



SentinelOne Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SentinelOne Endpoint Security Platform

Report Date: June 2020

Product Description: A software platform for enterprises, designed to automatically defend the corporate network against security threats, using advanced AI-based techniques. The platform is predominantly focused on endpoints, but more recently also offers protection for cloud servers and identification of IoT and unmanaged devices.

Contact Information: Rafi Bryl (rafib@sentinelone.com)

Notes:

- ‘Web’ refers to the SentinelOne management console.
- ‘Software’ refers to the agent/endpoint solution.
- ‘Electronic Docs’ refers to our support documentation
- No response is provided for ‘Closed’ or ‘Authoring Tool’ as these are deemed not relevant to our platform.

Evaluation Methods Used: Familiarity with the product and the SentinelOne development methodology

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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)	(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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports</p>	<p>Web: We have several examples where graphical icons are used without a text alternative. Electronic Docs: We have various pictures without alt-text Software: Not all non-text content has an alternative</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: We don't provide any pre-recorded audio or video on the web platform Electronic Docs : No videos offer information that is not in text. Software: No audio or video</p>

<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p> <p>Software: Supports</p>	<p>Web: We don't provide any pre-recorded audio or video on the web platform</p> <p>Electronic Docs: Our videos are hosted on Youtube and we do not support captions.</p> <p>Software: We don't provide any pre-recorded audio or video as part of our agent software</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p>	<p>Web: We don't provide any pre-recorded audio or video on the web platform</p> <p>Electronic Docs: We have several videos without narration or downloadable script</p> <p>Software: We don't provide any pre-recorded audio or video as part of our agent software</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: We support a graphical process tree, but all the underlying information is included in tabular form</p> <p>Electronic Docs: All information can be understood through text</p> <p>Software: All information can be understood through text</p>

<ul style="list-style-type: none"> ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Chronological information is always displayed with a timestamp Electronic Docs: No use of sequences Software: No use of sequences</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: No reliance on sensory characteristics Electronic Docs: No reliance on sensory characteristics Software: No reliance on sensory characteristics</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Does not Support</p>	<p>Web: Color is not used as the only visual means of conveying information Electronic Docs: Color is not used as the only visual means of conveying information Software: The tray icon provides a red indication in case of a threat but there is no text equivalent</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: No use of audio Electronic Docs: No use of audio Software: No use of audio</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) 	<p>Web: Does not Support Electronic Docs: Does not Support Software: Does not Support</p>	<p>Web: Some functions are not executable with a keyboard (e.g. : scope, filter) Electronic Docs: Some functions are not executable with a keyboard, e.g. navigation</p>

<ul style="list-style-type: none"> ● 10.2.1.1 (Non-web document) ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		Software: Some functions are not executable with a keyboard
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does not Support</p> <p>Electronic Docs: Does not Support</p> <p>Software: Does not Support</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Not applicable</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not applicable</p>	<p>Web: Very limited shortcut support</p> <p>Electronic Docs: No shortcut support</p> <p>Software: No shortcut support</p>

Revised Section 508 – Does not apply		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: No time limits</p> <p>Electronic Docs: No time limits</p> <p>Software: No time limits</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: No moving, blinking, scrolling, or auto-updating information</p> <p>Electronic Docs: No moving, blinking, scrolling, or auto-updating information</p> <p>Software: No moving, blinking, scrolling, or auto-updating</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: No flashing content</p> <p>Electronic Docs: No flashing content</p> <p>Software: No flashing content</p>

<ul style="list-style-type: none"> ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p>	<p>Web: Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software: Web-only standard</p>

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does not Support Electronic Docs: Does not Support Software: Not Applicable</p>	<p>Web: Focus navigation is not consistently applied Electronic Docs: Zendesk limitation Software: Web-only standard</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Partially Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: In some cases the purpose of the link cannot be determined Software: Web-only standard</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Partially Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Agent grouping requires a path-based gesture and there is no alternative Electronic Docs:</p>

<ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 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) <p>Revised Section 508 – Does not apply</p>		Software:
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Most navigation is via links, but we can't guarantee full compliance</p> <p>Electronic Docs:</p> <p>Software:</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Does not support</p>	<p>Web: All except login page</p> <p>Electronic Docs:</p> <p>Software: We can't guarantee full compliance across all functionality</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.5.4 (Web) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: No motion actuation</p> <p>Electronic Docs: No motion actuation</p> <p>Software: No motion actuation</p>

<ul style="list-style-type: none"> ● 10.2.5.4 (Non-web document) ● 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) <p>Revised Section 508 – Does not apply</p>		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web:Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software: Web-only standard</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>

<ul style="list-style-type: none"> ● 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

<ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software: Only applies to markup content</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) – Not required ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Web: Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software: Web-only standard</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Supports</p>	<p>Web: No recorded media</p> <p>Electronic Docs: Captions not provided</p> <p>Software: No recorded media</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Supports</p>	<p>Web: No recorded media</p> <p>Electronic Docs: Audio description not provided</p> <p>Software: No recorded media</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support</p>	<p>Web: e.g. Disabled buttons have contrast which is too low Electronic Docs: Needs CSS changes to be compliant Software: Not all screens have the necessary contrast</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Does Not Support</p>	<p>Web: Electronic Docs: Software: No way to resize text</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Does Not Support</p>	<p>Web: No use of images with text Electronic Docs: We have a small number of screenshots with text but they are augmented with a textual description Software: Some use of images without accompanying text</p>

<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Closed:</p> <p>Authoring Tool:</p>	<p>Web: We do not fully implement responsive design</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool:</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Does Not Support</p>	<p>Web: Some UI components don't have the necessary contrast</p> <p>Electronic Docs: Our style sheets is not compliant</p> <p>Software: Some UI components don't have the necessary contrast</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Standard only applies to markup languages</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Web: Does Not Support</p>	<p>Web: Content on hover cannot be dismissed</p>

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Electronic Docs: Supports Software: Not Applicable</p>	<p>Electronic Docs: No content on hover Software: No content on hover</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software: Web-only standard</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Partially Supports Electronic Docs: Compliant Software: Not Applicable</p>	<p>Web: Some screens do not have headings; Also, we are not always using standard HTML tags for headings Electronic Docs: Software: Web-only standard</p>

<p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support</p>	<p>Web: As stated above, we are not keyboard compliant (level A) Electronic Docs: As stated above, we are not keyboard compliant (level A) Software: As stated above, we are not keyboard compliant (level A)</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p>	<p>Web: Partially Supports Electronic Docs: Supports</p>	<p>Web: There are some cases where navigation is not entirely consistent</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Software: Not Applicable</p>	<p>Electronic Docs: Software :Web-only standard</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Partially Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: We may have a few inconsistencies but we generally enforce consistency Electronic Docs: Software :Web-only standard</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) 	<p>Web: Supports Electronic Docs: Supports Software: Supports</p>	<p>Web: Electronic Docs: Software:</p>

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Software: Not Applicable</p>	<p>Web: Electronic Docs: Software :Web-only standard</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support Electronic Docs: Does Not Support Software:Not Applicable</p>	<p>Web: Electronic Docs: Authoring Tool: Software : Only Applies to markup languages</p>

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Does not Support Software : Supports</p>	<p>Web: No recorded media Software : No recorded media</p>
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Does not Support Software : Supports</p>	<p>Web: No recorded media Software : No recorded media</p>
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Does not Support Software : Supports</p>	<p>Web: No recorded media Software : No recorded media</p>
<p>1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Does not Support Software : Supports</p>	<p>Web: No recorded media Software : No recorded media</p>
<p>1.3.6 Identify Purpose (Level AAA 2.1 only) EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Does not Support Electronic Docs: Does not Support Software : Not Applicable</p>	<p>Software : only applies to markup</p>
<p>1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Does not Support Electronic Docs: Does not Support Software : Does not Support</p>	
<p>1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Software : Not Applicable</p>	<p>Software: No Audio</p>
<p>1.4.8 Visual Presentation (Level AAA)</p>	<p>Web: Does not Support</p>	

EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Electronic Docs: Does not Support Software : Does not Support	
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not Support Electronic Docs : Does not Support Software : Does not Support	
2.1.3 Keyboard (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not Support Electronic Docs : Does not Support Software : Does not Support	
2.2.3 No Timing (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software : Supports	
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not Support Electronic Docs : Supports Software : Supports	Software : We have a few interruptions that cannot be postponed, but these are for emergencies
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs : Compliant Software : Not Applicable	Web: Re-authentication does not always result in preservation of information, e.g. loss of filters on tables Software : No authentication
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Supports	
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Supports	
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not Support Electronic Docs : Supports Software : Supports	Web: Animations cannot be cancelled Electronic Docs : no animations Software : Animations can be cancelled
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply	Web: Partially Supports Electronic Docs : Supports	Web: Generally supported, but no guarantee of full support

Revised Section 508 – Does not apply	Software : Not Applicable	Software : Web-only standard
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Not Applicable	Web: Software : No links
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Not Applicable	Web: Software : Web only
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Supports	Web:
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not Support Electronic Docs : Does not Support Software : Not Applicable	Web: Can't guarantee switching between modalities Electronic Docs: Can't guarantee switching between modalities Software : Web only standard
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs : Partially Supports Software : Supports	Web/Docs : Some use of Jargon
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Compliant Electronic Docs : Supports Software : Supports	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Evaluated Electronic Docs : Not Evaluated Software : Not Evaluated	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Supports	
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs : Supports Software : Supports	

<p>3.3.5 Help (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does not Support</p> <p>Electronic Docs : Supports</p> <p>Software : Not compliant</p>	<p>Web/Software : No context-sensitive help</p>
<p>3.3.6 Error Prevention (All) (Level AAA)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs : Supports</p> <p>Software : Not Applicable</p>	<p>Web:</p> <p>Software : Web only standard</p>

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	Not fully tested
302.2 With Limited Vision	Partially supports	Not fully tested
302.3 Without Perception of Color	Supported	
302.4 Without Hearing	Supported	No hearing required
302.5 With Limited Hearing	Supported	
302.6 Without Speech	Supported	
302.7 With Limited Manipulation	Partially supports	Limited keyboard support
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Does not Support	Not our target user - system deals with complex professional content

Chapter 4: [Hardware](#)

Notes: Section Removed - no Hardware components in platform

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	Partially supports	We rely on OS capabilities
502.2.2 No Disruption of Accessibility Features	Partially supports	See above

502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does Not Support	No accessibility features
502.3.2 Modification of Object Information	Does Not Support	
502.3.3 Row, Column, and Headers	Does Not Support	
502.3.4 Values	Does Not Support	
502.3.5 Modification of Values	Does Not Support	
502.3.6 Label Relationships	Does Not Support	
502.3.7 Hierarchical Relationships	Does Not Support	
502.3.8 Text	Does Not Support	
502.3.9 Modification of Text	Does Not Support	
502.3.10 List of Actions	Does Not Support	
502.3.11 Actions on Objects	Does Not Support	
502.3.12 Focus Cursor	Does Not Support	
502.3.13 Modification of Focus Cursor	Does Not Support	
502.3.14 Event Notification	Does Not Support	
502.4 Platform Accessibility Features	Does Not Support	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	
503.3 Alternative User Interfaces	Not Applicable	No alternative user interface
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	No audio
503.4.2 Audio Description Controls	Not Applicable	No audio
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
Not Applicable	Not Applicable	No authoring tools
504.2.2 PDF Export	Not Applicable	No authoring tools
504.3 Prompts	Not Applicable	No authoring tools
504.4 Templates	Not Applicable	No authoring tools

