



CONFORMANCE AND ACCESSIBILITY REPORT

Etrieve Central End User



Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.4Rev

Voluntary Product Accessibility Template® (VPAT®).....	1
International Edition	1
About This Document	3
Table Information for VPAT® Readers	5
Softdocs SC, LLC Accessibility Conformance Report	6
International Edition	6
Evaluation Methods Used:.....	6
Applicable Standards/Guidelines.....	6
Standard/Guideline.....	6
Included In Report.....	6
Terms	7
WCAG 2.x Report	7
Table 1: Success Criteria, Level A.....	9
Table 2: Success Criteria, Level AA.....	22
Table 3: Success Criteria, Level AAA	30
Revised Section 508 Report	34
Chapter 3: Functional Performance Criteria (FPC).....	34
Chapter 4: Hardware.....	35
Chapter 5: Software	35
Chapter 6: Support Documentation and Services	35
EN 301 549 Report	37
Chapter 4: Functional Performance Statements (FPS)	37
Chapter 5: Generic Requirements	38
Chapter 6: ICT with Two-Way Voice Communication.....	38
Chapter 7: ICT with Video Capabilities.....	38
Chapter 8: Hardware.....	38

Chapter 9: Web (*see WCAG 2.x section*) 38
Chapter 10: Non-Web Documents..... 39
Chapter 11: Software 39
Chapter 12: Documentation and Support Services 39
Chapter 13: ICT Providing Relay or Emergency Service Access 39
Legal Disclaimer (Softdocs SC, LLC) 40
Revision History 41

About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
- [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 \(2019-11\)](#)
- [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 \(2021-03\)](#)

Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

If you do not need to report on all these standards/guidelines, use the appropriate standard-specific VPAT edition found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as

“Information and Communication Technology” (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

Table Information for VPAT® Readers

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Softdocs SC, LLC Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Etrieve Central End User

Report Date: 03/31/2023

Product Description: Etrieve forms and flow is an electronic solution that allows students and employees to review, approve, deny, comment, and re-route forms as needed.

Contact Information: Terri McKinney, Director of Compliance and Operations – tmckinney@softdocs.com

Notes:

Evaluation Methods Used:

[Accessibility Insights](#) Assessment tool.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Etrieve Administrators have the ability to create Electronic Forms inside of the Etrieve Central Administration section of the application. These forms are then displayed in the Etrieve Central End User experience. Administrators are guided through some basic recommendations to keep these Electronic Forms Level A compliant, but ultimately it is up to the Administrator to make sure that the Electronic Forms conform with these requirements. This success criteria below is presented based off of the Etrieve Central End User experience which is controllable by Softdocs.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All elements have alt-text functionality and can be read by screen readers appropriately.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	Not Applicable	Etrieve Central End User does not contain any pre-recorded audio or pre-recorded video elements/content.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Etrieve Central End User does not contain any pre-recorded audio elements/content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not Applicable	Etrieve Central End User does not contain any pre-recorded video elements/content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Elements and landmarks are used correctly to label and provide appropriate relationships.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no specific sequence that is required for users to navigate elements on Etrieve Central End User, but all of the main sections of a page are ordered in a meaningful way.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p>	Not Applicable	There are no instructions or elements that require sensory characteristics as the only means of identifying

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		elements.
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Color is not used as the only visual way to communicate information or prompting a response.
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) 	Not Applicable	There are no audio queues in Etrieve Central End User.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Etrieve Central End User supports keyboard accessibility for all user interactions.
<p>2.1.2 No Keyboard Trap (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) 	Supports	Etrieve Central End User supports a user's ability to move/leave focus of content by keyboard.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Etrieve Central End User supports keyboard shortcuts that includes the non-printable keyboard character “Alt”.
<p>2.2.1 Timing Adjustable (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The only timing adjustable in the Etrieve Central End User experience is a security timeout. A warning is displayed with simple user interaction when the timeout is 2 minutes out.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All notification pop ups are able to be paused by focusing on the pop up by user interaction with the mouse or keyboard.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no flashing content in the Etrieve Central End User experience.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	There are multiple keyboard shortcuts, landmarks, and other methods that can be used to skip and move throughout the page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Etrieve Central End User pages are all titled appropriately.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) 	Supports	Etrieve Central End User has very limited requirements where navigation affects meaning but all focus order and sequential navigation is placed in a standard way to preserve meaning and operability.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All links in Etrieve Central End User have appropriate verbiage so the user can determine the purpose of each link via the text.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Not Applicable	Multipoint or path-based gestures are not used.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Pointer functionality does not contain down-events.
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Etrieve Central End User interface components with labels contain the text that is presented visually or another means to communicate the text to the user.
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 	Not Applicable	Etrieve Central End User does not contain device or user motion functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The default language of each page is available based on the user’s assigned language in their browser.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	The context of content does not change when focused on by a user.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The Etrieve Central End User does not trigger any unexpected change of context based on a component's setting.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The Etrieve Central end user receives the appropriate error status on elements.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p>	Supports	All native widgets and components have an appropriate label and/or instructions that identify the expected

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		input.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Assistive technologies should be able to interpret and parse content correctly.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) 	Supports	All elements and components in the Etrieve Central End User have appropriate names, roles, and labels that are appropriate.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	No time-based media is present in the Etrieve Central End User.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p>	Not Applicable	No time-based media is present in the Etrieve Central

