Reference:BlueSpiceReadConfirmation

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Revision as of 15:46, 15 February 2022 (view source)	**Revision as of 15:58, 15 February 2022** (view source)
Margit Link-Rodrigue (talk | contribs)	Margit Link-Rodrigue (talk | contribs)
No edit summary	No edit summary
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Line 3:

Voluntary Accessibility Conformance Report, EN 301 549 Edition (Based on [https://www.itic.org/policy/accessibility/vpat VPAT® Version 2.4])

'''Name of Product/Version:''' Bluespice 4

'''Report Date:'''

'''Product Description:''' Web-based MediaWiki Knowledge Management Tool

Line 3:

Voluntary Accessibility Conformance Report, EN 301 549 Edition (Based on [https://www.itic.org/policy/accessibility/vpat VPAT® Version 2.4])

'''Name of Product/Version:''' Bluespice 4**.1**

'''Report Date:''' **02/15/2022**

'''Product Description:''' Web-based MediaWiki Knowledge Management Tool

Revision as of 15:58, 15 February 2022

Contents

Report Info

Voluntary Accessibility Conformance Report, EN 301 549 Edition (Based on VPAT® Version 2.4)

Name of Product/Version: Bluespice 4.1

Report Date: 02/15/2022

Product Description: Web-based MediaWiki Knowledge Management Tool

Contact Information: Submit a support form.

Notes:

Evaluation Methods Used:

- WCAG 2.1 Acceptance Criteria
- Browser tool "Lighthouse"
- NVDA Screen reader with Chrome (best effort use)
- PAC 3 (PDF Accessibility Checker), PAVE (PDF Accessibility)

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 2.1	Level AA
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 Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 12.1.2 and 12.2.4 of Chapter 12 - 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.

PDF output of wiki pages

PDF output of wiki pages is currently not sufficiently tagged and therefore cannot produce accessible PDFs.

It is, however, possible for users to upload and link accessible PDFs in the wiki.

Support documents

BlueSpice is documented in BlueSpice-based wikis. Therefore, the same criteria for Web /Authoring tools also apply for Support Docs. When content in and for these wikis is created (such as videos and wiki pages), these pages are frequently reviewed for accessibility (such as heading levels, alt-text, table syntax and captioning/transcripts for videos). In addition, the helpdesk footer contains an accessibilty link to an accessibility disclaimer that allows users to provide feedback.

Bundled extensions

All extensions and functionality developed by HalloWelt! is regularly tested for accessibility issues starting with BlueSpice 4.1. Other bundled extensions not developed by HalloWelt! can have issues that need to be resolved by the according developers. We take as much time as possible to also review these extensions and provide accessibility information for them. See attached list of extensions.

Table 1: Success Criteria, Level A

Note: These assessments have been made inhouse to the best of our knowledge and ability in accessibility testing.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: **Supports**	
Also applies to:		
EN 301 549 Criteria		

	Level	
· 9.1.1.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Authoring tool: **Supports** Support docs: **Supports**	Web: GUI Elements (G94) Authoring Tool: (H37 user task)
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria · 9.1.2.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: Video: **Partially supports** Audio: **Supports** Support docs: **Supports**	Web/Authoring tool: Videos have to be captioned and hosted outside the wiki to have captions. Linked audio files are embedded with standard HTML<audio> tag. Support Docs: Video Tutorials are screencasts that are uploaded to YouTube including a caption file.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria · 9.1.2.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: Video: **Supports** Audio: **Supports** Support docs: **Supports**	Web: Audio can be accompanied by text file; Accessible video can be uploaded to video streaming services. Embedded video: uses tandard video-html-Tag. Authoring Tool: n/a - no authoring tool available. Support docs: Video Tutorials are screencasts that are uploaded to YouTube including a caption file.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria		Web/Authoring tool: it is the responsibility of users to provide media alternatives to support this criterion.