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	No accessibility 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	Supported	We can provide hard copies of support documentation
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	
603.3 Accommodation of Communication Needs	Supported	<p>We support the following channels:</p> <ul style="list-style-type: none"> - Voice calls - Email - Web ticket - For remote access we typically use Zoom or Team viewer - Languages : English, Hebrew and Japanese

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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	Not fully tested
4.2.2 Usage with limited vision	Partially Supports	Not fully tested
4.2.3 Usage without perception of colour	Supports	
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Supports	
4.2.8 Usage with limited reach	Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Does not support	Not our target user - system deals with complex professional content
4.2.11 Privacy	Supports	Assume use of headsets

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	Not Applicable (no closed functionality)	
5.1.3.2 Auditory output delivery including speech	Not Applicable (no closed functionality)	
5.1.3.3 Auditory output correlation	Not Applicable (no closed functionality)	
5.1.3.4 Speech output user control	Not Applicable (no closed functionality)	
5.1.3.5 Speech output automatic interruption	Not Applicable (no closed functionality)	
5.1.3.6 Speech output for non-text content	Not Applicable (no closed functionality)	
5.1.3.7 Speech output for video information	Not Applicable (no closed functionality)	
5.1.3.8 Masked entry	Not Applicable (no closed functionality)	
5.1.3.9 Private access to personal data	Not Applicable (no closed functionality)	
5.1.3.10 Non-interfering audio output	Not Applicable (no closed functionality)	
5.1.3.11 Private listening volume	Not Applicable (no closed functionality)	
5.1.3.12 Speaker volume	Not Applicable (no closed functionality)	
5.1.3.13 Volume reset	Not Applicable (no closed functionality)	
5.1.3.14 Spoken languages	Not Applicable (no closed functionality)	
5.1.3.15 Non-visual error identification	Not Applicable (no closed functionality)	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable (no closed functionality)	
5.1.4 Functionality closed to text enlargement	Not Applicable (no closed functionality)	
5.1.5 Visual output for auditory information	Not Applicable (no closed functionality)	
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	Not Applicable (no closed functionality)	
5.1.7 Access without speech	Not Applicable (no closed functionality)	
5.2 Activation of accessibility features	Not Applicable (no closed functionality)	
5.3 Biometrics	Not Applicable (no closed functionality)	
5.4 Preservation of accessibility information during conversion	Not Applicable (no closed functionality)	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable (no operable parts)	
5.5.2 Operable parts discernibility	Not Applicable (no operable parts)	

5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Does not support	
5.6.2 Visual status	Supports	
5.7 Key repeat	Not Applicable - no key repeat	
5.8 Double-strike key acceptance	Supports - Based on OS support	
5.9 Simultaneous user actions	Not Applicable (no simultaneous user actions)	

Chapter 6: ICT with Two-Way Voice Communication

Notes: Removed - no to way communication

Chapter 7: ICT with Video Capabilities

Notes: Removed - no to way communication

Chapter 8: Hardware

Notes:Removed - no hardware

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

Notes:

Chapter 10: Non-Web Software

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	Not Applicable	
10.6 Audio description timing	Not Applicable	

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 11.5.2.17
11.5.2.3 Use of accessibility services	Does not support	
11.5.2.4 Assistive technology	Does not support	
11.5.2.5 Object information	Does not support	
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	No platform accessibility features
11.6.2 No disruption of accessibility features	Not Applicable	No platform accessibility features
11.7 User preferences	Not Applicable	No platform accessibility features
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	Not Applicable - not content technology	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable - not content technology	
11.8.4 Repair assistance	Not Applicable - not content technology	
11.8.5 Templates	Not Applicable - not content technology	

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	Does not support	
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	Supports	
12.2.3 Effective communication	Supports	<p>We support the following channels:</p> <ul style="list-style-type: none"> - Voice calls - Email - Web ticket - For remote access we typically use Zoom or Team viewer - Languages : English, Hebrew and Japanese

12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
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Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Removed - no relay or emergency service access

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