

# Esri Accessibility Conformance Report

## **ArcGIS Mission Manager**

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Report Date: NOV 09, 2023

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# Esri Accessibility Conformance Report

## Product Information

**Product Name/Version:** ArcGIS Mission Manager

**Report Template:** Revised Section 508 Edition (based on VPAT® version 2.4)

**Product Release Date:** April, 2023

**Report Date:** October 30, 2023

**Product Description:** ArcGIS Mission Manager is a web app that allows you to create and interact with missions. Depending on organizational requirements, this can include the following: Creating mission maps (which can include graphics, overlays, or other reference layers); Organizing a mission with members and teams; Creating and leveraging mission reports; Providing materials for missions, such as documents and photos; Supporting active missions; Overseeing Responder activity during missions.

**Notes:** The scope of this audit covers scenarios including 1) Successfully create a mission, and 2) Successfully analyze mission details. These scenarios were tested across the application.

This product does not contain any prerecorded or live audio-only and video-only content.

**Evaluation Methods Used:** Testing ArcGIS Mission Manager involved a combination of manual and functional testing on desktop. The product was tested by certified accessibility professionals on a selection of the application representative of ArcGIS Mission Manager using, among other methodology, the screen reader JAWS 2022, exclusive use of the keyboard, and manual inspection of code. Functional testing of typical user workflows was also conducted.

**Legal Disclaimer:** As of the testing date to which this document relates to, this document describes the Esri product's ability to support certain WCAG standards for informational purposes only, and the contents are subject to change without notice.

This document does not represent a legal commitment and is provided "As-Is." Esri disclaims that any information in this document will remain accurate after such testing date. Esri monitors the accessibility of its products and provide updates from time to time. Any modification or customization to the product described herein may render some or all of this document to become inapplicable. Esri specifically disclaims any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. Esri further makes no representation concerning the ability of assistive technologies or other products to interoperate with the Esri product described herein.

**Contact Information:** Environmental Systems Research Institute, Inc. (Esri)

For more information regarding general accessibility topics at Esri, visit <https://www.esri.com/en-us/accessibility/overview>, or for accessibility information regarding Esri Legal, visit <https://www.esri.com/en-us/legal/accessibility>.

Specific inquiries may be emailed to [EsriAccessibility@esri.com](mailto:EsriAccessibility@esri.com), or mailed to Esri, Contracts and Legal Department, 380 New York Street, Redlands, California 92373.

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Table 1: Applicable Standards and Guidelines

Standards / Guidelines	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 Standards</a>	(Yes)
<a href="#">EN 301 549 V3.1.1</a>	(Yes)

Table 2: Record of Changes

Version	Date	Description of Changes
1.0	10/30/2023	Evaluation results and explanations updated by testing vendor (initial version)
2.0	12/12/2023	Updated to 2.4 VPAT® template and Esri ACR format
2.1	12/22/2023	Evaluation results and explanations updated by Esri internal.

## Purpose

The Voluntary Product Accessibility Template (VPAT®) – used to create Esri Accessibility Conformance Reports – is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the VPAT® is to assist customers and buyers in making preliminary assessments regarding the availability of commercially-available Information and Communication Technology (ICT) products and services with features that support accessibility.

## Background

On March 20, 2017, the Architectural and Transportation Barriers Compliance Board (Access Board) revised, updated, and combined standards for ICT developed, procured, maintained, or used by federal agencies covered by Section 508 of the Rehabilitation Act of 1973 and Section 255 of the Communications Act of 1934. The revisions and updates to these standards are intended to ensure that electronic media is accessible to and usable by individuals with disabilities.

## Terms

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

Table 3: Conformance Level Definitions

Conformance Level	Definition
Supports	The functionality of the product has at least one method that meets the criterion or meets with equivalent facilitation.
Partially Supports	Product does not entirely meet the letter and intent of the criterion, but does provide some level of access. OR Product provides alternative methods to meet the intent of 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.

## Revised Section 508 Considerations

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### Application and Administration

Information and Communication Technology (ICT) that is procured, developed, maintained, or used by agencies shall conform to these requirements. Section 508 of the Rehabilitation Act (29 U.S.C. 794d) applies to federal departments and agencies, including the U.S. Postal Service. The term “agency” is defined in Section E103 to include the United States Postal Service and other federal agencies and departments as specified in 44 U.S.C. 3502. That section of the U.S.C. defines agency to mean any executive department, military department, Government corporation, Government controlled corporation, or other establishment in the executive branch of the Government (including the Executive Office of the President), or any independent regulatory agency, but does not include (a) the General Accounting Office; (b) Federal Election Commission; (c) the governments of the District of Columbia and of the territories and possessions of the United States, and their various subdivisions; or (d) Government-owned contractor-operated facilities, including laboratories engaged in national defense research and production activities.

