

Quest Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: Erwin ER360

Report Date: December 2025

Product Description: A central, web-accessible portal that lets business users, data stewards, analysts, and technical teams view, browse, and understand data models without needing the full Erwin modeling desktop tool.

Contact Information:

Notes:

Evaluation Methods Used: Tested the application using Axe, ANDI, Favelets, JAWS, NVDA color contrast analyzer and code inspection.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes / No)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 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:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Partially supports the conformance level because there is a logo missing an alt attribute.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports (Not Applicable)	No prerecorded audio/video.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p>		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports (Not Applicable)	No prerecorded audio/video.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports (Not Applicable)	No video content is provided.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) 	Partially Supports	Some information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Partially Supports is the conformance level due to: <ul style="list-style-type: none"> ● Buttons are missing an accessible name.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> List Menus expand Buttons are missing an accessible name and keyboard access. Many form controls are missing labels. Chips not announced in input fields Tree Menus Not Accessible Dropdown Menu Missing Labels Group Labels Not Read by screen reader
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Meaningful sequence is provided.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports (Not Applicable)	For all content, color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports (Not Applicable)	No auto-playing audio is in the application.
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.1 (Web) 	Partially Supports	<p>Some of the applications are accessible using keyboard navigation.</p> <p>Partially Supports is the conformance level due to:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Keyboard access is missing expand collapse menus. An extra tab stop is found on the menu that is not operable. Save Button is not Keyboard Accessible.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Keyboard focus is never locked or trapped in a particular area, and the user can navigate to and from all navigable elements using only a keyboard.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 	Supports	The application does not have any character keyboard shortcuts that use only letters (including upper- and lower-case letters), punctuation, number, or symbol characters.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	No time limit set by content.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Moving content on the home page cannot be stopped.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) 		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There are no flashing objects.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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 	Does Not Support	A skip navigation method is not provided.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Supports	A Page title is provided that is unique to the page content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The focus order is logical and maintained in the application.</p> <p>Partially Supports is the conformance level due to:</p> <ul style="list-style-type: none"> Focus Order Problem with Save View Button
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Tasks can be completed using simple gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The application activates only on the release of the mouse or lifting a finger.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Partially Supports is the conformance level due to: <ul style="list-style-type: none"> The label in name is not supported on every control.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.4 (Web) 	Supports	Tasks do not rely on device motion.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	(Not Applicable)	
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The page does identify the language in the html.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports	When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	On focus does not change content.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Help is consistently located.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Error messages are accessible.
3.3.2 Labels or Instructions (Level A) Also applies to:		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	For some form controls/input fields requiring user input, labels and instructions, are provided to identify the controls/input fields in the form so that users know what input data is expected.
<u>3.3.7 Redundant Entry</u> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports (Not Applicable)	No processes require the user required to enter information previously entered as part of the same process.
<u>4.1.1 Parsing</u> (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
<u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: EN 301 549 Criteria		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The name, role, state, and value of some user interface components can be programmatically determined.</p> <p>Partially Supports is the conformance level due to:</p> <ul style="list-style-type: none"> The name, role, value and state are missing on some menus.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports (Not Applicable)	No live video.
1.2.5 Audio Description (Prerecorded) (Level AA)		

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports (Not Applicable)</p>	<p>No prerecorded audio/video.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Orientation of the content is not locked to either landscape or portrait.</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	<p>Supports (Not Applicable)</p>	<p>The purpose for each input field that does not collect individual's personal data.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Text and images of regular text have the required color contrast ratio with their backgrounds.</p> <p>Partially supports conformance level is provided due to:</p> <ul style="list-style-type: none"> There are text labels that do not meet the contrast ratios.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Content is readable and functional when browser zoom is set to 200% of its initial size.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Support	When content can be presented visually using only text, an image of text is not used to present that text.
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The content of the pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. <p>A partially supports conformance level was given due to:</p> <ul style="list-style-type: none"> ● Green Add buttons don't meet the 3:1 contrast requirement.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	When additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	Supports (Not Applicable)	There are many ways to locate the content in the application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and labels for form and interactive controls are informative.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>A visual focus is provided that is apparent when using the keyboard to navigate.</p> <p>A partially supports conformance level was given due to:</p> <ul style="list-style-type: none"> There is a missing visual focus on the tree views.
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	When user interface controls receive keyboard focus, each component is not hidden.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Support (Not Applicable)	There are no dragging movements needed.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	The size of the target for each clickable control is at least 24 by 24 CSS pixels
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Support (Not Applicable)	There are no different languages in the application.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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 	Supports	Navigation is consistent.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The controls used in the application are consistent.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Error suggestions are provided to resolve the problems.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) 	Supports (Not Applicable)	This application does not cause legal commitments or financial transactions for the user to occur

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Status Messages are read with the screen reader.

