

Axway Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: [My Syncplicity: Client web interface](#)

Report Date: March 17th, 2021

Product Description:

The **My Syncplicity** website is where you access your cloud-based *Syncplicity* account. You can either create your own personal account, or if you are part of a business or enterprise, ask your company's administrator to create an account for you. After logging in, you can view your files and folders. In addition, you can perform these tasks: Access folders shared by others; Secure your links to shared folders and files (*Business* and *Enterprise Editions* only); Protect files and view protected files using the *Syncplicity Secure Shared File* feature (*Enterprise Edition* only).

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Notes

History of changes

Report of changes are described in the following table:

Report Date	Explanations
March 2021	Updating criterion 1.1.1 to Partially Supports after providing labels for all icon buttons. Updating criterion 2.4.6 to Supports, because it was incorrectly evaluated – headings and labels are always used, but where they are incorrectly coded, this is now counted towards criterion 1.3.1: Info and Relationship, as described in Understanding Success Criterion 2.4.6: Headings and Labels . Updating criterion 2.4.7 to Supports after removing style, which were hiding the focus outline.
July 2020	The very first ACR reports for the <i>Syncplicity</i> product line, using representative sample from all pages and interface states within the application.

Evaluation Methods Used

Accessibility review is conducted by adopting the *Website Accessibility Conformance Evaluation Methodology* as published by the *W3C Web Accessibility Initiative (WAI)* group at: <https://www.w3.org/WAI/test-evaluate/conformance/wcag-em/> and by following *How to Meet WCAG* techniques as described at: <https://www.w3.org/WAI/WCAG21/quickref/>.

Conformance evaluation of web accessibility is done using [semi-automated evaluation tools](#) and manual evaluation by an experienced reviewer, user experience designer and user interface engineer using:

- Browsers: *Chrome* 84.0.4147.105 (Official Build) (64-bit)
- Screen readers: *NVDA* 2019.2.1
- Operating systems: *Windows 10 Home* 18362.1016
- Main tools: *W3C Markup Validation Service*, *ARC Toolkit*, *Lighthouse* and *Windows* high contrast
- Additional tools: *WAVE*, *Color Contrast Checker*
- Usability testing of accessibility features: Not conducted

Relied upon technologies

- HTML5
- CSS
- WAI-ARIA
- ECMAScript 5
- DOM
- SVG
- Knockout.js

Applicable Standards/Guidelines

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

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

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

Functionality terms

- **Web:** Product or service that is a web page or software that is in web pages or that is embedded in web pages and that is used in the rendering or that is intended to be rendered together with the web page in which it is embedded.
- **Electronic Docs:** Portable Network Documents (PDFs), MS Word[®] documents, or in general documents that are not web pages or documents that are not embedded in web pages (e.g., letters, spreadsheets, emails, books, pictures, presentations, and movies that have an associated user agent such as a document reader, editor or media player).
- **Software:** Product or service that is not a web page and is not embedded in web pages nor used in the rendering or functioning of the page.
- **Closed:** Functionality that is limited by characteristics that prevent a user from attaching, installing, or using assistive technology. For example. Examples of closed functionality are demonstrated in [Chapter 5: Generic requirements video of the EN 301 549 YouTube channel](#).
- **Authoring Tool:** Software and services that “authors” (web developers, designers, writers, etc.) use to produce web content (static web pages, dynamic web applications, etc.). Examples of authoring tools are listed below under “[Who ATAG is for](#)”.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- *EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation*

- 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.x 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](#).

Overview of audit results

Results of Level AA.

Principle	Level A	Level AA
1. Perceivable	7 / 9	4 / 5
2. Operable	6 / 9	3 / 3
3. Understandable	3 / 5	5 / 5
4. Robust	0 / 2	0 / 0
Total	16 / 30	12 / 13

Table 1: WCAG 2.x supported out of total criteria, grouped by principle and level. Criteria with **Partially Supports** conformance level are not counted towards the total.