All sections of the technical standards may apply to this product and are individually addressed in the following sections. This applies to the majority of ArcGIS software, services, and solutions.

### Scoping Requirements

Section 508 Chapter 2 addresses application and scoping of the Revised 508 Standards, including exceptions. Multiple significant changes were made to this chapter, including:

- Adding a category to E205.3, official agency communications that are non-public facing electronic covered content;
- Clarifying the application of WCAG 2.0 to non-Web documents and software; and
- Made corresponding changes to E205.4 and E207.2, including adding E205.4.1 and E207.3, which specify the word substitution necessary to apply WCAG 2.0 to non-Web content.

207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for webpages in WCAG 2.0.

### Functional Performance Criteria

301.1 Scope. The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

## Hardware

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

## Software

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

## Support Documentation and Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

## Web Content Accessibility Guidelines (WCAG) Report

### WCAG Principle 1: Perceivable

Information and user interface components must be presentable to users in ways they can perceive. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 4: WCAG Principle 1 Success Criteria - Perceivable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content (Level A)</u></b></p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• Controls, Input</li> <li>• Time-Based Media</li> <li>• Test</li> <li>• Sensory</li> <li>• CAPTCHA</li> <li>• Decoration, Formatting, Invisible</li> </ul>	Partially Supports	<p>The product provides sufficient text alternatives for most non-text content, such as images, icons, and visual affordances, or is hidden from assistive technology. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Multiple pages contain image or icon buttons that lack accessible names.</li> <li>• Multiple pages present meaningful images or symbols that do not have textual equivalents.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u></b></p> <p>For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• Prerecorded Audio-only</li> <li>• Prerecorded Video-only</li> </ul>	Supports	The product does not currently contain pre-recorded audio-only or pre-recorded video-only content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded) (Level A)</u></b></p> <p>Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not currently contain pre-recorded content requiring synchronized captions.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u></b></p> <p>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Supports	The product does not currently contain any prerecorded video content that would require audio description or a time-based media alternative.
<p><b><u>1.2.4 Captions (Live) (Level AA)</u></b></p> <p>Captions are provided for all live audio content in synchronized media.</p>	Supports	The product does not currently contain live audio content.
<p><b><u>1.2.5 Audio Description (Prerecorded) (Level AA)</u></b></p> <p>Audio description is provided for all prerecorded video content in synchronized media.</p>	Supports	The product does not currently contain any prerecorded video content that would require audio description.
<p><b><u>1.3.1 Info and Relationships (Level A)</u></b></p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Partially Supports	<p>Most user interface elements in the product provide programmatic and/or textual information about structure and relationships. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>Multiple pages present inline errors that are not programmatically associated with the corresponding control.</li> <li>Multiple pages contain controls that dynamically change page content but do not announce these changes to screen readers.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• A few pages contain visually grouped controls that are not programmatically grouped.</li> <li>• Multiple pages contain content that functions as a heading but does not use heading markup or has heading markup that does not match the visual level on the page.</li> <li>• Multiple pages contain content that appears as a list but does not use list markup.</li> </ul>
<p><b><u>1.3.2 Meaningful Sequence (Level A)</u></b></p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Supports	<p>The reading order of the content matches the visual and logical order, and can be programmatically determined.</p>
<p><b><u>1.3.3 Sensory Characteristics (Level A)</u></b></p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Supports	<p>The product provides instructions for understanding and operating content that do not rely solely on sensory characteristics.</p>
<p><b><u>1.3.4 Orientation (Level AA – WCAG 2.1)</u></b></p> <p>Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	Supports	<p>The product does not restrict its view and operation to a single display orientation and responds appropriately to screen orientation changes.</p>
