Voluntary Product Accessibility Template (VPAT)

Citrix NetScaler 12.0 Software Release

Prepared by:

Criterion 508 Solutions, Inc.

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Executive Summary

Vendor Contact Information

- Application Name & Version: NetScaler 12.0 software release
- WCAG Testing Completion Date: **April 18, 2018**
- Vendor Company Name: **Citrix**
- Vendor Contact Name: **Vijay Gajula**
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Scope of Evaluation

Applicable Guidelines: WCAG 2.0 Levels A & AA and Section 508 v2
Supports Browsers:

- IE 11
- Chrome 65

Assistive Technologies used:

- JAWS Screen Reader
- ZoomText
- Keyboard only navigation
- HTML validator

Conformance Levels

The terms used in the Conformance Level columns 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.
- **Supports with Exceptions**: 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).

Conclusion

This web application **Supports, Supports with Exception(s) and Does Not Support,** applicable Section 508 v2 and WCAG 2.0 A & AA guidelines.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with revised Section 508 v2: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation. When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-Supports ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: WCAG 2.0 Success Criteria, Level A

Criteria	Conformance Level	Remarks or Explanations
1.1.1 Non-text Content (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Support and Supports with Exception*	All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. *Exception: Several information font images (icons) are missing alt text. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	An alternative for time-based media is provided that presents equivalent information
1.2.2 Captions (Prerecorded) (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.

Criteria	Conformance Level	Remarks or Explanations
1.3.1 Info and Relationships (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports, Supports with Exceptions and Does Not Support*	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. *__Exception:__ While most input fields are properly labelled, several fields include a drop down that changes the context of the input field. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** *__Exception:__ Site does not use headers. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** *__Exception:__ Some tables are missing proper caption, header identifiers including scope="row" as well as a few layout tables missing role="presentation" where appropriate. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** *__Exception:__ Several action buttons on tables are missing descriptive actions making it harder to identify which item will be affected. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**

Criteria	Conformance Level	Remarks or Explanations
		*Does Not Support: (CVPX:29) Visible User Name and passwords not connected to Input for Login. This is a critical failure. No resolution planned.
1.3.2 Meaningful Sequence (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.
2.1.1 Keyboard (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports, Supports with Exceptions and Does Not Support*	All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes except where the underlying function requires input that depends on the path of the

Criteria	Conformance Level	Remarks or Explanations
		user's movement and not just the endpoints. *__Exception:__ Table headers are missing scope. __Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.__ *__Exception:__ Navigation Sub Menu dropdowns and Question mark tooltips are not keyboard accessible. __Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.__ *__Exception:__ Mouse functionality on the charts and graphics are not keyboard accessible. __Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.__ *__Does Not Support:__ (CVPX-94) Settings Page is not keyboard accessible. __Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.__
__2.1.2 No Keyboard Trap__ (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of

Criteria	Conformance Level	Remarks or Explanations
		the method for moving focus away.
2.2.1 Timing Adjustable (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	For each time limit that is set by the content, at least one of the following is true: **Turn off:** The user can turn off the time limit before encountering it; or **Adjust:** The user can adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or **Extend:** The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user can extend the time limit at least ten times; or **Real-time Exception:** The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or Essential Exception: The time limit is essential and extending it would invalidate the activity; or 20 Hour Exception: The time limit is longer than 20 hours.
2.2.2 Pause, Stop, Hide (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	For moving, blinking, scrolling, or auto-updating information, all the following are true: **Moving, blinking, scrolling:** For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content,

Criteria	Conformance Level	Remarks or Explanations
		there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and **Auto-updating:** For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.
2.3.1 Three Flashes or Below Threshold (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
2.4.1 Bypass Blocks (Level A) Corresponds to Section 508 v2: • 501 Web & Software – Does not apply to non-web software • 504.2 Authoring Tool • 602.3 Support Docs – Does not apply to non-web docs	Supports and Supports with Exception*	A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. *Exception:** Skip Nav link does not work in all environments when JAWS is in use. This is a known issue by Freedom Scientific and should be resolved by a future release of JAWS. However, application isn't using main, nav, or other landmark areas consistently. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**