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		End User.
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Etrieve Central End User does not restrict content to a single orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) 	Supports	Etrieve Central End User does not impede a browser's ability to autofill and read the form elements attributes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Etrieve Central End User conforms to the 4.5:1 contrast ratio for all text and images of text.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Support	Etrieve Central End User allows for the resizing up to 200%.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Any image of text documents added by the end user can be downloaded and a third party tool to read the document can be used.
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	Etrieve Central End User supports reflow up to 400% zoom at 1280 CSS pixels.
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 	Supports	Etrieve Central End User supports a minimum contrast ratio of 3:1 against all adjacent colors.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Etrieve Central End User supports text spacing up to 1.5 times the font size for line height and 2 times the font size for spacing.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Etrieve Central End User provides support for dismissible and persistent hover/focus content.
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria	Supports	Etrieve Central End User provides multiple ways to perform functions throughout the application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Etrieve Central End User headings and labels describe topic or purpose.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) 	Supports	Etrieve Central End User supports focus visible on all elements in the application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Default human language can be programmatically determined on all pages of Etrieve Central End User.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) 	Supports	Etrieve Central End User supports consistent navigation throughout the application with navigation bars and menus.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	All functional components that are duplicated throughout the Etrieve Central End User have consistent identification.
<p>3.3.3 Error Suggestion (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Error suggestions and error statuses are provided to users throughout Etrieve Central End User.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Etrieve Central End User provides forms and input elements in a single page environment. The user can confirm the entire form before submitting the form. The data is checked for input error and validation if it is provided by the Etrieve Administrators building the forms.
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	All status and error messages are announced by the screen reader automatically.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.6 Sign Language (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.2.7 Extended Audio Description (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.2.8 Media Alternative (Prerecorded)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.2.9 Audio-only (Live)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.3.6 Identify Purpose</u> (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.6 Contrast (Enhanced)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.7 Low or No Background Audio</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.8 Visual Presentation</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>1.4.9 Images of Text (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
<u>2.2.3 No Timing</u> (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
2.2.4 Interruptions (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.2.5 Re-authenticating (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.2.6 Timeouts (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.3.3 Animation from Interactions (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.4.8 Location (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.5.5 Target Size (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only) EN 301 549 Criteria – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web:	Web:

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<p>Etrieve Central End User is keyboard operable except for a tooltip on package names.</p> <p>The application provides name, role, state and value information to assistive technology for components.</p>
302.2 With Limited Vision	Supports	<p>Etrieve Central End User is keyboard operable except for a tooltip on package names.</p> <p>The application provides name, role, state and value information to assistive technology for components.</p> <p>All contrast ratios meet AA compliance levels.</p>
302.3 Without Perception of Color	Supports	Etrieve Central End User does not use color as a sole means of conveying information.
302.4 Without Hearing	Supports	Etrieve Central End User does not require user hearing.
302.5 With Limited Hearing	Supports	Etrieve Central End User does not require

Criteria	Conformance Level	Remarks and Explanations
		user hearing.
302.6 Without Speech	Supports	Etrieve Central End User does not require user speech.
302.7 With Limited Manipulation	Supports	Etrieve Central End User is keyboard operable.
302.8 With Limited Reach and Strength	Supports	Etrieve Central End User is keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Etrieve Central End User is not hardware and therefore this section is not applicable to the product.

Chapter 5: [Software](#)

Notes: Etrieve Central End User is web-based and therefore this section is not applicable to the product.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	All Etrieve Central End User documentation is in an electronic format and can be converted to any other format by the user.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All Etrieve Central End User documentation is in an electronic format and can be converted to any other format

Criteria	Conformance Level	Remarks and Explanations
		by the user.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Etrieve Central End User provides documentation on accessibility and compatibility features as well as a means for the user to ask questions regarding such features.
603.3 Accommodation of Communication Needs	Supports	Etrieve Central End User provides a means for the user to ask questions regarding accommodation requests.

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	Etrieve Central End User supports keyboard accessibility for all user interactions. Etrieve Central provides name, role, state and value information to assistive technology.
4.2.2 Usage with limited vision	Supports	Etrieve Central End User supports keyboard accessibility for all user interactions. Etrieve Central provides name, role, state and value information to assistive technology. Etrieve Central can be used by users with low visual acuity when combined with screen magnification assistive technology.
4.2.3 Usage without perception of colour	Supports	Color is not used as the sole means of conveying information on some screens.
4.2.4 Usage without hearing	Supports	Does not require user hearing.
4.2.5 Usage with limited hearing	Supports	Does not require user hearing.
4.2.6 Usage with no or limited vocal capability	Supports	Does not require user speech.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports	Etrieve Central End User supports keyboard accessibility for all user interactions.
4.2.8 Usage with limited reach	Supports	Etrieve Central End User supports keyboard accessibility for all user interactions.
4.2.9 Minimize photosensitive seizure triggers	Supports	Flashing or blinking does not occur.
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	Privacy can be maintained while using this application.

Chapter 5: [Generic Requirements](#)

Notes: This product does not have closed functionality and is not hardware.

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

Notes: Not an ICT product with two-way voice communication.

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

Notes: Not an ICT product with video capabilities.

Chapter 8: [Hardware](#)

Notes: This product is not hardware and therefore this section is not applicable to the product.

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

Notes: The content of this section is contained in the WCAG 2.x section above.

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

Notes: Application is web based.

Chapter [11: Software](#)

Notes: The application is a web application.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	The documentation is in electronic format and can be converted to other formats.
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	Supports	Etrieve Central End User provides documentation on accessibility and compatibility features as well as a means for the user to ask questions regarding such features.
12.2.3 Effective communication	Supports	Support services accommodate end users with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: Not an ICT product that provides relay or emergency service access.

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Revision History

Rev #:	Changes	Author	Date
1.0	Initial publication.	Jason Pfaehler	03/2023
1.1	Updated chapter 2.1.1 in Level A from “partially supports” to “supports”.	Jason Pfaehler	04/2023
1.2	Updated publication to include WCAG 2.0, 2.1, EN301 3.1.1, EN301 3.2.1, and Section 508	Jason Pfaehler	04/2023