<p><b><u>1.3.5 Identify Input Purpose (Level AA – WCAG 2.1)</u></b></p> <p>The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> </ul>	Supports	<p>The product does not contain inputs that collect information about the user.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>		
<p><b><u>1.4.1 Use of Color (Level A)</u></b></p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Partially Supports	<p>Throughout most of the product, color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The Participants list contains icons that use color alone to indicate participant status.</li> <li>A few pages contain selectable elements that use shading alone to indicate they are selected.</li> </ul>
<p><b><u>1.4.2 Audio Control (Level A)</u></b></p> <p>If any audio on a Webpage plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Supports	<p>The product does not contain audio that plays automatically.</p>
<p><b><u>1.4.3 Contrast (Minimum) (Level AA)</u></b></p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> </ul>	Partially Supports	<p>The product meets or exceeds minimum contrast ratios on most components containing text or images of text. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>Several pages contain gray text presented on gray or white backgrounds, giving contrast ratios ranging from 2.37:1 to 3.54:1.</li> <li>A few pages contain green text presented on gray or white backgrounds, giving contrast ratios ranging from 2.36:1 to 2.51:1.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.</li> </ul>		
<p><b><u>1.4.4 Resize text (Level AA)</u></b></p> <p>Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	Does Not Support	<p>Throughout the product, when resizing text by up to 200%, text is no longer contained within its containers and overlaps with elements, causing it to be difficult to read. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>Content on most pages is cut off or disappears at 200% browser zoom at a viewport width of 1280 pixels.</li> </ul>
<p><b><u>1.4.5 Images of Text (Level AA)</u></b></p> <p>If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>Customizable: The image of text can be visually customized to the user's requirements;</li> <li>Essential: A particular presentation of text is essential to the information being conveyed (includes logotypes).</li> </ul>	Supports	<p>Text is used to convey information rather than images of text, except where a particular presentation of text is essential to the information being conveyed, such as in logotypes.</p>
<p><b><u>1.4.10 Reflow (Level AA – WCAG 2.1)</u></b></p> <p>Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>Vertical scrolling content at a width equivalent to 320 CSS pixels</li> <li>Horizontal scrolling content at a height equivalent to 256 CSS pixels</li> </ul>	Does Not Support	<p>Throughout the product, when the viewport is reduced to 320px wide, content can only be viewed by scrolling in two dimensions. Some content also overlaps other content and functionality is impeded. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>Content on most pages of the product is cut off or disappears at a viewport width of 320 pixels.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.11 Non-text Contrast (Level AA – WCAG 2.1)</u></b></p> <p>The visual presentation of non-text content has a contrast ratio of at least 3:1 against adjacent color(s).</p>	Partially Supports	<p>Most user interface components and meaningful graphics in the product have a contrast ratio of at least 3:1 against adjacent colors. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• A few pages contain checkboxes or radio buttons with gray borders against a white background, giving a contrast ratio of 1.32:1.</li> <li>• The Participants panel of the Mission Analysis page provides status icons presented in green, yellow, or gray against a white background, giving contrast ratios ranging from 1.46:1 to 1.66:1.</li> <li>• A few components provide gray focus indicators against a white background giving a contrast ratio of 1.1:1.</li> </ul>
<p><b><u>1.4.12 Text Spacing (Level AA – WCAG 2.1)</u></b></p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size</li> <li>• Spacing following paragraphs to at least 2 times the font size</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul>	Partially Supports	<p>Most content in the product responds as necessary when users override author specified text styles. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Some content in the Activity-panel of the Mission Analysis page is slightly cut off with custom text spacing applied.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.13 Content on Hover or Focus (Level AA – WCAG 2.1)</u></b></p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"><li>• Dismissible</li><li>• Hoverable</li><li>• Persistent</li></ul>	Supports	Content made visible via hover or focus is dismissible, hoverable, and persistent throughout the product.

## WCAG Principle 2: Operable

User interface components and navigation must be operable. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 5: WCAG Principle 2 Success Criteria - Operable

