

Cherwell Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Cherwell Service Management Browser Client & Customer Portal Version: 9.4.0

Product Description: The CSM Browser Client supports most major modern browsers and is a web application that enables users to access CSM features to manage their support desks. The CSM Customer Portal is a highly configurable web application that enables customers to security and conveniently access their CSM data.

Date: September 27, 2018

Contact information: DL-US-Dev-ProductManagement@cherwell.com

Notes: This does not include the Desktop client nor the CSM Administrator tools.

Evaluation Methods Used: Jaws

Applicable Standards/Guidelines

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

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) Level AA (Yes) Level AAA (Yes)
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	(Yes)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Does not Support	Web: The majority of product functionality does not meet the criterion.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 9.2.2 (Web) - 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) 	Web: Not Applicable	Web: The criterion is not relevant to the product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) - 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) - 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p>	Web: Does Not Support	Web: The majority of product functionality does

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		not meet the criterion.
<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"> - 9.2.8 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: Cherwell presents content in a meaningful sequence for much of the software. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> - Bi-directional languages are not supported - Some of the content does not support user configured tabbing - Some of the reading order of content does not reflect the visual order
<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"> - 9.2.9 (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) 	Web: Supports with Exceptions	<p>Web: Most instructions provided do not rely solely on sensory characteristics of components. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Some of the images on the Web do not have alternative text

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) - 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 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"> - 9.2.10 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: Most elements do not use color as the sole means of conveying information. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> - The theme picker does not have descriptive textual equivalents for the color - Some labels on content forms are presented through the sole use of color - Several elements have low color contrast and color contrast is not met for some text
<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"> - 9.2.11 (Web) - 10.2.11 (non-web document) - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Not Applicable	Web: The criterion is not relevant to the product.
2.1.1 Keyboard (Level A)	Web: Supports with Exceptions	Web: Most functionality of the content is

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		<p>operable through a keyboard interface. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Some controls are not actionable by the keyboard - Assistive technology users may have difficulty accessing and activating some controls - Some inactive elements receive focus which can confuse keyboard-only users - In some cases, focus order does not match visual order - Some of the components are not accessible by keyboard
<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"> - 9.2.16 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p>	<p>Web: Most of the product does not have keyboard traps. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Some areas trap the user within a dialog so that they are unable to move focus away from a component using only a keyboard interface
<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"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) 	<p>Web: Supports</p>	<p>Web: The product does not have content that is time limited.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> - 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) - 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		
<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"> - 9.2.18 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports	Web: The product does not contain moving, blinking, scrolling, or auto-updating information.
<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"> • 9.2.19 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Supports	Web: The product does not contain anything that flashes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> - 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 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 	<p>Web: Supports with Exceptions</p>	<p>Web: Most of the product allows the content to be configured with links to skip blocks of repeated material. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Areas of the product do not have ARIA landmarks to identify regions of the page - Heading elements are not used at the beginning of each section in all areas of the product - Links are not used to go to the top or bottom of a page
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 9.2.21 (Web) - 10.2.21 (non-web document) - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	<p>Web: Supports</p>	<p>Web: The areas of the application have a title attribute for relevant elements.</p>
<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"> • 9.2.22 (Web) • 10.2.22 (non-web document) 	<p>Web: Supports with Exceptions</p>	<p>Web: Most of the focusable components receive focus in an order that preserves meaning and operability. A rating of Supports with Exceptions has been given for the following reasons:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		<ul style="list-style-type: none"> - In some cases, focus does not move to some dialogs when they are opened - In some cases, focus does not return properly from some dialogsIn some cases, focus does not follow a logical order
<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"> - 9.2.23 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p>	<p>Web: The purpose of most links can be determined from the link label, or from a tooltip assigned to a link. A rating of Supports with Exceptions has been given because not all areas of the application have aria tags or title attributes associated with links, and the link text is not informative.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: Default human language of each page is not always programmatically determined. A rating of Supports with Exceptions has been given because language attributes on the HTML element are not always set.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports	Web: The product does not initiate any changes of context when a component receives focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	Web: The application provides submit buttons to initiate a change of context and to provide actions associated with input buttons. A rating of Supports with Exceptions has been given because a description of what will happen before a change to a form control that causes a change of context does not happen.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) 	Web: Supports with Exceptions	Web: Most input errors identify the item in error and describe the error to the user in text. A rating of Supports with Exceptions has been given for the following reasons:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		<ul style="list-style-type: none"> - In some rare cases, assistive technology users may have difficulty identifying which fields are in error and the description of the error.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	<p>Web: Supports with Exceptions</p>	<p>Web: Most labels or instructions are provided when content requires user input. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> - In rare cases, some labels or instruction properties do not provide a descriptive label for user interface controls <p>The majority of the associated success criteria can be met in Content configuration.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: Web pages have start and end tags and elements do not contain duplicate attributes. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> - Some elements are not nested according to their specifications

