limited vocal capability	Not Applicable	
4.2.7 Usage with limited manipulation or strength	Supports	
4.2.8 Usage with limited reach	Not Applicable	
4.2.9 Minimize photosensitive seizure triggers	Supports	The ManageEngine product does not include visual features with flashing that could trigger seizures.
4.2.10 Usage with limited cognition, language or learning	Supports	ManageEngine uses a logical focus order, and provides capabilities for specifying error text for its user interface components.
4.2.11 Privacy	Supports	The ManageEngine product 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		
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

Criteria	Conformance Level	Remarks and Explanations
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		
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		

Criteria	Conformance Level	Remarks and Explanations
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		
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		
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		

Criteria	Conformance Level	Remarks and Explanations
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
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

Criteria	Conformance Level	Remarks and Explanations
		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 Supported	
11.5.2.5 Object information	Supports	The ManageEngine product uses HTML and Ajax attributes to describe the role, state, and description of user interface elements to Assistive Technologies.
11.5.2.6 Row, column, and headers	Supports	
11.5.2.7 Values	Supports	
11.5.2.8 Label relationships	Supports	
11.5.2.9 Parent-child relationships	Supports	
11.5.2.10 Text	Supports	
11.5.2.11 List of available actions	Not supported	
11.5.2.12 Execution of available actions	Supports with Exceptions	Direct links / forms will work. Javascript related functionalities might not work in all places.
11.5.2.13 Tracking of focus and selection attributes	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports with Exceptions	
11.5.2.15 Change notification	Not Supported	
11.5.2.16 Modifications of states and properties	Supports with Exceptions	Direct links / forms will work. Javascript related functionalities might not work in all places.
11.5.2.17 Modifications of values and text	Supports with Exceptions	Direct links / forms will work. Javascript related functionalities might not work in all places.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Not Supported	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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	Not Supported	
11.8.4 Repair assistance	Not Supported	
11.8.5 Templates	Not Supported	

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		
13.1.5 Captioned telephony services		

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

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