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1 Keyboard (Level A)</u></b></p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Does Not Support	<p>Some interactive elements are available using the keyboard. However, most interactive elements are not available through a keyboard interface. A rating of Does Not Support has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Many interactive controls may be keyboard operable but do not receive keyboard focus.</li> <li>• Many interactive controls receive keyboard focus but are not operable using a keyboard alone.</li> </ul>
<p><b><u>2.1.2 No Keyboard Trap (Level A)</u></b></p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	The product does not feature any content or controls that cause a keyboard trap.
<p><b><u>2.1.4 Character Key Shortcuts (Level A – WCAG 2.1)</u></b></p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p>	Supports	The product does not currently include any character key shortcuts implemented in content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"><li>• <b>Turn off:</b> A mechanism is available to turn the shortcut off</li><li>• <b>Remap:</b> A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.)</li><li>• <b>Active only on focus:</b> The keyboard shortcut for a user interface component is only active when that component has focus.</li></ul>		
<b><u>2.2.1 Timing Adjustable (Level A)</u></b>	Supports	The product does not currently contain content that requires time limits or timed interactions.
For each time limit that is set by the content, at least one of the following is true:		
<ul style="list-style-type: none"><li>• Turn off: The user is allowed to turn off the time limit before encountering it; or</li><li>• Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li><li>• Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li><li>• Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li><li>• Essential Exception: The time limit is essential and extending it would invalidate the activity; or</li><li>• 20 Hour Exception: The time limit is longer than 20 hours.</li></ul>		

Criteria	Conformance Level	Remarks and Explanations
<p><i>Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.</i></p>		
<b><u>2.2.2 Pause, Stop, Hide (Level A)</u></b>	Supports	The product does not include elements which move, blink, scroll, or auto-update.
<p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul>		
<b><u>2.3.1 Three Flashes or Below Threshold (Level A)</u></b>	Supports	The product does not contain flashing content.
<p>Webpages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>		
<b><u>2.4.1 Bypass Blocks (Level A)</u></b>	Supports	The product contains mechanisms that allows users to bypass blocks of content, such as skip nav links,
<p>A mechanism is available to bypass blocks of content that are repeated on multiple Webpages.</p>		

Criteria	Conformance Level	Remarks and Explanations
		and landmarks and headings which facilitate the bypass function.
<b><u>2.4.2 Page Titled (Level A)</u></b>  Webpages have titles that describe topic or purpose.	Supports	Page titles describe the high-level topic or purpose of the pages.
<b><u>2.4.3 Focus Order (Level A)</u></b>  If a Webpage can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Partially Supports	<p>Most components within the product receive focus in a meaningful order. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>• Multiple pages contain controls that update page content, but focus does not move to the new content.</li> <li>• Multiple pages launch modal dialogs that do not receive focus when they appear.</li> <li>• The user sub-menu in the Header bar presents an illogical focus order.</li> </ul>
<b><u>2.4.4 Link Purpose (In Context) (Level A)</u></b>  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, except where the purpose of the link would be ambiguous to users in general.	Supports	Links are understandable from the text alone or from the surrounding paragraph text.
<b><u>2.4.5 Multiple Ways (Level AA)</u></b>  More than one way is available to locate a Webpage within a set of Webpages except where the Webpage is the result of, or a step in, a process.	Supports	Multiple ways of locating content are provided, such as search and global navigation systems, except when the location is the result of, or a step in, a process.
<b><u>2.4.6 Headings and Labels (Level AA)</u></b>  Headings and labels describe topic or purpose.	Partially Supports	Most content headings and labels are descriptive and unique. A rating of Partially Supports has been given for the following reason(s):

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>Multiple pages contain buttons with insufficiently descriptive accessible names.</li> <li>The Mission Details page contains a few field labels that are not unique on the page and are not descriptive.</li> </ul>
<b><u>2.4.7 Focus Visible (Level AA)</u></b>  Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	<p>Most focusable elements in the product have a visible keyboard focus indicator. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The “Open Mission” control on a few pages does not have a visible focus indicator.</li> </ul>
<b><u>2.5.1 Pointer Gestures (Level A – WCAG 2.1)</u></b>  All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Supports	The product does not require multi-point or path-based pointer gestures for operation.
<b><u>2.5.2 Pointer Cancellation (Level A – WCAG 2.1)</u></b>  For functionality that can be operated using a single pointer, at least one of the following is true: <ul style="list-style-type: none"> <li><b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function</li> <li><b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion</li> <li><b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event</li> </ul>	Supports	The product contains only functionality that can be activated on the up event of a single pointer.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"><li>• <b>Essential:</b> Completing the function on the down-event is essential</li></ul>		
<p><b><u>2.5.3 Label in Name (Level A – WCAG 2.1)</u></b></p> <p>For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	Supports	For components in the product that have visible text labels, that text exists in the component's accessible name.
<p><b><u>2.5.4 Motion Actuation (Level A – WCAG 2.1)</u></b></p> <p>Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"><li>• Supported Interface: The motion is used to operate functionality through an accessibility supported interface</li><li>• Essential: The motion is essential for the function and doing so would invalidate the activity</li></ul>	Supports	The product does not contain any functionality that can be operated by device motion or user motion.