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	People who are blind cannot use this application due to the issues that are noted in the WCAG tables above.
302.2 With Limited Vision	Partially Supports	People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above.
302.3 Without Perception of Color	Supports	People who do not have color perception can use the product.
302.4 Without Hearing	Supports	People without hearing can use the product.
302.5 With Limited Hearing	Supports	People with limited hearing can use the product.
302.6 Without Speech	Supports	For people who cannot speak can use the application.
302.7 With Limited Manipulation	Partially Support	People with limited manipulation can use this application. If they cannot use the mouse they will have barriers with the menu tree views.
302.8 With Limited Reach and Strength	Supports	There are no barriers for people with limited Reach and Strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	There are no barriers for people with limited Language, Cognitive, and Learning Abilities.

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	Does not Support	Product does not document accessibility and compatibility features.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Upon request, accessible PDF can be provided.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	Quest partners provide support services.
603.3 Accommodation of Communication Needs	Not applicable	Quest partners provide support services.

EN 301 549 Report

Notes:

Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	People who are blind cannot use this application due to the issues that are noted in the WCAG tables above.
4.2.2 Usage with limited vision	Partially Supports	People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above.
4.2.3 Usage without perception of colour	Supports	People who do not have color perception can use the product.
4.2.4 Usage without hearing	Supports	People without hearing can use the product.
4.2.5 Usage with limited hearing	Supports	People with limited hearing can use the product.
4.2.6 Usage with no or limited vocal capability	Supports	For people who cannot speak can use the application.
4.2.7 Usage with limited manipulation or strength	Partially Supports	People with limited Manipulation can use this application. People who cannot use a mouse will face barriers with tree views.
4.2.8 Usage with limited reach	Supports	There are no barriers for people with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	There are no barriers for people with photosensitive seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	There are no barriers for people with limited cognition, language or learning

4.2.11 Privacy	Supports	Users are not required to enter any personal information into the Avaya Infinity Admin system. Username and password fields are accessible.
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Clause [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.3 Auditory output correlation	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.4 Speech output user control	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.5 Speech output automatic interruption	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.6 Speech output for non-text content	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.7 Speech output for video information	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.8 Masked entry	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.9 Private access to personal data	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to

Criteria	Conformance Level	Remarks and Explanations
		provide audio output of visual information.
5.1.3.10 Non-interfering audio output	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.11 Private listening volume	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.12 Speaker volume	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.13 Volume reset	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.14 Spoken languages	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.15 Non-visual error identification	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.4 Functionality closed to text enlargement	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.5 Visual output for auditory information	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.7 Access without speech	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.2 Activation of accessibility features	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.3 Biometrics	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.4 Preservation of accessibility information during conversion	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.5.2 Operable parts discernibility	Not Applicable	The application does not have closed functionality and allows the use of an

Criteria	Conformance Level	Remarks and Explanations
		outside or add-on screen reader to provide audio output of visual information.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.6.2 Visual status	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.7 Key repeat	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.8 Double-strike key acceptance	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.9 Simultaneous user actions	Not Applicable	The application does not have closed functionality and allows the use of an outside or add-on screen reader to

Criteria	Conformance Level	Remarks and Explanations
		provide audio output of visual information.

Clause [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	ER360 does not have two way voice communication.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	ER360 does not have two way voice communication.
6.2.1.2 Concurrent voice and text	Not Applicable	ER360 does not have two way voice communication.
6.2.2.1 Visually distinguishable display	Not Applicable	ER360 does not have two way voice communication.
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	ER360 does not have two way voice communication.
6.2.2.3 Speaker identification	Not Applicable	ER360 does not have two way voice communication.
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	ER360 does not have two way voice communication.
6.2.3 Interoperability	Not Applicable	ER360 does not have two way voice communication.
6.2.4 RTT responsiveness	Not Applicable	ER360 does not have two way voice communication.
6.3 Caller ID	Not Applicable	ER360 does not have two way voice communication.
6.4 Alternatives to voice-based services	Not Applicable	ER360 does not have two way voice communication.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required

6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	ER360 does not have two way voice communication.
6.5.3 Frame rate	Not Applicable	ER360 does not have two way voice communication.
6.5.4 Synchronization between audio and video	Not Applicable	ER360 does not have two way voice communication.
6.5.5 Visual indicator of audio with video	Not Applicable	ER360 does not have two way voice communication.
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	ER360 does not have two way voice communication.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Clause [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	ER360 does not support video.
7.1.2 Captioning synchronization	Not Applicable	ER360 does not support video.
7.1.3 Preservation of captioning	Not Applicable	ER360 does not support video.
7.1.4 Captions characteristics	Not Applicable	ER360 does not support video.
7.1.5 Spoken subtitles	Not Applicable	ER360 does not support video.
7.2.1 Audio description playback	Not Applicable	ER360 does not support video.
7.2.2 Audio description synchronization	Not Applicable	ER360 does not support video.
7.2.3 Preservation of audio description	Not Applicable	ER360 does not support video.
7.3 User controls for captions and audio description	Not Applicable	ER360 does not support video.

