

Nuance Communications Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Nuance CDI

Product Description: Nuance CDI helps the VA improve its inpatient clinical documentation and facilitates the gathering of pertinent clinical documentation to accurately represent patients' severity, acuity, and risk of mortality. It also also enables CDI specialists to efficiently review concurrent documentation, and VA coding management to effectively monitor and report on critical coding activities

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Notes:

Evaluation Methods Used: Testing is based on general product knowledge, Similar to other evaluated products, testing with assistive technologies. Both JAWS and SortSite were used by Nuance QA to test.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	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.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 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: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Closed: Authoring Tool:
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: This functionality does not exist in the solution Electronic Docs: This functionality does not exist in the solution Software: This functionality does not exist in the

Criteria	Conformance Level	Remarks and Explanations
10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Not Applicable	solution Closed: This functionality does not exist in the solution Authoring Tool: This functionality does not exist in the solution
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 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: This functionality does not exist in the solution Electronic Docs: This functionality does not exist in the solution Software: This functionality does not exist in the solution Authoring Tool: This functionality does not exist in the solution
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: This functionality does not exist in the solution Electronic Docs: This functionality does not exist in the solution Software: This functionality does not exist in the solution Closed: This functionality does not exist in the solution Authoring Tool: This functionality does not exist in the solution

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software) 11.2.2.16 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.21 (Web) • 10.2.21 (non-web document)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
11.2.1.21 (Software) - Does not apply 11.2.2.21 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.2 On Input</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
<u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
11.2.1.34 (Software) 11.2.2.34 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.12 (Web) 10.2.12 (non-web document) 11.2.1.12 (Software) 11.2.2.12 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.2.14 (Web) 10.2.14 (non-web document) 11.2.1.14 (Software) 11.2.2.14 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Closed: Authoring Tool:	Web: Electronic Docs: Software: Closed: Authoring Tool:
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.24 (Web) 10.2.24 (non-web document) – Does not apply 11.2.1.24 (Software) – Does not apply 11.2.2.24 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 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: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
9.2.25 (Web) 10.2.25 (non-web document) 11.2.1.25 (Software) 11.2.2.25 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 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: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) Control (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.3 No Timing</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.4 Interruptions</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.2.5 Re-authenticating</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.3.2 Three Flashes</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.4.8 Location</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
<u>2.4.10 Section Headings</u> (Level AAA) Also applies to:	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	N/A	
302.2 With Limited Vision	VA CDI Pro complies with 508 standards	The screen size can be made larger for to accommodate visual impairment.
302.3 Without Perception of Color	VA CDI Pro complies with 508 standards	
302.4 Without Hearing	VA CDI Pro complies with 508 standards	
302.5 With Limited Hearing	VA CDI Pro complies with 508 standards	
302.6 Without Speech	VA CDI Pro complies with 508 standards	
302.7 With Limited Manipulation	VA CDI Pro complies with 508 standards	
302.8 With Limited Reach and Strength	VA CDI Pro complies with 508 standards	
302.9 With Limited Language, Cognitive, and Learning Abilities	VA CDI Pro complies with 508 standards	

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
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	Accessibility features in Clintegrity VA CDI Pro are consistent with the features provided by Microsoft's Internet Explorer.	Clintegrity VA CDI Pro is a web-based intranet application. Nuance performs internal testing using third party software that validates Section 508 compliance programmatically. Should we discover any

Criteria	Conformance Level	Remarks and Explanations
		areas that are non-compliant, we will treat them as items of a critical nature and correct the software as needed.
402.2.2 Transactional Outputs	N/A	
402.2.3 Speech Delivery Type and Coordination	N/A	
402.2.4 User Control	N/A	
402.2.5 Braille Instructions	N/A	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	N/A	
402.3.2 Non-private Listening	N/A	
402.4 Characters on Display Screens	N/A	
402.5 Characters on Variable Message Signs	N/A	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	N/A	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	N/A	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	N/A	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	N/A	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	N/A	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Software is designed to run on a system that has a keyboard. All aspects of the application can be navigated with the keyboard.	508 Standard met
407.3.2 Alphabetic Keys	See 407.3.1	