## WCAG Principle 3: Understandable

Information and the operation of user interface must be understandable. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 6: WCAG Principle 3 Success Criteria - Understandable

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.1.1 Language of Page (Level A)</u></b>	Supports	The language of each page in the product is programmatically determinable.
<b><u>3.1.2 Language of Parts (Level AA)</u></b>	Supports	Content in the product is only presented in one language at a time.
<b><u>3.2.1 On Focus (Level A)</u></b>	Supports	User interface components in the product do not initiate a change of context when they receive focus.
<b><u>3.2.2 On Input (Level A)</u></b>	Supports	Changes of context do not occur automatically on user input.
<b><u>3.2.3 Consistent Navigation (Level AA)</u></b>	Supports	When navigational mechanisms are repeated in the product, they occur in a consistent relative order and appearance.

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.4 Consistent Identification (Level AA)</u></b>  Components that have the same functionality within a set of Webpages are identified consistently.	Supports	Components with the same functionality throughout the product are identified consistently.
<b><u>3.3.1 Error Identification (Level A)</u></b>  If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	Where input errors are automatically detected in the product, items in error are identified and error messages are conveyed to assistive technologies or in text.
<b><u>3.3.2 Labels or Instructions (Level A)</u></b>  Labels or instructions are provided when content requires user input.	Supports	The product provides sufficient instructions for user input.
<b><u>3.3.3 Error Suggestion (Level AA)</u></b>  If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	The product provides suggestions to the user when input errors are automatically detected (except where this would jeopardize security).

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</u></b></p> <p>For Webpages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"><li>• Reversible: Submissions are reversible.</li><li>• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li><li>• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li></ul>	Supports	The product does not process legal commitments or financial transactions.

## WCAG Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies. Criteria also apply to Revised Section 508 standards for Support Documentation (602.3). Report contains Level A and AA only (Revised Section 508 does not apply to AAA).

Table 7: WCAG Principle 4 Success Criteria - Robust

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing (Level A)</b></p> <p>In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p> <p><i>Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</i></p>	Supports	<p>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 <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p> <p>This criterion is obsolete and removed for WCAG 2.2.</p>
<p><b>4.1.2 Name, Role, Value (Level A)</b></p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> <p><i>Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</i></p>	Partially Supports	<p>Most user interface components throughout the product convey their name, role, or value to assistive technology. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"> <li>The main navigation tabs in the header are without name, role, or state information.</li> <li>Multiple dialogs are without name and role information.</li> <li>Many pages contain controls, including buttons, checkboxes, radio buttons, and combo boxes that do not have name, role, and/or state information.</li> <li>Multiple pages contain fields that rely on placeholder text to provide an accessible name.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.3 Status Messages (Level AA – WCAG 2.1)</u></b></p> <p>In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	Partially Supports	<p>The majority of status messages, when provided in the product, are presented in a way that can be programmatically determined and do not require that they receive focus. A rating of Partially Supports has been given for the following reason(s):</p> <ul style="list-style-type: none"><li>• Multiple pages contain filter or search mechanisms but upon completion, screen readers are not notified of returned results.</li><li>• Multiple pages contain controls that change page content, but the changes are not announced to screen readers.</li></ul>