Criteria	Conformance Level	Remarks and Explanations
· 9.1.2.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Supports** Support docs: **Supports**	Support docs: Video tutorials are hosted on YouTube. Audio track and caption file already provides the necessary information.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Supports** Support docs: **Supports**	Use of ARIA landmarks roles and labels throughout the GUI.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring tool /Support docs: **Supports**	Skiplinks, sequence of menus and sidebars organized with landmarks
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria · 9.1.3.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Not applicable**	Elements are not dependent on or referenced by shape, size, sound or location

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Web /Authoring tool: **Supports**	Where buttons or other elments uses color, the label conveys the meaning of the button. No other color elements that convey meaning currently exist.
Also applies to:		
EN 301 549 Criteria		
· 9.1.4.1 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
1.4.2 Audio Control (Level A)	Web /Authoring tool: **Supports**	There is no default audio content provided. Users need to adhere to this criterion when creating content.
Also applies to:		
EN 301 549 Criteria		
· 9.1.4.2 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.1.1 Keyboard (Level A)	Web /Authoring tool: **Partially supports** Support docs: **Supports**	All extensions and functionality developed by HalloWelt! is regularly tested for keyboard functionality. Other bundled extensions not developed by HalloWelt can have issues that need to be resolved by the according developers. See attached list of extensions.
Also applies to:		
EN 301 549 Criteria		
· 9.2.1.1 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.1.2 No Keyboard Trap (Level A)		
Also applies to:		
EN 301 549 Criteria		
· 9.2.1.2 (Web)	Web /Authoring Tool:	Same as 2.1.1

Criteria	Conformance Level	Remarks and Explanations
· 11.8.2 (Authoring Tool)	**Partially supported**	
· 12.2.4 (Support Docs)		
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web/ Authoring Tool /Support docs: **Not applicable**	Character key shortcusts are not used.
Also applies to:		
EN 301 549 Criteria		
· 9.2.1.4 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.2.1 Timing Adjustable (Level A)	Web/ Authoring Tool /Support docs: **Not applicable**	No timed content or functionality is used.
Also applies to:		
EN 301 549 Criteria		
· 9.2.2.1 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A)	Web/ Authoring Tool /Support docs: **Not applicable**	No moving, blinking, scrolling, or auto-updating information that starts automatically is used.
Also applies to:		
EN 301 549 Criteria		
· 9.2.2.2 (Web)		
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A)		
Also applies to:		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria · 9.2.3.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Not applicable**	No flashing or blinking functionality is used.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool /Support docs: **Supports**	Skip links (G124) and Aria landmarks (ARIA11) are provided.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool /Support docs: **Supports**	Users can provide meaningful H1 text (as page name or display title)
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Partially supports** Support docs: **Supports**	All extensions and functionality developed by HalloWelt! is regularly tested for keyboard functionality and focus order. Other bundled extensions not developed by HalloWelt can have issues that need to be resolved by the according developers. See attached list of extensions.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria · 9.2.4.4 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool /Support docs: **Supports**	Web: Authoring Tool: Techniques used G91, ARIA7, ARA8
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool /Support docs: **Not applicable**	Application does not use functionality that uses multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.2 (Web) · 11.8.2 (Authoring Tool)	Authoring tool: **Supported** Web/Support docs: **Not applicable**	For content that is draggable, releasing the picked-up item outside a drop target reverses the action.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.3 (Web) · 11.8.2 (Authoring Tool)	Web /Authoring tool /Support docs:	For controls with a visible label (e.g., link text, button text, programmatically linked label, images in links with text) the accessible name is not always the same as the visible label.