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Does Not Support	Web: The majority of product functionality does not meet the criterion.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Not Applicable	Web: The criterion is not relevant to the product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) • 12.1.2 (Product Docs) - 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Not Applicable	Web: The criterion is not relevant to the product.
<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"> - 9.2.12 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: The products visual implementation of text has sufficient contrast ratio in some places. A rating of Supports with Exceptions for the following reasons:</p> <ul style="list-style-type: none"> - Many of the web pages main headings failed to provide sufficient contrast - In some cases context did not sufficient contrast
<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"> - 9.2.13 (Web) - 10.2.13 (non-web document) 	Web: Supports with Exceptions	Web: Some of the text within the application can be resized without assistive technology without loss of content or functionality. A rating of Supports with Exceptions has been given for the following reasons:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		<ul style="list-style-type: none"> - Not all text can be resized up to 200% - Not all text can be resized through the use of percent, named, and em units for font sizes
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> - 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	<p>Web: Not Applicable</p>	<p>Web: The criterion is not relevant to the product.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports</p>	<p>Web: The product has more than one way to locate a web page, except where the web page is a step in a process.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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"> - 9.2.25 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	Web: Most headings and labels within the application describe topic or purpose. A rating of Supports with Exceptions has been given because the application is not fully compliant in providing descriptive headings and labels.
<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"> • 9.2.26 (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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: The keyboard focus indicator is sometimes visible. A rating of Supports with Excpetions has been given for the following reasons:</p> <ul style="list-style-type: none"> - When navigating with the keyboard, there is no visual indication of focus on the disabled secondary nav elements - Several elements that are inactive or disabled gain focus
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) 	Web: Supports with Exceptions	Web: Default human language of each page is not always programmatically determined. A rating of Supports with Exceptions has been given because language attributes on the HTML element are not always set.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.28 (Software) – Does not apply - 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) - 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Supports with Exceptions	<p>Web: Most navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. A rating of Supports with Exceptions has been given due to the following reasons:</p> <ul style="list-style-type: none"> - Some navigation mechanisms are missing logical grouping / order - Some navigation mechanisms are not repeated on different Web pages
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	Web: Support with Exceptions	<p>Web: Most components that have the same functionality within a set of Web pages are identified consistently. A rating of Supports with Exceptions has been given due to the following reasons:</p> <ul style="list-style-type: none"> - Some labels, names and text alternatives that have the same functionality are not consistent between Web pages

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) - 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports with Exceptions	<p>Web: Most input errors are automatically detected and if suggestions for correction are known, the suggestions are provided to the user. A rating of Supports with Exceptions has been given for the following reasons:</p> <ul style="list-style-type: none"> - In some rare cases, assistive technology users may have difficulty identifying which fields are in error and the description of the error - In some cases, errors are detected after a save action (not automatic)
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) - 602.3 (Support Docs) 	Web: Supports	<p>Web: The product does not cause legal commitments or financial transactions for the user to incur, does not cause users to error, does not submit user responses and does not modify or delete user controllable data in data storage systems.</p>

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>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</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>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</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Does Not Support	Web: The majority of product functionality does not meet the criterion.
<p>1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply</p>	Web: Not Applicable	Web: The criterion is not relevant to the product.
<p>2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply</p>	Web: Supports with Exceptions	Web: Most of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. A

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> - Not all content is operable through the use of a keyboard - There are anchor tags without a valid href
<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: Not Applicable	Web: The criterion is not relevant to the product.
<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: Not Applicable	Web: The criterion is not relevant to the product.
<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: Does Not Support	Web: The majority of product functionality does not meet the criterion.
<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: Supports	Web: The product does not contain anything that flashes
<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: Supports with Exceptions	Web: Information about the user’s location within a set of Web pages can be made available, and can be exposed through the use of an attribute, if the user accepts using the Browser’s location service. A rating of Supports with Exceptions has been given for the following reasons: <ul style="list-style-type: none"> - Breadcrumb trails and site maps are not provided
<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: Supports with Exceptions	Web: A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. A rating of Supports with Exceptions has been given for the following

Criteria	Conformance Level	Remarks and Explanations
		reasons: <ul style="list-style-type: none"> - Aria-labels for link purpose is not always utilized - In some cases, link text that describes the purpose of a link or a link for anchor elements is not provided
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not Support	Web: The majority of product functionality does not meet the criterion.
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not Support	Web: The majority of product functionality does not meet the criterion.
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not Support	Web: The majority of product functionality does not meet the criterion.
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not Support	Web: The majority of product functionality does not meet the criterion.
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not support	Web: The majority of product functionality does not meet the criterion.
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: Does not support	Web: The majority of product functionality does not meet the criterion.
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Does not support	Web: The majority of product functionality does not meet the criterion.