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria

Table 8: Revised Section 508 Chapter 3 - Functional Performance Criteria

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision</b>	Does Not Support	<p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li><b>Perceivable:</b> 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus</li> <li><b>Operable:</b> 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li><b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li><b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul> <p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>Interactive controls across the product do not consistently provide accessible names and/or accessible role and state information.</li> <li>Interactive controls across the product cannot be navigated to and/or accessed via keyboard or keyboard emulator.</li> <li>Page headings and lists do not provide proper programmatic markup to allow screen readers to navigate page contents effectively.</li> <li>Some pages have labels or present errors or have field constraints that are not programmatically associated with their corresponding field.</li> <li>Some pages contain controls that change page content and/or launch modal dialogs but do not move focus or inform screen readers of the change.</li> <li>Tabs and modal dialogs in many locations do not provide name, role, and/or state information.</li> <li>There are meaningful images without textual equivalents.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.2 With Limited Vision</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b>Perceivable:</b> 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus</li> <li>• <b>Operable:</b> 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Pages of the product do not allow for resizing of content, requiring the use of a large desktop monitor for adequate viewing.</li> <li>• Many interactive controls cannot be navigated to or operated using a keyboard alone, requiring the use of a mouse to activate.</li> <li>• Some pages contain image or icon buttons without accessible names or with insufficiently descriptive accessible names.</li> <li>• Some pages contain meaningful images without textual equivalents.</li> <li>• A few pages contain text that lacks required contrast against the adjacent colors.</li> <li>• Some pages contain elements that use color alone to indicate user status or selected state.</li> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus to the newly presented content or inform screen readers of the change.</li> <li>• Some pages present errors or have field constraints that are not programmatically associated with their corresponding field.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.3 Without Perception of Color</b></p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing</li> <li>• <b><u>Operable</u></b>: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name</li> <li>• <b><u>Understandable</u></b>: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Some pages contain elements that use color alone to indicate user status or selected state.</li> <li>• A few pages contain text that lacks required contrast against the adjacent colors.</li> </ul>
<p><b>302.4 Without Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control</li> <li>• <b><u>Understandable</u></b>: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.3.4 Error Prevention</li> </ul>	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<p><b>302.5 With Limited Hearing</b></p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b>Perceivable:</b> 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control</li> <li>• <b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.3.4 Error Prevention</li> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Supports	The product does not require the use of hearing.
<p><b>302.6 Without Speech</b></p> <p>Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Supports	The product does not require the use of speech.

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.7 With Limited Manipulation</b></p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b><u>Understandable</u></b>: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Interactive controls across the product cannot be navigated to and/or accessed via keyboard.</li> <li>• Interactive controls, modal dialogs, and navigation elements across the product do not consistently provide accessible names, or accessible role and state information, making them difficult or impossible to navigate to or activate via keyboard emulator.</li> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus to the newly presented content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.8 With Limited Reach and Strength</b> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Supports	The product contains functionality that is usable by people with limited reach and strength capabilities.
<p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.2 Captions (Prerecorded)</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b><u>Understandable</u></b>: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus to the newly presented content.</li> <li>• Interactive controls across the product cannot be navigated to and/or accessed via keyboard.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p>Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3  Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1  Use of Color, 1.4.2 Audio Control, 1.4.3 Contrast (Minimum),  1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11  Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on  Hover or Focus</p> <ul style="list-style-type: none"> <li>• <b>Operable:</b> 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4  Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2  Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold,  2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order,  2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6  Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer  Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name,  2.5.4 Motion Actuation</li> <li>• <b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of  Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent  Navigation, 3.2.4 Consistent Identification, 3.3.1 Error  Identification, 3.3.2 Labels or Instructions, 3.3.3 Error  Suggestion, 3.3.4 Error Prevention</li> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status  Messages</li> </ul>		<ul style="list-style-type: none"> <li>• Some interactive controls have insufficiently descriptive or non-unique accessible labels.</li> <li>• Some pages present errors or have field constraints that are not programmatically associated with their corresponding field.</li> <li>• One page contains an interactive element that does not provide a visible focus indicator.</li> </ul>

## Chapter 4: Hardware

ArcGIS Mission Manager is not impacted by Chapter 4: Hardware. This section has been removed from the report.

## Chapter 5: Software

ArcGIS Mission Manager is a web-only product, not platform software, and is not impacted by Chapter 5: Software. This section has been removed from the report.

## Chapter 6: Support Documentation and Services

The language included in this section is based on an internal evaluation of the ArcGIS Mission Manager support documentation and services.

Table 9: Revised Section 508 Chapter 6 - Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>602 Support Documentation</b>		
<b>602.2 Accessibility and Compatibility Features</b> Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	This product report is not impacted by Chapters 4 and 5.
<b>602.3 Electronic Support Documentation</b> Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Partially Supports	Web-based electronic support documentation is available for this product.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Web-based electronic support documentation is available for this product.

Criteria	Conformance Level	Remarks and Explanations
<b>603 Support Services</b>		

Criteria	Conformance Level	Remarks and Explanations
<b>603.2 Information on Accessibility and Compatibility Features</b>  ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	This product report is not impacted by Chapters 4 and 5 (as described in 602.2).
<b>603.3 Accommodation of Communication Needs</b>  Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.