Criteria	Conformance Level	Remarks and Explanations
· 12.2.4 (Support Docs) · 12.2.4 (Support Docs)	**Partially supports**	The accessible name does not always contain a match for the string of the visible label.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria · 9.2.5.4 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Not applicable**	No device motion elements such as shaking or tilting of the user device are used.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria · 9.3.1.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Supports**	Lang attribute on html element is set (H57)
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria · 9.3.2.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Partially supports** Support docs: **Supports**	All extensions and functionality developed by HalloWelt! is regularly tested for keyboard functionality and focus order. Other bundled extensions not developed by HalloWelt can have issues that need to be resolved by the according developers. See attached list of extensions.
3.2.2 On Input (Level A) Also applies to:		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria · 9.3.2.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Partially supports** Support docs: **Supports**	Forms are not automatically submitted when a user changes a field.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria · 9.3.3.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web /Authoring tool: **Partially supports** Support docs: **Not applicable**	Errors are displayed and announced correctly. • Alert banners with aria role alert • conditional dialogs need to be acknowledged Not supported: • No warnings in some cases, e.g. when a book is created without saving it.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria · 9.3.3.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Supports**	Labels or instructions are provided when content requires user input. (ARIA1,9, G89, H71, G184)
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria · 9.4.1.1 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Supports**	Correct parsing is continuously checked in IDEs as well as browser checks (Chrome Lighthouse). Errors are reported in ticket system.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria · 9.4.1.2 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web/ Authoring Tool /Support docs: **Partially supports**	Mainly standard HTML controls and common frameworks such as bootstrap are used to create interace components. Applied techniques: Aria14,16; H91, H44, H64, H88 Not supported: ExtJS Grid pagination currently does not correctly identify buttons. This functionality is used on many tables throughout the wiki.

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) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria · 9.1.2.5 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.3.4 (Web)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
· 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Authoring Tool:	Authoring Tool:
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.3.5 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.4 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Supports Authoring Tool: Supports Support Docs: Supports	Web: G142 Authoring Tool: G142 Support Docs: G142
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria · 9.1.4.5 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Supports Authoring Tool: Supports Support Docs: Banner auf Hauptseite	Web: C22 Authoring Tool: C22 Support Docs: C22
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.1.4.10 (Web)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
· 11.8.2 (Authoring Tool)	Authoring Tool:	Authoring Tool:
· 12.2.4 (Support Docs)		
1.4.11 Non-text Contrast (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Web:	Web:
· 9.1.4.11 (Web)	Authoring Tool:	Authoring Tool:
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
1.4.12 Text Spacing (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Web:	Web:
· 9.1.4.12 (Web)	Authoring Tool:	Authoring Tool:
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
1.4.13 Content on Hover or Focus (Level AA 2.1 only)		
Also applies to:		
EN 301 549 Criteria	Web:	Web:
· 9.1.4.13 (Web)	Authoring Tool:	Authoring Tool:
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.4.5 Multiple Ways (Level AA)		
Also applies to:		
EN 301 549 Criteria	Web:	Web:
· 9.2.4.5 (Web)	Authoring Tool:	Authoring Tool:
· 11.8.2 (Authoring Tool)		
· 12.2.4 (Support Docs)		
2.4.6 Headings and Labels (Level AA)		
Also applies to:		
EN 301 549 Criteria		
· 9.2.4.6 (Web)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
· 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Authoring Tool:	Authoring Tool:
2.4.7. Focus Visible (Level AA) Also applies to: EN 301 549 Criteria · 9.2.4.7 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria · 9.3.1.2 (Web) · 11.8.2 (Web) · 12.2.4 (Support Docs)	Web: Supports (user task) Authoring Tool: Supports Support Docs: Supports	Web: H58 Authoring Tool: H58 Support Docs: (different DE/EN wikis)
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria · 9.3.2.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria · 9.3.2.4 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria · 9.3.3.3 (Web) · 11.8.2 (Authoring Tool)	Web: Authoring Tool:	Web: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
· 12.2.4 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria · 9.3.3.4 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria · 9.4.1.3 (Web) · 11.8.2 (Authoring Tool) · 12.2.4 (Support Docs)	Web: Authoring Tool:	Web: Authoring Tool:

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage with no or limited vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		
4.2.10 Usage with limited cognition, language or		

Criteria	Conformance Level	Remarks and Explanations
learning		
4.2.11 Privacy		

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening volume		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		

Criteria	Conformance Level	Remarks and Explanations
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus		
5.1.7 Access without speech		
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter 9: Web (see WCAG 2.x section)

Notes:

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
	Heading cell – no	Heading cell – no response

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	response required	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

Criteria	Conformance Level	Remarks and Explanations