Criteria	Conformance Level	Remarks and Explanations
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: Supports	Web: The product does not cause users to error, does not submit user responses and does not modify or delete user controllable data in data storage systems.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users exercising Assistive Technology can access different areas of the browser clients.
302.2 With Limited Vision	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people with limited vision. A rating of Supports with Exceptions has been given for the reasons described in 1.4.3 Contrast, 2.4.3 Focus Order, 2.4.7 Focus Visible and 3.2.2 On Input
302.3 Without Perception of Color	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people without perception of color. A rating of Supports with Exceptions has been given for the reasons described in 1.4.1 Use of Color
302.4 Without Hearing	Supports	Cherwell Browser Client and Portal Clients are usable by people without hearing
302.5 With Limited Hearing	Supports	Cherwell Browser Client and Portal Clients are usable by people with limited hearing

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Cherwell Browser and Portal Clients are usable by people without speech.
302.7 With Limited Manipulation	Supports with Exceptions	Cherwell Browser and Portal Clients are usable by people with limited manipulation. Excpetions have been given due to the issues described in 2.1.1 Keyboard and 4.1.2 Name, Role, value
302.8 With Limited Reach and Strength	Supports with Exceptions	Cherwell Browser and Portal Clients are usable by people with limited reach and strength. Excpetions have been given due to the issues described in 2.1.1 Keyboard and 4.1.2 Name, Role, value
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people with limited language, cognitive and learning abilites. A rating of Supports with Exceptions has been given for the reasons described in 1.3 Adaptable and 3.1 Readable

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes: Not Applicable

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	Supports	Accessibility and compatibility features are detailed in this document.

Criteria	Conformance Level	Remarks and Explanations
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	On request, Cherwell will provide a PEF version of documents that customers can print. If customers are unable to print documents, Cherwell will print and deliver for those who meet the disability guidelines
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Information on accessibility and compatibility features are detailed in this document.
603.3 Accommodation of Communication Needs	Supports	The Cherwell Support Team supports Email, Internet and Phone communication

EN 301 549 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports with Exceptions	Users exercising Assistive Technology can access different areas of the browser clients.
4.2.2 Usage with limited vision	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people with limited vision. A rating of Supports with Exceptions has been given for the reasons described in 1.4.3 Contrast, 2.4.3 Focus Order, 2.4.7

Criteria	Conformance Level	Remarks and Explanations
		Focus Visible and 3.2.2 On Input
4.2.3 Usage without perception of colour	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people without perception of color. A rating of Supports with Exceptions has been given for the reasons described in 1.4.1 Use of Color
4.2.4 Usage without hearing	Supports	Cherwell Browser Client and Portal Clients are usable by people without hearing
4.2.5 Usage with limited hearing	Supports	Cherwell Browser Client and Portal Clients are usable by people with limited hearing
4.2.6 Usage without vocal capability	Supports	Cherwell Browser Client and Portal Clients do not require any vocal manipulation
4.2.7 Usage with limited manipulation or strength	Supports with Exceptions	Cherwell Browser and Portal Clients are usable by people with limited manipulation. Excpetions have been given due to the issues described in 2.1.1 Keyboard and 4.1.2 Name, Role, value
4.2.8 Usage with limited reach	Supports with Exceptions	Cherwell Browser and Portal Clients are usable by people with limited reach and strength. Excpetions have been given due to the issues described in 2.1.1 Keyboard and 4.1.2 Name, Role, value
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain anything that flashes
4.2.10 Usage with limited cognition	Supports with Exceptions	Cherwell Browser Client and Portal Clients are usable by people with limited language, cognitive and learning abilites. A rating of Supports with Exceptions has been given for the reasons described in 1.3 Adaptable and 3.1 Readable
4.2.11 Privacy	Supports	The product does not impact the use of privacy tools with assistive technologies

Chapter [5: Generic Requirements](#)

Notes: The Cherwell Service Management Browser/Portal 9.4.0 allows end-users to adjust settings and is not subject to the Closed Functionality.