Table 1: Success Criteria, Level A

Notes: Based on this evaluation, **My Syncplicity: Client web interface** does not meet [WCAG 2.0](#), Conformance Level A.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Shared folders are indicated only with icons. Logo does not have alternative text. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Video or audio is not used in any form. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>

<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"> • 9.1.2.2 (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) <p>Revised 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>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Video or audio is not used in any form.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<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"> • 9.1.2.3 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Video or audio is not used in any form.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Incomplete or incorrect use of landmarks for header, footer, search, and navigation. Incomplete or incorrect use of headings. Essential actions are not coded with accessible controls. Incorrectly or not associated labels and instructions. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Web: Supports</p>	<p>Web:</p>

<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: Supports Electronic Docs: Not Applicable</p>	<p>Web: Audio is not used in any form. Electronic Docs: Not Applicable Software: Not Applicable</p>

<ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Essential actions in dialogs are not accessible with the keyboard. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Authoring Tool: Not Applicable</p>	
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Timeout is automatically extended while the user is operating the user interface.</p> <p>Timeout is automatically extended while upload is in progress.</p> <p>There is no visible indicator on screen to notify the user the session will expire.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Only main landmark is available and heading level 1 for essential components. There is not skip link for keyboard users or alternative shortcut key. Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<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"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</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"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There is no focus implementation for dialogs, which is essential to use the interface. Other problems with custom controls not in the tabindex are evaluated with criterion 2.1.1: Keyboard. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The logo does not have alternative text.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: <i>Reset Password</i> pages does not have language attribute on the HTML tag.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> 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"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<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"> 9.3.2.2 (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) <p>Revised 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>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

<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"> • 9.3.3.1 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: There are visible messages and error states for fields on screen, but they are not programmatically associated with the field nor the field is indicated as invalid in the markup. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<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"> • 9.3.3.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Some essential inputs in dialogs do not have labels. Incorrect ids for some labels are used. Placeholders used as labels. Required fields on the Login page are not marked as such in the code. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p>	<p>Web: Does Not Support</p>	<p>Web: The site does not pass W3C Markup Validation Service for WCAG 2.0 criteria.</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Some custom attributes are in clash with ARIA properties. Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>
<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"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Essential interactive elements are neither coded with native HTML controls nor with ARIA. Some elements do have missing labels, incorrect ids, missing href values. Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>

Table 2: Success Criteria, Level AA

Notes: Based on this evaluation, **My Syncplicity: Client web interface** does not meet [WCAG 2.0](#), Conformance Level AA.

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"> • 9.1.2.4 (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) <p>Revised 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>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Audio is not used in any form.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<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"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Video is not used in any form.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Links and buttons do not have contrast ratio more than 4.06:1. Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p>	<p>Web: Supports</p>	<p>Web: Electronic Docs: Not Applicable</p>

<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Software: Not Applicable Authoring Tool: Not Applicable</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"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <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 Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable</p>	<p>Web: Headings and labels are always used, although some of them are not coded correctly, which is evaluated with criterion 1.3.1: Info and Relationship. Electronic Docs: Not Applicable</p>

<ul style="list-style-type: none"> • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable</p>
<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"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply 	<p>Web: Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) 	<p>Web: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Not Applicable Authoring Tool: Not Applicable</p>

<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<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"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Most forms are designed to accept only valid user inputs.</p> <p>There is a suggestion on how to make password stronger for shared links.</p> <p>There is a message to display the incorrect characters when creating a folder or file.</p> <p>There are opportunities to improve the code to better inform screen reader users about password and name requirements.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<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"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Deleted folders and files can be restored.</p> <p>Confirmation is displayed before critical actions.</p> <p>Remove Participation action cannot be undone, but the confirmation message does not specify this.</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>

Revised Section 508

- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Revised Section 508 Report

Notes: Based on this evaluation, **My Syncplicity: Client web interface** does not meet *Revised Section 508* standards.

