Help Center for PTC Admin Center Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product:

PTC Admin Center Help
on PTC SaaS Platform Build: 1.13.179

Report Date:

August 2025

Product Description:

The Help Center for the PTC Admin Center is web-based documentation that enables Administrators and End Users to use the application effectively. This Help Center contains the latest information about the PTC Admin Center functionality. All pages of this Help Center were reviewed for this audit.

Contact Information:

PTC provides this accessibility conformance report for general information on an as-is basis. For questions, please contact PTC Support through the eSupport site: https://www.ptc.com/support

Note:

This evaluation does not include Help Centers for products hosted on or accessed through the PTC Admin Center. Additional accessibility documents can be found here Section 508 Accessibility Compliance | PTC.

Evaluation Methods Used:

Automated accessibility testing was conducted using Deque Axe DevTools browser extension in Chrome, and axe core CLI page scans (specifically full-page scan, partial page scan, intelligent guided test, and user flow scan) to identify and correct accessibility issues within the Help Center interface. Manual accessibility testing was conducted on several critical pages, which included:

- **Keyboard navigation:** Ensure that all functionalities are accessible via the keyboard.
- **Accessibility tree investigation:** Ensure every interactable element has an accessible name, role, and state using Axe DevTools browser extension and Intelligent Guided Tests (IGTs).
- **Screen reader testing:** Verify that content is properly announced by screen readers.
- **Visual presentation:** Check for issues related to color contrast, text resizing, and layout using browser devtools and color-contrast checker.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	**Level A (Yes)**
	Level AA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
Web Content Accessibility Guidelines 2.2	**Level A (Yes)**
	Level AA (Yes)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	**(Yes)**

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	**(Yes)**

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
  ● 9.1.1.1 (Web)
  ● 10.1.1.1 (Non-web document)
  ● 11.1.1.1.1 (Open Functionality Software)
  ● 11.1.1.1.2 (Closed Functionality Software)
  ● 11.8.2 (Authoring Tool)
  ● 12.1.2 (Product Docs)
  ● 12.2.4 (Support Docs)
Revised Section 508
  ● 501 (Web)(Software)
  ● 504.2 (Authoring Tool)
  ● 602.3 (Support Docs)
	Electronic Docs:
	Supports
		Electronic Docs:
		All non-text content (images and icons) that is presented to the user has a text alternative.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
  ● 9.1.2.1 (Web)
  ● 10.1.2.1 (Non-web document)
  ● 11.1.2.1.1 (Open Functionality Software)
  ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
  ● 11.8.2 (Authoring Tool)
  ● 12.1.2 (Product Docs)
  ● 12.2.4 (Support Docs)
Revised Section 508
	Electronic Docs:
	Not Applicable
		Electronic Docs:
		The Help Center does not contain any prerecorded audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain any prerecorded audio-only or video-only media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain any pre-recorded audio-only or video-only media.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria	**Electronic Docs:** Partially Supports	**Electronic Docs:** Landmarks are not used to identify all regions in html pages.

Criteria	Conformance Level	Remarks and Explanations
● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** Screen readers cannot read content in: ● Navigation pane ● Global header button labels/tooltips ● Search results
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	**Electronic Docs:** Supports	**Electronic Docs:** Pages do not contain instructions that rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Supports	**Electronic Docs:** Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain audio-only content.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** There is no way to perform the function using only the keyboard on the same screen or on a qualifying conforming alternate version. (keyboard-inaccessible) ● Navigation pane ● Main content frame ● Search results This is a known limitation of the publishing tool. PTC is working with the vendor on an enhancement.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** The following keyboard trap exists: ● Navigation pane – Main content frame This is a known limitation of the publishing tool. PTC is working with the vendor on 'skip to main content' functionality.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software)	**Electronic Docs:** Not Applicable	**Electronic Docs:** No keyboard shortcuts are implemented using only letter, punctuation, number or symbol characters.