## EN 301 549 Report

### Chapter 4: Functional Performance Statements (FPS)

Table 10: EN 301 549 Chapter 4 - Functional Performance Statements

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.1 Usage Without Vision</b></p> <p>Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b>Perceivable:</b> 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus</li> <li>• <b>Operable:</b> 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> </ul>	Does Not Support	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Interactive controls across the product do not consistently provide accessible names and/or accessible role and state information.</li> <li>• Interactive controls across the product cannot be navigated to and/or accessed via keyboard or keyboard emulator.</li> <li>• Page headings and lists do not provide proper programmatic markup to allow screen readers to navigate page contents effectively.</li> <li>• Some pages have labels or present errors or have field constraints that are not programmatically associated with their corresponding field.</li> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus or inform screen readers of the change.</li> <li>• Tabs and modal dialogs in many locations do not provide name, role, and/or state information.</li> <li>• There are meaningful images without textual equivalents.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<b>4.2.2 Usage With Limited Vision</b>	Does Not Support	<p>Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b>Perceivable:</b> 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus</li> <li>• <b>Operable:</b> 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b>Understandable:</b> 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.3 Usage Without Perception of Color</b></p> <p>Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of color. This is essential for users with limited color perception and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.3.3 Sensory Characteristics, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing</li> <li>• <b><u>Operable</u></b>: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.3 Label in Name</li> <li>• <b><u>Understandable</u></b>: 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Some pages contain elements that use color alone to indicate user status or selected state.</li> <li>• A few pages contain text that lacks required contrast against the adjacent colors.</li> </ul>
<p><b>4.2.4 Usage Without Hearing</b></p> <p>Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control</li> </ul>	Supports	The product does not require the use of hearing.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• <b><u>Understandable</u></b>: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<b>4.2.5 Usage With Limited Hearing</b>	Supports	The product does not require the use of hearing.
<p>Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory Characteristics, 1.4.2 Audio Control</li> <li>• <b><u>Understandable</u></b>: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<b>4.2.6 Usage With No or Limited Vocal Capacity</b>	Supports	The product does not require the use of speech.
<p>Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential for users with no or limited vocal capability and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.7 Usage With Limited Manipulation or Strength</b>  Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b><u>Understandable</u></b>: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Interactive controls across the product cannot be navigated to and/or accessed via keyboard.</li> <li>• Interactive controls, modal dialogs, and navigation elements across the product do not consistently provide accessible names, or accessible role and state information, making them difficult or impossible to navigate to or activate via keyboard emulator.</li> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus to the newly presented content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.2.8 Usage With Limited Reach</b></p> <p>Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.</p>	Supports	The product contains functionality that is usable by people with limited reach and strength capabilities.
<p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b><u>Understandable</u></b>: 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<p><b>4.2.9 Minimize Photosensitive Seizure Triggers</b></p> <p>Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.3 Sensory</li> </ul>	Supports	The product does not contain photosensitive seizure triggers or flashing content.