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

Notes: Based on this evaluation the product is not accessible to users with limited vision or with vision loss that require them use assistive technologies, such as screen readers or braille displays and users with physical limitation that require use of keyboard or input mechanisms other than mouse.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	Essential functionality in dialogs is not accessible to screen readers.
302.2 With Limited Vision	Does Not Support	Zoom is well supported, but essential elements does not have enough contrast and are not accessible to screen readers.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Does Not Support	Essential functionality in dialogs is not accessible with the keyboard.
302.8 With Limited Reach and Strength	Does Not Support	Essential functionality in dialogs is not accessible with the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: The criteria of *Chapter 4* are **Not Applicable**, thus not relevant to *Axway* products services.

Chapter 5: [Software](#)

Notes: The criteria of *Chapter 5* after point 502 are **Not Applicable**, because *Axway* products and services are engineered as web pages and are evaluated in the [WCAG 2.x Report](#) section of this document.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes: The criteria of *Chapter 6* are **Not Applicable**, because the subject of this report is identified as complex products, where Axway documentation and support services are part of the *Axway Documentation* web portal and *Axway Support* web portal. When a report is ready for these portals a link will be provided in this section.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	
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	Not Applicable	
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	

EN 301 549 Report

Notes: Based on this evaluation, **My Syncplicity: Client web interface** does not meet *EN 301 549* standards.

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

Notes: Based on this evaluation the product is not accessible to users with limited vision or with vision loss that require them use assistive technologies, such as screen readers or braille displays and users with physical limitation that require use of keyboard or input mechanisms other than mouse.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	Essential functionality in dialogs is not accessible to screen readers.
4.2.2 Usage with limited vision	Does Not Support	Zoom is well supported, but essential elements does not have enough contrast and are not accessible to screen readers.
4.2.3 Usage without perception of colour	Supports	
4.2.4 Usage without hearing	Supports	
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Supports	
4.2.7 Usage with limited manipulation or strength	Does Not Support	Essential functionality in dialogs is not accessible with the keyboard.
4.2.8 Usage with limited reach	Does Not Support	Essential functionality in dialogs is not accessible with the keyboard.
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: The criteria of *Chapter 10* are **Not Applicable**, because *Axway* products and services are engineered as web pages and are evaluated in *Chapter 9*.

Chapter 6: ICT with Two-Way Voice Communication

Notes: The criteria of *Chapter 6* are **Not Applicable**, thus not relevant to *Axway* products services.

Chapter 7: ICT with Video Capabilities

Notes: The criteria of *Chapter 13* are **Not Applicable**, thus not relevant to *Axway* products services.

Chapter 8: Hardware

Notes: The criteria of *Chapter 8* are **Not Applicable**, thus not relevant to *Axway* products services.

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

Notes: The criteria of *Chapter 9* are fully covered in the *WCAG* section of this report.

Chapter 10: Non-Web Software

Notes: The criteria of *Chapter 10* are **Not Applicable**, because *Axway* products and services are engineered as web pages and are evaluated in *Chapter 9*.

Chapter 11: Software

Notes: The criteria of *Chapter 12* are **Not Applicable**, because *Axway* products and services are engineered as web pages and are evaluated in *Chapter 9*. This chapter is not to be confused with the chapter *Software* of *Section 508*, which does apply to all software, including web applications.

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

Notes: The criteria of *Chapter 12* are **Not Applicable**, because the subject of this report is identified as complex products, where Axway documentation and support services are part of the *Axway Documentation* web portal and *Axway Support* web portal. When a report is ready for these portals a link will be provided in this section.

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	Not Applicable	
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	
12.2.3 Effective communication	Not Applicable	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: The criteria of *Chapter 13* are **Not Applicable**, thus not relevant to Axway products services.

Legal Disclaimer (Axway)

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