Criteria	Conformance Level	Remarks and Explanations
11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain any time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain information that moves, blinks, scrolls, or auto-updates.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain content that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 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	**Electronic Docs:** Partially Supports	**Electronic Docs:** The following regions lack a mechanism for bypassing blocks of content that are repeated on multiple web pages: • Navigation pane • Main content frame
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) ● 11.2.4.2 (Open Functionality Software) - Does not apply	**Electronic Docs:** Partially Supports	**Electronic Docs:** Page frame and iframe elements lack valid title attribute values.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 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 ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** A hidden or empty element receives focus. (focus-on-hidden-item) ● Navigation pane Keyboard focus does not move to the intended target. (focus-not-moved) ● Main content frame ● Search results
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	**Electronic Docs:** Supports	**Electronic Docs:** The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Supports	**Electronic Docs:** No functionality uses multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Supports	**Electronic Docs:** Pointer cancellation is predictable and consistent. For functionality that can be operated using a single pointer, the down event is not used to execute any part of the function, the completion of the function is on the up-event with way to abort or undo the function, or the up event reverses the outcome of the down event. This is not a requirement when completing the function on the down-event is essential.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** Buttons in the header do not have accessible names. aria-labelled by or aria-label is not specified

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

2.5.4 Motion Actuation (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
   ● 9.2.5.4 (Web)
   ● 10.2.5.4 (Non-web document)
   ● 11.2.5.4 (Open Functionality Software)
   ● 11.2.5.4 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Electronic Docs:
	Not applicable
		Electronic Docs:
		The Help Center does not contain functionality that can be operated by motion.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.1.1 (Web)
   ● 10.3.1.1 (Non-web document)
   ● 11.3.1.1.1 (Open Functionality Software)
   ● 11.3.1.1.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Electronic Docs:
	Supports
		Electronic Docs:
		The default human language of each web page can be programmatically determined.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.2.1 (Web)
   ● 10.3.2.1 (Non-web document)
   ● 11.3.2.1 (Open Functionality Software)
   ● 11.3.2.1 (Closed Software)
   ● 11.8.2 (Authoring Tool)
	Electronic Docs:
	Supports
		Electronic Docs:
		When any component receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** There are no forms or input fields in the Help Center.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Electronic Docs:** Not Applicable	
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	**Electronic Docs:** Supports	**Electronic Docs:** Labels or instructions are provided when content requires user input. ● The placeholder text in the search box is readable by screen readers.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** Labels missing in the global header buttons; screen readers identify these buttons as links.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Electronic Docs:** Not Applicable	
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Does Not Support	**Electronic Docs:** The name, role, and value cannot be programmatically determined for all Help Center user interface components.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain any live audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not contain any prerecorded audio-only or video-only media.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Supports	**Electronic Docs:** ● Content does not restrict its view and operation to a single display orientation, such as portrait or landscape. ● Content does not lock the screen orientation (portrait or landscape) and remains accessible and usable regardless of how the user holds their device.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software)	**Electronic Docs:** Not Applicable	**Electronic Docs:** The Help Center does not include input fields that collect information about the user.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Supports	**Electronic Docs:** Content meets the required color-contrast levels
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Electronic Docs:** Supports	**Electronic Docs:** Text (but not images of text) can be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to:	**Electronic Docs:** Supports	**Electronic Docs:**

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Text is used to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Supports	**Electronic Docs:** Content can reflow without loss of information or functionality, and without requiring scrolling in two dimensions. This is not a requirement for parts of content which require two-dimensional layout for usage or meaning.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Supports	**Electronic Docs:** The parts of graphical objects required to understand the content, and the visual information required to identify UI components and states, have a contrast ratio of at least 3:1 against adjacent colors

Criteria	Conformance Level	Remarks and Explanations

1.4.12 Text Spacing (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.12 (Web)
    ● 10.1.4.12 (Non-web document)
    ● 11.1.4.12 (Open Functionality Software)
    ● 11.1.4.12 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Electronic Docs:
	Supports
		Electronic Docs:
		No loss of content or functionality occurs when users change letter spacing up to .12 times the font size, word spacing up to .16 times the font size, paragraph spacing up to 2 times the font size, and line height up to 1.5 times the line size. This is not a requirement when human languages and scripts do not make use of these style properties.

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.13 (Web)
    ● 10.1.4.13 (Non-web document)
    ● 11.1.4.13 (Open Functionality Software)
    ● 11.1.4.13 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Electronic Docs:
	Supports
		Electronic Docs:
		● Tooltips are available for the header buttons that are hoverable and persistent.
		● Tooltips are available for the Print and Feedback buttons that are hoverable and persistent.

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.2.4.5 (Web)
    ● 10.2.4.5 (Non-web document) – Does not apply
    ● 11.2.4.5 (Open Functionality Software) – Does not apply
    ● 11.2.4.5 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
	Electronic Docs:
	Supports
		Electronic Docs:
		More than one way is available to locate a Web page within a set of Web pages. This is not a requirement where the content is the result of, or a step in, a process.

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Partially Supports	**Electronic Docs:** ● Labels are not descriptive.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	**Electronic Docs:** Supports	**Electronic Docs:** Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Electronic Docs:** Not Applicable	
2.5.7 Dragging Movements (Level AA 2.2 only)	**Electronic Docs:**	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Electronic Docs:** Not Applicable	

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.2 (Web)
    ● 10.3.1.2 (Non-web document)
    ● 11.3.1.2 (Open Functionality Software) – Does not apply
    ● 11.3.1.2 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Electronic Docs:
	Supports
		Electronic Docs:
		The human language of each passage or phrase in the content can be programmatically determined.

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.3 (Web)
    ● 10.3.2.3 (Non-web document) – Does not apply
    ● 11.3.2.3 (Open Functionality Software) – Does not apply
    ● 11.3.2.3 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 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
	Electronic Docs:
	Supports
		Electronic Docs:
		Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.

3.2.4 Consistent Identification (Level AA)	**Electronic Docs:**	**Electronic Docs:**

Criteria	Conformance Level	Remarks and Explanations

Also applies to:
EN 301 549 Criteria
   • 9.3.2.4 (Web)
   • 10.3.2.4 (Non-web document) – Does not apply
   • 11.3.2.4 (Open Functionality Software) – Does not apply
   • 11.3.2.4 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	Components that have the same functionality within a set of Web pages are identified consistently.

3.3.3 Error Suggestion (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.3 (Web)
   • 10.3.3.3 (Non-web document)
   • 11.3.3.3 (Open Functionality Software)
   • 11.3.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Electronic Docs:
	Supports
		Electronic Docs:
		An error in input is detected indicated by a red underline in the Search field for possible typos

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.4 (Web)
   • 10.3.3.4 (Non-web document)
   • 11.3.3.4 (Open Functionality Software)
   • 11.3.3.4 (Closed Software)
	Electronic Docs:
	Not Applicable
		Electronic Docs:
		Content is not used for legal commitments or financial transactions, to modify user-controlled data in a storage system, or to submit test responses.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	**Electronic Docs:** Not Applicable	
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	**Electronic Docs:** Partially Supports	**Electronic Docs:** When searching the Help Center, a message stating the number of results found does not use the 'status' role. A screen reader does not announce the number of results found.

Table 3: Success Criteria, Level AAA

Notes: Table 3 has been removed. This product has not been tested for conformance to WCAG Level AAA criteria.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Not applicable. Functional performance criteria not used to evaluate this product.

Chapter 4: Hardware

Notes: This section does not apply to this product, as there are no hardware components.

Chapter 5: Software

Notes: For 501, see WCAG 2.x section. Remaining items are not applicable because product only contains web-based software and has no authoring tool capabilities.

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		
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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Notes:

Clause 4: Functional Performance Statements (FPS)

Notes: Not applicable. Functional performance criteria not used to evaluate this product.

Clause 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Not Applicable	This product does not have closed functionality.
5.2 Activation of accessibility features		
5.3 Biometrics	Not Applicable	This product does not have biometrics.
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	See WCAG 2.x section	See information in WCAG 2.x section
5.6-5.9 Locking or toggle controls	See WCAG 2.x section	See information in WCAG 2.x section

Clause 6: ICT with Two-Way Voice Communication

Notes: This section does not apply to the product, as there is no two-way voice communication.

Clause 7: ICT with Video Capabilities

Notes: This section does not apply to the product, as there are no video capabilities.

Clause 8: Hardware

Notes: This section does not apply to the product, as there are no hardware components.

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

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

Notes: This section does not apply to the product, as there are no non-web documents.

Clause [11: Software](#)

Notes: For 11.1 through 11.4, see [WCAG 2.x](#) section. Remaining items are not applicable because product only contains web-based software and has no authoring tool capabilities.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section

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

Notes: This section does not apply to the product, as there is no relay or emergency service access.

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