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	See 407.3.1	
407.4 Key Repeat	See 407.3.1	
407.5 Timed Response	See 407.3.1	
407.6 Operation	See 407.3.1	
407.7 Tickets, Fare Cards, and Keycards	See 407.3.1	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A	
407.8.1.1 Vertical Plane for Side Reach	N/A	
407.8.1.2 Vertical Plane for Forward Reach	N/A	
407.8.2 Side Reach	N/A	
407.8.2.1 Unobstructed Side Reach	N/A	
407.8.2.2 Obstructed Side Reach	N/A	
407.8.3 Forward Reach	N/A	
407.8.3.1 Unobstructed Forward Reach	N/A	
407.8.3.2 Obstructed Forward Reach	N/A	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A	
408 Display Screens	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
408.2 Visibility	N/A	
408.3 Flashing	N/A	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	N/A	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	N/A	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	N/A	
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	N/A	
412.2.2 Volume Gain for Non-Wireline ICT	N/A	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A	
412.3.2 Wireline Handsets	N/A	
412.4 Digital Encoding of Speech	N/A	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	N/A	
412.7 Video Communication	N/A	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	N/A	
412.8.2 Voice and Hearing Carry Over	N/A	

Criteria	Conformance Level	Remarks and Explanations
412.8.3 Signal Compatibility	N/A	
412.8.4 Voice Mail and Other Messaging Systems	N/A	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	N/A	
413.1.2 Pass-Through of Closed Caption Data	N/A	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A	
414.1.2 Other ICT	N/A	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	N/A	
415.1.2 Audio Description Controls	N/A	

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 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	N/A	
502.2.2 No Disruption of Accessibility Features	N/A	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	N/A	
502.3.2 Modification of Object Information	N/A	
502.3.3 Row, Column, and Headers	Row and column headers are available for all data tables.	Standard Met
502.3.4 Values	N/A	

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	N/A	
502.3.6 Label Relationships	N/A	
502.3.7 Hierarchical Relationships	N/A	
502.3.8 Text	N/A	
502.3.9 Modification of Text	N/A	
502.3.10 List of Actions	N/A	
502.3.11 Actions on Objects	N/A	
502.3.12 Focus Cursor	N/A	
502.3.13 Modification of Focus Cursor	N/A	
502.3.14 Event Notification	N/A	
502.4 Platform Accessibility Features	N/A	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	N/A	
503.3 Alternative User Interfaces	N/A	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	N/A	
503.4.2 Audio Description Controls	N/A	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	
504.2.2 PDF Export	N/A	
504.3 Prompts	N/A	
504.4 Templates	N/A	

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	All end user documentation is available from a link within the solution.	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Paper copies are available for all end user documentation	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Online and phone end user support is available	
603.3 Accommodation of Communication Needs	Accommodation to specific communication needs will be done, as necessary	

EN 301 549 Report

Notes:

Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
4.2.2 Usage with limited vision	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
4.2.3 Usage without perception of colour	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
4.2.4 Usage without hearing	N/A	
4.2.5 Usage with limited hearing	N/A	
4.2.6 Usage without vocal capability	N/A	
4.2.7 Usage with limited manipulation or strength	N/A	
4.2.8 Usage with limited reach	N/A	

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	N/A	
4.2.10 Usage with limited cognition	N/A	
4.2.11 Privacy		

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	N/A	
5.1.3.2 Auditory output delivery including speech	N/A	
5.1.3.3 Auditory output correlation	N/A	
5.1.3.4 Speech output user control	N/A	
5.1.3.5 Speech output automatic interruption	N/A	
5.1.3.6 Speech output for non-text content	N/A	
5.1.3.7 Speech output for video information	N/A	
5.1.3.8 Masked entry	N/A	

Criteria	Conformance Level	Remarks and Explanations
5.1.3.9 Private access to personal data	N/A	
5.1.3.10 Non-interfering audio output	N/A	
5.1.3.11 Private listening	N/A	
5.1.3.12 Speaker volume	N/A	
5.1.3.13 Volume reset	N/A	
5.1.3.14 Spoken languages	N/A	
5.1.3.15 Non-visual error identification	N/A	
5.1.3.16 Receipts, tickets, and transactional outputs	N/A	
5.1.4 Functionality closed to text enlargement	N/A	
5.1.5 Visual output for auditory information	N/A	
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	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
5.2 Activation of accessibility features	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.

Criteria	Conformance Level	Remarks and Explanations
5.3 Biometrics	N/A	
5.4 Preservation of accessibility information during conversion	N/A	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	N/A	
5.5.2 Operable parts discernibility	N/A	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	N/A	
5.6.2 Visual status	N/A	
5.7 Key repeat		
5.8 Double-strike key acceptance	N/A	
5.9 Simultaneous user actions	N/A	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)	Heading cell – no response required	Heading cell – no response required
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	N/A	
6.2.1.2 Concurrent voice and text	N/A	
6.2.2.1 Visually distinguishable display	N/A	
6.2.2.2 Programmatically determinable send and receive direction	N/A	
6.2.3 Interoperability	N/A	
6.2.4 Real-time text responsiveness	N/A	
6.3 Caller ID	N/A	

Criteria	Conformance Level	Remarks and Explanations
6.4 Alternatives to voice-based services		
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	N/A	
6.5.3 Frame rate	Frames are titled	Standard Met
6.5.4 Synchronization between audio and video	N/A	
6.6 Alternatives to video-based services	N/A	

Chapter [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	N/A	
7.1.2 Captioning synchronization	N/A	
7.1.3 Preservation of captioning	N/A	
7.2.1 Audio description playback	N/A	
7.2.2 Audio description synchronization	N/A	
7.2.3 Preservation of audio description	N/A	
7.3 User controls for captions and audio description	N/A	

Chapter [8: Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
8.1.2 Standard connections		
8.1.3 Colour		
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	N/A	
8.2.1.2 Incremental volume control	N/A	
8.2.2.1 Fixed-line devices	N/A	
8.2.2.2 Wireless communication devices	N/A	
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	N/A	
8.3.2.2 Clear floor or ground space	N/A	
8.3.2.3.1 General	N/A	
8.3.2.3.2 Forward approach	N/A	
8.3.2.3.3 Parallel approach	N/A	
8.3.2.4 Knee and toe clearance width	N/A	
8.3.2.5 Toe clearance	N/A	
8.3.2.6 Knee clearance	N/A	
8.3.3.1.1 Unobstructed high forward reach	N/A	
8.3.3.1.2 Unobstructed low forward reach	N/A	
8.3.3.1.3.1 Clear floor space	N/A	
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	N/A	
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	N/A	
8.3.3.2.1 Unobstructed high side reach	N/A	
8.3.3.2.2 Unobstructed low side reach	N/A	
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	N/A	
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	N/A	
8.3.4 Visibility	N/A	
8.3.5 Installation instructions	N/A	

Criteria	Conformance Level	Remarks and Explanations
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	N/A	
8.4.2.1 Means of Operation of mechanical parts	N/A	
8.4.2.2 Force of operation of mechanical parts	N/A	
8.4.3 Keys, tickets and fare cards	N/A	
8.5 Tactile indication of speech mode	N/A	

Chapter [9: Web](#) (see WCAG 2.0 section)

Notes:

Chapter [10: Non-web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning		
10.2.40 Audio description timing		

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
11.3.2.4 Assistive technology	Text presented in the application is readable by assistive technologies.	Standard met.
11.3.2.5 Object information	No animated objects exist.	
11.3.2.6 Row, column, and headers	Row and column headers are available for all data tables.	Standard Met
11.3.2.7 Values	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
11.3.2.8 Label relationships	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
11.3.2.9 Parent-child relationships	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as

Criteria	Conformance Level	Remarks and Explanations
		needed.
11.3.2.10 Text	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
11.3.2.11 List of available actions	N/A	
11.3.2.12 Execution of available actions	N/A	
11.3.2.13 Tracking of focus and selection attributes	Focus is well-defined in all screens.	Standard met.
11.3.2.14 Modification of focus and selection attributes	Focus is well-defined in all screens.	Standard met.
11.3.2.15 Change notification	N/A	
11.3.2.16 Modifications of states and properties	N/A	
11.3.2.17 Modifications of values and text	N/A	
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	N/A	
11.4.2 No disruption of accessibility features	N/A	
11.5 User preferences	No known conflicts with accessibility features	Nuance tests for 508 compliance using third party software and will correct all internally or client discovered issues as needed.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		

Criteria	Conformance Level	Remarks and Explanations
11.6.5 Templates		

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	N/A	
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	N/A	
12.2.3 Effective communication	N/A	
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter [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	N/A	
13.1.3 Sign relay services	N/A	
13.1.4 Lip-reading relay services	N/A	
13.1.5 Captioned telephony services	N/A	
13.1.6 Speech to speech relay services	N/A	
13.2 Access to relay services	N/A	
13.3 Access to emergency services	N/A	

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