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

Notes: The Cherwell Service Management Browser/Portal 9.4.0 does not support two-way voice communication and is not subject to this section.

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

Notes: The Cherwell Service Management Browser/Portal 9.4.0 does include video content. However, end-users may add video content.

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	Does Not Support	The majority of product functionality does not meet the criterion.
7.1.2 Captioning synchronization	Does Not Support	The majority of product functionality does not meet the criterion.
7.1.3 Preservation of captioning	Does Not Support	The majority of product functionality does not meet the criterion.
7.2.1 Audio description playback	Does Not Support	The majority of product functionality does not meet the criterion.
7.2.2 Audio description synchronization	Does Not Support	The majority of product functionality does not meet the criterion.
7.2.3 Preservation of audio description	Does Not Support	The majority of product functionality does not meet the criterion.
7.3 User controls for captions and audio description	Does Not Support	The majority of product functionality does not meet the criterion.

Chapter [8: Hardware](#)

Notes: Not Applicable

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

Notes: See WCAG 2.0 Section

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

Notes: Not Applicable

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
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	Supports	The product uses platform accessibility services
11.3.2.4 Assistive technology	Not Applicable	The product is not an assistive technology
11.3.2.5 Object information	Supports with Exceptions	The product uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies. The includes the use of “role”, “aria-invalid”, and “aria-required” attributes.
11.3.2.6 Row, column, and headers	Supports with Exceptions	The product uses standard HTML attributes to define table structure and relationships, including column headers, for Assistive Technologies.
11.3.2.7 Values	Supports with Exceptions	The product uses standard HTML and ARIA object attributes.
11.3.2.8 Label relationships	Supports with Exceptions	Most labels within the application describe topic or purpose. A rating of Supports

Criteria	Conformance Level	Remarks and Explanations
		with Exceptions has been given because the application is not fully compliant in providing descriptive labels.
11.3.2.9 Parent-child relationships	Supports with Exceptions	A rating of Supports with Exceptions has been given because the application is not fully compliant in providing parent-child relationships on all elements
11.3.2.10 Text	Supports	The product renders strings as plain text values in HTML.
11.3.2.11 List of available actions	Supports with Exceptions	Most of the actions are available using assistive technologies. A rating of Supports with Exceptions has been given as some actions are not available.
11.3.2.12 Execution of available actions	Supports with Exceptions	Most of the actions are available using assistive technologies. A rating of Supports with Exceptions has been given as some actions are not available and therefore not executable.
11.3.2.13 Tracking of focus and selection attributes	Supports with Exceptions	<p>Most functionality is operable through a keyboard interface and is easily trackable. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Assistive technology users may have difficulty accessing and activating some controls - Some inactive elements receive focus which can confuse keyboard-only users - In some cases, focus order does not match visual order - Some of the components are not accessible by keyboard
11.3.2.14 Modification of focus and selection attributes	Supports	The product allows keyboards and assistive technology to programmatically modify focus, text insertion point, and

Criteria	Conformance Level	Remarks and Explanations
		selection attributes of user interface elements.
11.3.2.15 Change notification		The product notifies screen reader users when switching between tabs. A rating of Supports with Exceptins has been given because users are not always notified of changes when an embedded form is used.
11.3.2.16 Modifications of states and properties	Supports	All user-set states and properties are capable of being set programmatically, including through assistive technology.
11.3.2.17 Modifications of values and text	Supports	All user-set input is capable of being set programmatically, including through assistive technology.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Supports with Exceptions	<p>The product allows administrators to set keyboard focus for content. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Some areas of the product such as the menu and header areas do not allow accessibility modifications through the platform
11.4.2 No disruption of accessibility features	Supports	The product is compatible with operating system and browser accessibility configured by the user.
11.5 User preferences	Supports with Exceptions	<p>The product allows administrators to set color, font, etc for the majority of the product. A rating of Supports with Exceptions has been given for the following reason:</p> <ul style="list-style-type: none"> - Some areas of the product such as the menu and header areas do not allow administrators to set contrast.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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	Not Applicable	The criterion is not relevant to the product.
11.6.4 Repair assistance	Not Applicable	The criterion is not relevant to the product.
11.6.5 Templates	Not Applicable	The criterion is not relevant to the product.

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	Supports	Documentation for using accessibility features in the product
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	Supports	Information on accessibility and compatibility features are detailed in this document
12.2.3 Effective communication	Supports	The Cherwell support team supports Email, Internet and Phone communication
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: The Cherwell Service Management Browser/Portal 9.4.0 does not support relay services and is not subject to this section

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed