

Voluntary Product Accessibility Template® (VPAT®)

Revised Section 508 Edition

Version 2.4

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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 Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT 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 Accessibility Conformance Report and use the appropriate VPAT file.
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 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.
 - The applicable Standards/Guidelines that are included in this VPAT edition are:
 - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
 - [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
 - If other Standards/Guidelines are reported, then 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: This can only be used in WCAG 2.x Level AAA

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

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

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
 - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
4. 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
 - The selected levels of WCAG 2.0 Guidelines.
 - If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508, 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.
5. 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.
6. 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 general product knowledge
 - 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 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 doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
 - 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 2.0 Tables:** The WCAG 2.0 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.
- **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 standard and guideline tables appear may be changed to facilitate reading. The current order is WCAG then Section 508. You can change this order to insert the WCAG criteria into the Section 508 tables.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
 - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
 - It is optional to add a response if desired.
 - The shading of the row is also optional.
 - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 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 2.4)**
 - **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.

MadCap Software Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: MadCap Flare 2021 r2

Report Date: 12/15/2021

Product Description: MadCap Flare is a content authoring and publishing tool

Contact Information: +1 858-320-0387

Notes:

Evaluation Methods Used: Manual functionality testing, use of calibration tools for testing items such as contrast, and automated testing scripts

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) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

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

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Does Not Support Software: Supports Authoring Tool: Partially Supports</p>	<p>Web: Authored content to be published to the web can be made accessible. Electronic Docs: Online help is only partially accessible Software: Other output formats beyond web can be made accessible. Authoring Tool: MadCap Flare supports keyboard navigation and the operating system accessibility settings for color filters, cursor & pointer, and screen readers</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Authored content to be published to the web can be made accessible. Electronic Docs: Current video tutorials are not accessible, however the same content is available in the text documentation Software: Other output formats beyond web can be made accessible. Authoring Tool: MadCap Flare does not use audio-only or video-only functionality within the interface</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Authored content to be published to the web can be made accessible. Electronic Docs: Current video tutorials are not accessible, however the same content is available in the text documentation Software: Other output formats beyond web can be made accessible. Authoring Tool: MadCap Flare does not use audio-only or video-only functionality within the interface</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Supports Electronic Docs: Does not support Software: Supports</p>	<p>Web: Authored content to be published to the web can be made accessible. Electronic Docs: Current video tutorials are not</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Authoring Tool: Not Applicable	<p>accessible, however the same content is available in the text documentation</p> <p>Software: Other output formats beyond web can be made accessible.</p> <p>Authoring Tool: MadCap Flare does not use audio-only or video-only functionality within the interface</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p> <p>Software: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Authored content to be published to the web can be made accessible.</p> <p>Electronic Docs: Online help is only partially accessible</p> <p>Software: Other output formats beyond web can be made accessible.</p> <p>Authoring Tool: MadCap Flare relays some information on options and commands available.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Does not support</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Authored content to be published to the web can be made accessible.</p> <p>Electronic Docs: Online help is only partially accessible</p> <p>Software: Other output formats beyond web can be made accessible.</p> <p>Authoring Tool: MadCap Flare editors present options in a meaningful sequence.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: Authored content to be published to the web can be made accessible.</p> <p>Electronic Docs: Online help does not rely on sensory characteristics</p> <p>Software: Other output formats beyond web can be made accessible.</p> <p>Authoring Tool: Some authoring features in MadCap Flare require visual skills to navigate.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Authored content to be published to the web can be made accessible.</p> <p>Electronic Docs: Online help does not rely on color characteristics</p> <p>Software: Other output formats beyond web can be</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		made accessible. Authoring Tool: Does not rely on color characteristics
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Online help does not rely on audio Software: Other output formats beyond web can be made accessible. Authoring Tool: Does not rely on audio
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Partially Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: The majority of the online documentation is keyboard navigable Software: Other output formats beyond web can be made accessible. Authoring Tool: Keyboard navigation is supported in most areas of Flare.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: No known keyboard traps Software: Other output formats beyond web can be made accessible. Authoring Tool: No known keyboard traps
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: No time limits Electronic Docs: No time limits Software: No time limits Authoring Tool: No time limits
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: No moving, blinking, scrolling, or auto-updating information Electronic Docs: No moving, blinking, scrolling, or auto-updating information Software: No moving, blinking, scrolling, or auto-