Criteria	Conformance Level	Remarks or Explanations
2.4.2 Page Titled (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exception*	Web pages have titles that describe topic or purpose. *Exception: Site works as a single-page application in some areas, but other links are available but require unique titles. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
2.4.3 Focus Order (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exception*	If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. *Exception: Modal dialogs are not keeping focus within the dialog windows. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
2.4.4 Link Purpose (In Context) (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exception*	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. *Exception: Some generated link text are missing spaces causing difficult to understand link purpose. **Outstanding WCAG guideline failures will be repaired**

Criteria	Conformance Level	Remarks or Explanations
		during the next major release of NetScaler.
3.1.1 Language of Page (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	The default human language of each Web page can be programmatically determined.
3.2.1 On Focus (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exception*	When any component receives focus, it does not initiate a change of context. ***Exception:** Expansion of navigation menu is missing aria-expanded attributes. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
3.2.2 On Input (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exceptions*	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. ***Exception:** Some dropdowns are working improperly in Firefox and Chrome with JAWS. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** ***Exception:** Alerts and page titles do not change. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** ***Exception:** Movement between tree and tile navigation are not clear to screen reading users.

Criteria	Conformance Level	Remarks or Explanations
		Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.
3.3.1 Error Identification (Level A) Corresponds to Section 508 v2: 501 Web & Software 504.2 Authoring Tool 602.3 Support Docs	Supports and Supports with Exception*	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. *Exception: Errors are not properly announced. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
3.3.2 Labels or Instructions (Level A) Corresponds to Section 508 v2: 501 Web & Software 504.2 Authoring Tool 602.3 Support Docs	Supports and Supports with Exceptions*	Labels or instructions are provided when content requires user input. *Exception: Some input controls are missing appropriate visible labels. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** *Exception: Search button is initiated by enter and is not clear to screen reader users. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
4.1.1 Parsing (Level A) Corresponds to Section 508 v2: 501 Web & Software 504.2 Authoring Tool 602.3 Support Docs	Supports and Supports with Exception*	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except

Criteria	Conformance Level	Remarks or Explanations
		where the specifications allow these features. *Exception: Several tools are generating duplicate DOM ids. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
4.1.2 Name, Role, Value (Level A) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports and Supports with Exceptions*	For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. *Exception: Main menu is functioning as a Tab list but isn't identified as such. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.** *Exception: Some plus (+) and question (?) buttons do not have meaningful context names. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**

Criteria	Conformance Level	Remarks or Explanations
		*Exception: Accordion controls are not announcing expand and collapsed properly. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**

Table 2: WCAG 2.0 Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	Captions are provided for all live audio content in synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	Audio description is provided for all prerecorded video content in synchronized media.
1.4.3 Contrast (Minimum) (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: **Large Text:** Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; **Incidental:** Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.

Criteria	Conformance Level	Remarks and Explanations
		Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.
1.4.4 Resize text (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: **Customizable:** The image of text can be visually customized to the user's requirements; **Essential:** A presentation of text is essential to the information being conveyed.
2.4.5 Multiple Ways (Level AA) Corresponds to Section 508 v2: • 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	Not Applicable	More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. **Exception:** Site does not include search or a Site Map, this is by design due to the single-page nature of the site. Efforts will be made to resolve this by Q3 of 2018.
2.4.6 Headings and Labels (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	Headings and labels describe topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports with Exception*	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. **Exception:* Focus is only partially visible on the side navigation menu. **Outstanding WCAG guideline failures will be repaired during the next major release of NetScaler.**
3.1.2 Language of Parts (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Not Applicable	The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.
3.2.3 Consistent Navigation (Level AA) Corresponds to Section 508 v2: • 501 Web & Software – Does not apply to non-web software • 504.2 Authoring Tool • 602.3 Support Docs – Does not apply to non-web docs	Supports	Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.
3.2.4 Consistent Identification (Level AA) Corresponds to Section 508 v2: • 501 Web & Software – Does not apply to non-web software • 504.2 Authoring Tool • 602.3 Support Docs – Does not apply to non-web docs	Supports	Components that have the same functionality within a set of Web pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Corresponds to Section 508 v2: • 501 Web & Software • 504.2 Authoring Tool • 602.3 Support Docs	Supports	For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: **Reversible:** Submissions are reversible. **Checked:** Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. **Confirmed:** A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

