Wondershare PDFelement Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: PDFelement for Windows, Version 12.1.9

Report Date: January 30, 2026

Product Description: Wondershare PDFelement for Windows is a powerful yet easy-to-use PDF editor solution to create, edit, protect, and sign PDFs on desktop with Windows operating system.

Contact Information: support@wondershare.com or https://support.wondershare.com/

Notes:

The scope of this document includes:

- the user interface in English of PDFelement for Windows;
- PDFelement for Windows electronic documentations in PDF format, including user guideline (version 12.1) and accessibility statement for Windows (version 1.0).

The scope of this document does not include the user interface of Support center, Account, Template, or any third-party content that users access through the software.

Evaluation Methods Used: Wondershare PDFelement uses established industry standards, including the Web Content Accessibility Guidelines, Section 508, and EN 301 549, to guide product evaluation during development and throughout the product lifecycle. Wondershare's accessibility evaluation is conducted by a combination of automated, manual and functional testing. Assistive technologies used include: NVDA and Windows Narrator with the Edge browser and platform assistive technologies for magnification, high contrast, and dark mode.

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.

- **Partially Supports**: Some functionality of the product does not meet the criterion.

- **Does Not Support**: The majority of product functionality does not meet the criterion.

- **Not Applicable**: The criterion is not relevant to the product.

- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Partially Supports Closed: Not Applicable Authoring Tool: Partially Supports	Software: The software provides sufficient text alternatives for most instances of non-text content. Except: Some informative images on the pages of "Edit". Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Same as the software.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Electronic Docs: Does not contain prerecorded audio-only or video-only media. Software: Does not contain prerecorded audio-only or video-only media. Authoring Tool: Does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to:	Not Applicable	Electronic Docs: Does not contain prerecorded audio-only or video-only media.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: Does not contain prerecorded audio-only or video-only media. Authoring Tool: Does not contain prerecorded audio-only or video-only media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Electronic Docs: Does not contain prerecorded audio-only or video-only media. Software: Does not contain prerecorded audio-only or video-only media. Authoring Tool: Does not contain prerecorded audio-only or video-only media.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 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)	Electronic Docs: Supports Software: Partially Supports Closed: Not Applicable Authoring Tool: Partially Supports	Software: Most visual structure and relationship information is provided. Except: The group label is not associated with its checkboxes or radio buttons on the pages of "Home" Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Same as the software

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.

Criteria	Conformance Level	Remarks and Explanations

1.4.1 Use of Color (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.1 (Web)
   ● 10.1.4.1 (Non-web document)
   ● 11.1.4.1 (Open Functionality Software)
   ● 11.1.4.1 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Electronic Docs: Supports
	Software: Partially Supports
	Closed: Not Applicable
	Authoring Tool: Partially Supports
		Software: Most functions of the software provide another way to convey information besides color.
		Except:
		Color is used as the only way to convey the information or status on the pages of "Edit".
		Closed: It's not a closed functionality as it supports screen reader.
		Authoring Tool: Same as the software

1.4.2 Audio Control (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.1.4.2 (Web)
   ● 10.1.4.2 (Non-web document)
   ● 11.1.4.2 (Open Functionality Software)
   ● 11.1.4.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Not Applicable	Electronic Docs: Does not contain audio that plays automatically.
		Software: Does not contain audio that plays automatically.
		Authoring Tool: Does not contain audio that plays automatically.

2.1.1 Keyboard (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.1.1 (Web)
   ● 10.2.1.1 (Non-web document)
   ● 11.2.1.1.1 (Open Functionality Software)
	Electronic Docs: Supports
	Software: Partially Supports
	Closed: See information in 5.1.3.1 through 5.1.3.16
	Authoring Tool: Partially Supports
		Software: Most functions of the software can be operated through a keyboard interface.
		Except:
		Some functions cannot be performed using only the keyboard. Such as "Home", "Edit", "Comment", "Convert", "Tool", "Organize", "File", "Format", "AI".