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Clause [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Clause [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Partially Supports	The application exposes some but not all interactive elements, states, roles, and values through platform accessibility APIs. Some content is detectable and

Criteria	Conformance Level	Remarks and Explanations
		operable by assistive technologies such as screen readers, screen magnifiers, speech recognition software, and alternative input devices.
11.5.2.5 Object information	Partially Supports	Some user interface components provide programmatic object information including role, name, state, and value through accessibility APIs so assistive technologies can accurately identify and announce each control.
11.5.2.6 Row, column, and headers	Supports	For all tabular data, row and column relationships and header associations are programmatically defined and exposed to assistive technologies, enabling users of screen readers to understand data structure and context.
11.5.2.7 Values	Supports	All user-modifiable controls expose their current values, ranges, and states programmatically to assistive technologies and update dynamically as values change.
11.5.2.8 Label relationships	Partially Supports	Some form fields, buttons, and controls have programmatically associated labels or accessible names that are exposed through accessibility APIs. There are many cases where the form labels are not read by screen readers.
11.5.2.9 Parent-child relationships	Partially Supports	The hierarchical relationships between user interface elements (such as groups, lists, trees, and nested controls) are programmatically defined and exposed to assistive technologies. There are

Criteria	Conformance Level	Remarks and Explanations
		many examples of group labels that are not programmatically associated.
11.5.2.10 Text	Supports	All text content is exposed to assistive technologies in a programmatic, readable form
11.5.2.11 List of available actions	Partially Supports	Not all interactive control exposes its available actions (such as activate, expand, collapse, select, edit, or delete) through accessibility APIs.
11.5.2.12 Execution of available actions	Partially Supports	Not all actions exposed to assistive technologies can be executed through the accessibility interface using keyboard, assistive technology commands, or alternative input methods.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	The application programmatically tracks and exposes focus, selection, and active states to assistive technologies in real time. Except in the tree view
11.5.2.14 Modification of focus and selection attributes	Partially Supports	Assistive technologies can move focus, change selection, and activate controls using standard platform accessibility mechanisms. Except in the tree view
11.5.2.15 Change notification	Partially Supports	Dynamic changes to content, state, value, or focus are programmatically communicated to assistive technologies using accessibility event notifications. Except where noted above in WCAG section.
11.5.2.16 Modifications of states and properties	Partially Supports	All changes to control states (e.g., expanded, checked, disabled, selected)

Criteria	Conformance Level	Remarks and Explanations
		and properties are exposed to assistive technologies as they occur. Except where noted above in WCAG section.
11.5.2.17 Modifications of values and text	Partially Supports	All updates to values and text content are programmatically exposed to assistive technologies so users receive timely and accurate feedback. Except where noted above in WCAG section.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	Users can enable and adjust accessibility features such as screen reader support, keyboard navigation, zoom, and system accessibility settings without interference from the application.
11.6.2 No disruption of accessibility features	Supports	The application does not disable, override, or interfere with platform or assistive technology accessibility features.
11.7 User preferences	Supports	The application respects and supports user-defined accessibility preferences including text size, contrast, input methods, color schemes, and assistive technology settings.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	When content is imported, exported, or transformed, existing accessibility information such as labels, structure, and

Criteria	Conformance Level	Remarks and Explanations
		alternative text is preserved where supported by the format.
11.8.4 Repair assistance	Supports	Where applicable, the application provides guidance or validation to help users identify and correct accessibility issues in supported content.
11.8.5 Templates	Supports	Where templates are provided, they are designed to support accessible structure, proper labeling, and compatibility with assistive technologies.

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does Not Support	Documentation does not document any accessibility or compatibility features.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not applicable	Partners provide support services.
12.2.3 Effective communication	Not applicable	Partners provide support services.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	ER360 tool does not provide emergency service access.
13.1.3 Sign relay services	Not Applicable	ER360 tool does not provide emergency service access.
13.1.4 Lip-reading relay services	Not Applicable	ER360 tool does not provide emergency service access.
13.1.5 Captioned telephony services	Not Applicable	ER360 tool does not provide emergency service access.
13.1.6 Speech to speech relay services	Not Applicable	ER360 tool does not provide emergency service access.
13.2 Access to relay services	Not Applicable	ER360 tool does not provide emergency service access.
13.3 Access to emergency services	Not Applicable	ER360 tool does not provide emergency service access.

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