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		updating information Authoring Tool: No moving, blinking, scrolling, or auto-updating information
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: No native flashing Electronic Docs: No native flashing Software: No native flashing Authoring Tool: No native flashing
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Not Applicable	Web: HTML5 output includes ability to bypass blocks of content in multiple pages by default. Electronic Docs: Online help is only partially accessible and does not include bypass links Software: Other output formats beyond web can be made accessible. Authoring Tool: Not Applicable
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: All published pages include proper titles Software: Other output formats beyond web can be made accessible. Authoring Tool: All windows/dialogs have proper titles
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible and focus order adjusted. Electronic Docs: All published pages include proper titles Software: Other output formats beyond web can be made accessible and focus order adjusted. Authoring Tool: Not Applicable
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible and links controlled. Electronic Docs: Approximately 90% of links contain purpose in context Software: Other output formats beyond web can be

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		made accessible and links controlled. Authoring Tool:
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible and language set. Electronic Docs: All pages identified by language Software: Other output formats beyond web can be made accessible and language set. Authoring Tool: Not Applicable
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Focus changes do not alter context Software: Other output formats beyond web can be made accessible. Authoring Tool: Buttons are used to initiate a change of context in MadCap Flare.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Input changes do not alter context Software: Other output formats beyond web can be made accessible. Authoring Tool: Input changes do not alter context
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: No form elements included Software: Other output formats beyond web can be made accessible. Authoring Tool: Errors are described to users.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: No form elements included Software: Other output formats beyond web can be made accessible. Authoring Tool: Labels are provided to describe

Criteria	Conformance Level	Remarks and Explanations
		interface controls.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible with complete parsing. Electronic Docs: Parsing is correct and valid. Software: Other output formats beyond web can be made accessible. Authoring Tool: Tool authors valid markup easily parsed
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible with proper name, role, and value data. Electronic Docs: Name, role, value data is correct and valid. Software: Other output formats beyond web can be made accessible. Authoring Tool: Tool authors valid markup to include name, role, value attributes

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Software: Authoring Tool: Live audio not native functionality
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports Electronic Docs: Does Not Support Software: Not Applicable Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Tutorial videos do not have a secondary information track.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		Software: Authoring Tool:Not Applicable
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Does Not Support Software: Supports Authoring Tool: Partially Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Some textual elements are below a contrast ratio of 4.5 to 1 Software: Other output formats beyond web can be made accessible Authoring Tool:Over 90% of the interface meets the minimum contrast requirements.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: All text sizes controlled via CSS relative sizing allowing for user agent resizing Software: Other output formats beyond web can be made accessible Authoring Tool:Text can be resized in the editors. Text on the interface can be resized from the systsems display settings.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: All image sizing controlled by relative CSS that responds to browser zoom Software: Other output formats beyond web can be made accessible Authoring Tool:Logos are the only images of text used within MadCap Flare.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Multiple ways of content location supported (Table of Contents, menus, context links, and search) Software: Other output formats beyond web can be

Criteria	Conformance Level	Remarks and Explanations
		made accessible Authoring Tool: Not applicable
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Headings and labels used to describe topic or purpose Software: Other output formats beyond web can be made accessible Authoring Tool: Not applicable
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Focus of elements visible to the capabilities of the web browser in use Software: Other output formats beyond web can be made accessible Authoring Tool: Supports visible focus
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Language elements used Software: Other output formats beyond web can be made accessible Authoring Tool: Supports language settings
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Navigation is consistent across all pages Software: Other output formats beyond web can be made accessible Authoring Tool: Not Applicable
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Identification is consistent across all pages Software: Other output formats beyond web can be