Criteria	Conformance Level	Remarks and Explanations
● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: Same as the software
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: See information in 5.1.3.1 through 5.1.3.16
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 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	Electronic Docs: Supports Software: Supports Closed: See information in 5.1.3.1 through 5.1.3.16 Authoring Tool: Supports	Closed: See information in 5.1.3.1 through 5.1.3.16
2.2.1 Timing Adjustable (Level A)	Not Applicable	Electronic Docs: Does not include time limits.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Software: Does not include time limits. Authoring Tool: Does not include time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	Electronic Docs: Does not include elements which move, blink, scroll, or auto-update. Software: Does not include elements which move, blink, scroll, or auto-update. Authoring Tool: Does not include elements which move, blink, scroll, or auto-update.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Electronic Docs: Does not contain flashing content. Software: Does not contain flashing content. Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Does not contain flashing content.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: Does not apply to electronic docs. Authoring Tool: Does not apply to software.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Partially Supports Closed: Not Applicable Authoring Tool: Partially Supports	Software: Most components receive focus in a meaningful order. Except: Wrong focus order occurs on the pages of "Edit", "Tool", "View", "File", "Format" and "AI". Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Same as the software
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Software: Closed: It's not a closed functionality as it supports screen reader. Authoring Tool:
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document)	Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable	Not rely on multipoint or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Authoring Tool: Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool:	Electronic Docs: PDF has no interaction function Software: Most of the pointer can be cancelled Except: some pointers in the pages of "Home" and "Convert" Closed: It's not a closed functionality as it supports keyboard input. Authoring Tool: Same as the software.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software)	Not Applicable	Electronic Docs: Does not have functionality operated by device motion or user motion. Software: Does not have functionality operated by device motion or user motion. Authoring Tool: Does not have functionality operated by device motion or user motion.

Criteria	Conformance Level	Remarks and Explanations
● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Supports	Electronic Docs: Does not have component Closed: It's not a closed functionality as it supports screen reader.

Criteria	Conformance Level	Remarks and Explanations

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.2.2 (Web)
   ● 10.3.2.2 (Non-web document)
   ● 11.3.2.2 (Open Functionality Software)
   ● 11.3.2.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Electronic Docs: Not Applicable
	Software: Supports
	Closed: Not Applicable
	Authoring Tool: Supports
		Electronic Docs: Does not have functionality of input
		Closed: It's not a closed functionality as it supports screen reader.

3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Only apply for web pages. Not Applicable for electronic Docs, software.

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.3.1 (Web)
   ● 10.3.3.1 (Non-web document)
   ● 11.3.3.1.1 (Open Functionality Software)
   ● 11.3.3.1.2 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Electronic Docs: Not Applicable
	Software: Partially Supports
	Closed: Not Applicable
	Authoring Tool: Partially Supports
		Electronic Docs: Does not have functionality of input.
		Software: Most input errors are identified and described to the users in text.
		Except: An error for a form input is not identified in the page of "View".
		Closed: It's not a closed functionality as it supports screen reader.
		Authoring Tool: Same as the software

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria	Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Does not have functionality of input. Closed: It's not a closed functionality as it supports screen reader.

Criteria	Conformance Level	Remarks and Explanations
• 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Supports	
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Only apply for web. Not Applicable for electronic Docs, software.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web)	Electronic Docs: Support Software: Partially Supports Authoring Tool: Partially Supports	Software: User interface components in most software functions provide programmatic name, role, state, or value information.

Criteria	Conformance Level	Remarks and Explanations
10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Except: Some custom components cannot be programmatically determined in the pages of "Home", "Edit", "Comment", "Convert", "Tool", "View", "File", "Format", and "AI." Authoring Tool: Same as the software

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	Electronic Docs: Does not contain live synchronized media. Software: Does not contain live synchronized media. Authoring Tool: Does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	Electronic Docs: Does not contain prerecorded video content that would require audio description.