Chapter 3: Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions and Does Not Support*	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. ***See information in WCAG section above.**
302.2 With Limited Vision	Supports with Exceptions and Does Not Support*	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. ***See information in WCAG section above.**
302.3 Without Perception of Color	Supports	Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Not Applicable	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Not Applicable	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Supports with Exceptions and Does Not Support*	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. **See information in WCAG section above.**
302.8 With Limited Reach and Strength	Not Applicable	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions and Does Not Support*	ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. **See information in WCAG section above.**

Chapter 4: Hardware

Notes: N/A

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
• 501.1 Scope – Incorporation of WCAG 2.0 AA	Not Applicable	Citrix NetScaler 12.0.x is a web application, not platform-based software. For more information see WCAG section above.
502 Interoperability with Assistive Technology		
• 502.2.1 User Control of Accessibility Features	Not Applicable	Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.
• 502.2.2 No Disruption of Accessibility Features	Not Applicable	Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.
502.3 Accessibility Services		
• 502.3.1 Object Information	Not Applicable	The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.
• 502.3.2 Modification of Object Information	Not Applicable	States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.

Criteria	Conformance Level	Remarks and Explanations
• 502.3.3 Row, Column, and Headers	Not Applicable	If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.
• 502.3.4 Values	Not Applicable	Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.
• 502.3.5 Modification of Values	Not Applicable	Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.
• 502.3.6 Label Relationships	Not Applicable	Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.
• 502.3.7 Hierarchical Relationships	Not Applicable	Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.
• 502.3.8 Text	Not Applicable	The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.
• 502.3.9 Modification of Text	Not Applicable	Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.
• 502.3.10 List of Actions	Not Applicable	A list of all actions that can be executed on an object shall be programmatically determinable.
• 502.3.11 Actions on Objects	Not Applicable	Applications shall allow assistive technology to programmatically execute available actions on objects.
• 502.3.12 Focus Cursor	Not Applicable	Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.
• 502.3.13 Modification of Focus Cursor	Not Applicable	Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including using assistive technology.
• 502.3.14 Event Notification	Not Applicable	Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.
• 502.4 Platform Accessibility Features	Not Applicable	Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part

Criteria	Conformance Level	Remarks and Explanations
		2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: • Section 9.3.3 • Section 9.3.4 • Section 9.3.5 • Section 10.6.7 • Section 10.6.8 • Section 10.6.9 • Section 10.7.1
503 Applications		
• 503.2 User Preferences	Not Applicable	Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. **EXCEPTION:** Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.
• 503.3 Alternative User Interfaces	Not Applicable	Where an application provides an alternative user interface that functions as assistive technology, the application shall use. platform and other industry standard accessibility services.

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description		
• 503.4.1 Caption Controls	Not Applicable	Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.
• 503.4.2 Audio Description Controls	Not Applicable	Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.
504 Authoring Tools		
• 504.2 Content Creation or Editing (if not an authoring tool, enter "not applicable")	Not Applicable	Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all Supports features and, as applicable, to file formats Supports by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. **EXCEPTION:** Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.

Criteria	Conformance Level	Remarks and Explanations
• 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is Supports by the destination format.
• 504.2.2 PDF Export	Not Applicable	Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1)
• 504.3 Prompts	Not Applicable	Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for Supports features and, as applicable, to file formats Supports by the authoring tool.
• 504.4 Templates	Not Applicable	Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for Supports features and, as applicable, to file formats Supports by the authoring tool.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601 General		
• 601.1 Scope	Supports and Not Applicable	The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Req), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.
602 Support Documentation		
• 602.1 General	Supports and Not Applicable	Documentation that supports the use of ICT shall conform to 602.
• 602.2 Accessibility and Compatibility Features	Supports	Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.
• 602.3 Electronic Support Documentation	Supports	Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0

Criteria	Conformance Level	Remarks and Explanations
		(incorporated by reference, see 702.10.1).
• 602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.
603 Support Services		
• 603.1 General	Supports	ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.
• 603.2 Information on Accessibility and Compatibility Features	Supports	ICT support services shall include information on the accessibility and compatibility features required by 602.2.
• 603.3 Accommodation of Communication Needs	Supports	Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.