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		made accessible Authoring Tool: Not Applicable
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Supported	Web: No form tools Electronic Docs: No form tools Software: No form tools Authoring Tool: Code level editors include real time syntax validation with auto-suggest and auto-complete
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.8 Visual Presentation</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.2.3 No Timing</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.2.4 Interruptions</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.2.5 Re-authenticating</u> (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
<u>2.3.2 Three Flashes</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.4.8 Location</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>2.4.10 Section Headings</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.1.3 Unusual Words</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.1.4 Abbreviations</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.1.5 Reading Level</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.1.6 Pronunciation</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.2.5 Change on Request</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
<u>3.3.5 Help</u> (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author

Criteria	Conformance Level	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web: No integrated form tools

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Compatible with screen reading or Braille peripherals
302.2 With Limited Vision	Supports	Supports browser zoom functionality, user substitute CSS, or high contrast mode of the operating system
302.3 Without Perception of Color	Supports	Supports user substitute CSS or color filters of the operating system
302.4 Without Hearing	Supports	Audio not necessary
302.5 With Limited Hearing	Supports	Audio not necessary
302.6 Without Speech	Supports	No speech control component
302.7 With Limited Manipulation	Supports	Assistive pointing devices supported through the operating system
302.8 With Limited Reach and Strength	Supports	Assistive pointing devices supported through the operating system
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Authored content can be controlled, but the use of the authoring software itself may not support

Chapter 4: [Hardware](#)

Notes:

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

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

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

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

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Software integrates with the Ease of Access functionality and the System hardware (pointer, keyboard, input device, etc.) functionality of the Microsoft Windows Operating System
502.2.2 No Disruption of Accessibility Features	Supports	Software will not disrupt accessibility settings or connected assistive devices
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	Data passed from software to the operating system
502.3.2 Modification of Object Information	Supports	Using input methods supported by the operating system
502.3.3 Row, Column, and Headers	Supports	Data passed from software to the operating system
502.3.4 Values	Supports	Data passed from software to the operating system
502.3.5 Modification of Values	Supports	Using input methods supported by the operating system
502.3.6 Label Relationships	Supports	Data passed from software to the operating system
502.3.7 Hierarchical Relationships	Supports	Data passed from software to the operating system
502.3.8 Text	Supports	Data passed from software to the operating system
502.3.9 Modification of Text	Supports	Using input methods supported by the operating system
502.3.10 List of Actions	Supports	Data passed from software to the operating system
502.3.11 Actions on Objects	Supports	Using input methods supported by the operating system
502.3.12 Focus Cursor	Supports	Data passed from software to the operating system
502.3.13 Modification of Focus Cursor	Supports	Using input methods supported by the operating system
502.3.14 Event Notification	Supports	Data passed from software to the operating system
502.4 Platform Accessibility Features	Supports	Software integrates with the Ease of Access functionality and the System hardware (pointer, keyboard, input device, etc.) functionality of the Microsoft

Criteria	Conformance Level	Remarks and Explanations
		Windows Operating System
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Operating system preferences are used by the application
503.3 Alternative User Interfaces	Supports	Application internal options support the user selecting alternate contrast controls
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	Application has no need for volume adjustment
503.4.2 Audio Description Controls	Not Applicable	Application has no need for volume adjustment
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Accessibility meta data is preserved in format conversions to the ability of the format being converted to
504.2.2 PDF Export	Supports	PDF output fully supports PDF/UA
504.3 Prompts	Supports	Prompts during content creation and testing and logging of any overlooked accessibility requirements when generating final documents
504.4 Templates	Supports	Templates support accessibility

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	Partially Supports	Accessibility functionality and

Criteria	Conformance Level	Remarks and Explanations
		implementation is fully documented, however the documentation itself is not fully accessible
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Support	All documentation is available electronically
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Support	Our help desk staff is trained on accessible functionality and can assist
603.3 Accommodation of Communication Needs	Support	Help desk staff can make accommodations

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