Criteria	Conformance Level	Remarks and Explanations
9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Software: Does not contain prerecorded video content that would require audio description. Authoring Tool: Does not contain prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Supports	Electronic Docs: Not Applicable for docs. Closed: It's not closed functionality as it follows the accessibility features of platform.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Supports	Electronic Docs: Does not have functionality of input. Closed: It's not a closed functionality as it supports screen reader.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not closed functionality as it follows the accessibility features of platform.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software)	Electronic Docs: Supports Software: Supports Authoring Tool: Supports	

Criteria	Conformance Level	Remarks and Explanations
11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not closed functionality as it follows the accessibility features of platform.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Partially Supports Closed: Not Applicable Authoring Tool: Partially Supports	Software: Most informative non-text content elements have sufficient contrast. Except: The contrast is not sufficient as some design consideration in the pages of "Edit", and "AI". Closed: It's not closed functionality as it follows the accessibility features of platform. Authoring Tool: Same as the software
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: The doc is not implemented using markup languages. Software: The software is not implemented using markup languages.

Criteria	Conformance Level	Remarks and Explanations
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	Authoring Tool: Not Applicable	Authoring Tool: The tool is not implemented using markup languages.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: Not Applicable Authoring Tool: Not Applicable
2.4.6 Headings and Labels (Level AA) Also applies to:	Electronic Docs: Supports Software: Partially Supports	Software: Most headings and labels are provided. Except for 2 headings in the pages of "Tool".

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Closed: Not Applicable Authoring Tool: Partially Supports	Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Same as the software
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Closed: Not Applicable Authoring Tool: Supports	Closed: It's not a closed functionality as it supports screen reader.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Partially Supports	Software: The most of the target size is sufficient. Except: Some components in the pages of "AI".

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

3.1.2 Language of Parts (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.3.1.2 (Web)
    ● 10.3.1.2 (Non-web document)
    ● 11.3.1.2 (Open Functionality Software) – Does not apply
    ● 11.3.1.2 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Electronic Docs: Supports
	Software: Supports
	Authoring Tool: Supports	

3.2.3 Consistent Navigation (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.3 (Web)
    ● 10.3.2.3 (Non-web document) – Does not apply
    ● 11.3.2.3 (Open Functionality Software) – Does not apply
    ● 11.3.2.3 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Electronic Docs: Not Applicable
		Authoring Tool: Not Applicable

3.2.4 Consistent Identification (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.3.2.4 (Web)
    ● 10.3.2.4 (Non-web document) – Does not apply
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Electronic Docs: Not Applicable
		Authoring Tool: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Does not support Closed: Not Applicable Authoring Tool: Does not support	Electronic Docs: Does not have functionality of input. Software: The software does not provide the function of error suggestion. Closed: It's not a closed functionality as it supports screen reader. Authoring Tool: Same as the software.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Not Applicable	Does not process legal commitments or financial transactions and does not modify user-controllable data.

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Authoring Tool: Partially Supports	Electronic Docs: No changes in content Authoring Tool: In most cases, status messages can be programmatically determined and presented by assistive technologies without receiving focus. Except: The status notification cannot be programmatically determined in the pages of "Tool", "File", and "AI".

Table 3: Success Criteria, Level AAA

Notes: Not Evaluated.

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Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The software's features mostly allow people without vision to use screen readers to interact with user interface elements. Except: 1.1.1 Non-Text Content 1.3.1 Info and Relationships 1.3.2 Meaningful Sequence 1.4.1 Use of Color 2.1.1 Keyboard 2.1.2 No keyboard trap 2.4.3 Focus Order 2.4.6 Headings and Labels 3.2.1 On Focus 3.3.1 Error Identification 4.1.2 Name, Role, Value
302.2 With Limited Vision	Partially Supports	The software's features mostly allow people with vision loss to interact with user interface elements. Except: 1.1.1 Non-Text Content 1.4.1 Use of Color 1.4.11 Non-text contrast 2.1.2 No keyboard trap 2.4.6 Headings and Labels