Criteria	Conformance Level	Remarks and Explanations
<p>Characteristics,, 1.4.1 Use of Color, 1.4.3 Contrast (Minimum), 1.4.5 Images of Text, 1.4.11 Non-text Contrast, 1.4.13 Content on Hover or Focus</p> <ul style="list-style-type: none"> <li>• <b><u>Operable</u></b>: 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<p><b>4.2.10 Usage With Limited Cognition, Language, or Learning</b></p> <p>The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.2 Captions (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.4 Captions (Live), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.2 Audio Control, 1.4.3 Contrast (Minimum), 1.4.4 Resize Text, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.11 Non-text Contrast, 1.4.12 Text Spacing, 1.4.13 Content on Hover or Focus</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.3.1 Three Flashes or Below Threshold, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.4.7 Focus Visible, 2.5.1 Pointer</li> </ul>	Partially Supports	<p>A rating of Partially Supports has been given due to the following related WCAG criteria:</p> <ul style="list-style-type: none"> <li>• Some pages contain controls that change page content and/or launch modal dialogs but do not move focus to the newly presented content.</li> <li>• Interactive controls across the product cannot be navigated to and/or accessed via keyboard.</li> <li>• Some interactive controls have insufficiently descriptive or non-unique accessible labels.</li> <li>• Some pages present errors or have field constraints that are not programmatically associated with their corresponding field.</li> <li>• One page contains an interactive element that does not provide a visible focus indicator.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p>Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</p> <ul style="list-style-type: none"> <li>• <b><u>Understandable</u></b>: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</li> <li>• <b><u>Robust</u></b>: 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li> </ul>		
<p><b>4.2.11 Privacy</b></p> <p>Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.</p> <p>Related WCAG success criteria:</p> <ul style="list-style-type: none"> <li>• <b><u>Perceivable</u></b>: 1.1.1 Non-text Content, 1.2.1 Audio-only and Video-only (Prerecorded), 1.2.3 Audio Description or Media Alternative (Prerecorded), 1.2.5 Audio Description (Prerecorded), 1.3.1 Info and Relationships, 1.3.2 Meaningful Sequence, 1.3.3 Sensory Characteristics, 1.3.5 Identify Input Purpose, 1.4.1 Use of Color, 1.4.5 Images of Text, 1.4.10 Reflow, 1.4.13 Content on Hover or Focus</li> <li>• <b><u>Operable</u></b>: 2.1.1 Keyboard, 2.1.2 No Keyboard Trap, 2.1.4 Character Key Shortcuts, 2.2.1 Timing Adjustable, 2.2.2 Pause, Stop, Hide, 2.4.1 Bypass Blocks, 2.4.2 Page Titled, 2.4.3 Focus Order, 2.4.4 Link Purpose (In Context), 2.4.5 Multiple Ways, 2.4.6 Headings and Labels, 2.5.1 Pointer Gestures, 2.5.2 Pointer Cancellation, 2.5.3 Label in Name, 2.5.4 Motion Actuation</li> <li>• <b><u>Understandable</u></b>: 3.1.1 Language of Page, 3.1.2 Language of Parts, 3.2.1 On Focus, 3.2.2 On Input, 3.2.3 Consistent Navigation, 3.2.4 Consistent Identification, 3.3.1 Error</li> </ul>	Supports	The product does not cause legal commitments or financial transactions for the user to occur, does not modify or delete user-controllable data in data storage systems, and does not submit user test responses. No spoken version of characters being mashed is available. Use of headphones is not restricted in any way.

Criteria	Conformance Level	Remarks and Explanations
<p>Identification, 3.3.2 Labels or Instructions, 3.3.3 Error Suggestion, 3.3.4 Error Prevention</p> <ul style="list-style-type: none"><li>• <b>Robust:</b> 4.1.1 Parsing, 4.1.2 Name, Role, Value, 4.1.3 Status Messages</li></ul>		

## Chapter 5: Generic Requirements

ArcGIS Mission Manager is not impacted by Chapter 5: Generic Requirements. This section has been removed from the report.

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## Chapter 6: ICT with Two-Way Voice Communication

ArcGIS Mission Manager is not impacted by Chapter 6: ICT with Two-Way Voice Communication. This section has been removed from the report.

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## Chapter 7: ICT with Video Capabilities

ArcGIS Mission Manager is not impacted by Chapter 7: ICT with Video Capabilities. This section has been removed from the report.

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## Chapter 8: Hardware

ArcGIS Mission Manager is not impacted by Chapter 8: Hardware. This section has been removed from the report.

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## Chapter 9: Web (see WCAG section)

This section has been removed from the report.

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## Chapter 10: Non-Web Documents

ArcGIS Mission Manager is not impacted by Chapter 10: Non-Web Documents. This section has been removed from the report.

## Chapter 11: Software

ArcGIS Mission Manager is a web-only product, not platform software, and is not impacted by Chapter 11: Software. This section has been removed from the report.

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## Chapter 12: Documentation and Support Services

The language included in this section is based on an internal evaluation of the ArcGIS Mission Manager support documentation and services.

Table 11: EN 301 549 Chapter 12 - Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product Documentation</b>		
<b>12.1.1 Accessibility and Compatibility Features</b>	Partially Supports	Web-based electronic support documentation is available for this product.
Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.		
<b>12.1.2 Accessible Documentation</b>	Supports	Web-based electronic support documentation is available for this product.
Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: web or non-web.		
<b>12.2 Support Services</b>		
<b>12.2.2 Information on Accessibility and Compatibility Features</b>	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.		
<b>12.2.3 Effective Communication</b>	Supports	Technical support is available directly to the user for this product, and Esri Accessibility contact information is provided in this report.
ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.		

Criteria	Conformance Level	Remarks and Explanations
<b>12.2.4 Accessible Documentation</b>  Documentation provided by support services shall be made available in at least one of the following electronic formats: web or non-web.	Supports	Web-based electronic support documentation is available for this product.