MadCap Software Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: MadCap Flare 2020

Report Date: 5/5/2020

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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (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: 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
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Not Applicable	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
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Not Applicable	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
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Does not support Software: Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Current video tutorials are not

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	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
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 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: Online help is only partially accessible Software: Other output formats beyond web can be made accessible. Authoring Tool: MadCap Flare relays some information on options and commands available.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Does not support Software: Supports Authoring Tool: Supports	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 editors present options in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Partially Supports	Web: Authored content to be published to the web can be made accessible. Electronic Docs: Online help does not rely on sensory characteristics Software: Other output formats beyond web can be made accessible. Authoring Tool: Some authoring features in MadCap Flare require visual skills to navigate.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	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 color characteristics Software: Other output formats beyond web can be

Criteria	Conformance Level	Remarks and Explanations
• 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 • 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 • 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 • 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 • 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 • 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
• 602.3 (Support Docs)		updating information Authoring Tool: No moving, blinking, scrolling, or auto-updating information
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 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
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	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
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 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
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 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
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 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
• 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 • 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 • 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 • 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 • 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 • 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
    • 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
    • 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
    • 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 • 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
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: Authoring Tool:Not Applicable
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 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.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 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.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 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.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	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 • 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 • 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 • 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 • 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 • 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
• 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 • 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 • 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
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Applicable	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Supports	Web: Capability exists within the tool, must be implemented by author
3.3.5 Help (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

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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	Partially Supports	The current PDF output does not fully support PDF/UA-1
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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Partially Supports	Accessibility functionality and 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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