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	The software's features allow users without perception of color to interact with user interface elements. Except: 1.4.1 Use of Color
302.4 Without Hearing	Supports	The software is usable by people without hearing.
302.5 With Limited Hearing	Supports	The software is usable by people with limited hearing.
302.6 Without Speech	Supports	The software is usable by people without speech.
302.7 With Limited Manipulation	Partially Supports	The software features mostly allow people with limited manipulation to interact with user interface elements. Except: 2.1.1 Keyboard 2.1.2 No keyboard trap 2.4.3 Focus order
302.8 With Limited Reach and Strength	Supports	The software's features allow people with limited reach or strength to interact with the user interface.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The software's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface. Except: 2.4.3 Focus order 3.2.1 On focus

Chapter 4: Hardware

Notes: Not Applicable.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.2 section	See information in WCAG 2.2 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	In most cases, object information can be programmatically determined by assistive technologies. Except: some custom components in the pages of "Home", "Edit", "Comment", "Convert", "Tool", "Organize", "File", "Format", "AI".
502.3.2 Modification of Object Information	Supports	The software allows assistive technology to modify the states and properties of the controls.
502.3.3 Row, Column, and Headers	Supports	The software allows assistive technology to programmatically determine the properties of the tables.
502.3.4 Values	Supports	The software allows assistive technology to programmatically determine the values of user interface elements.
502.3.5 Modification of Values	Supports	The software allows assistive technology to modify the values of user interface elements
502.3.6 Label Relationships	Partially Supports	Most visual structure and relationship information is provided. Except: The group label is not associated with its checkboxes or radio buttons on the pages of "Home"

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Partially Supports	The software exposes most of the hierarchical parent-child relationships to assistive technology.
502.3.8 Text	Supports	The software's text objects, text attributes, and on-screen text boundaries are exposed to assistive technology.
502.3.9 Modification of Text	Supports	The software allows assistive technology to modify the text.
502.3.10 List of Actions	Supports	The controls in the software expose programmatic role information and actions which can be taken on objects to assistive technology.
502.3.11 Actions on Objects	Does Not Support	
502.3.12 Focus Cursor	Partially Supports	The software exposes focus location, text insertion point, and object selection state for most user interface components.
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Not Applicable	The product is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Permit part of user preferences from platform settings
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not contain video with synchronized audio that requires captions, and it provides user controls for captions.
503.4.2 Audio Description Controls	Not Applicable	The product does not contain pre-recorded video content that would require audio description.

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.2 section	See information in WCAG 2.2 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	Accessibility information is not preserved upon converting PDF to other formats.
504.2.2 PDF Export	Does Not Support	Accessibility information is not preserved when exporting PDF
504.3 Prompts	Does Not Support	The product does not provide functionality for authors to run reports to identify accessibility issues.
504.4 Templates	Does Not Support	Does not provide accessible template

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See WCAG 2.2 section	See information in WCAG 2.2 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	The product does not provide Non-Electronic Support Documentation
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Support	
603.3 Accommodation of Communication Needs	Support	

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Notes:

Clause [4: Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The software's features mostly allow people without vision to use screen readers to interact with user interface elements. Except: 5.4 Preservation of accessibility information during conversion 11.1.1.1 Non-Text Content 11.1.3.1 Info and Relationships 11.1.3.2 Meaningful Sequence 11.1.4.1 Use of Color 11.2.1.1 Keyboard 11.2.1.2 No keyboard trap 11.2.4.3 Focus Order 11.2.4.6 Headings and Labels 11.2.4.7 Focus visible 11.3.2.1 On Focus 11.3.3.1 Error Identification 11.3.3.2 Labels or instructions 11.4.1.2 Name, Role, Value 11.4.1.3 Status messages 11.5.2.3 Use of accessibility services 11.5.2.5 Object information 11.5.2.8 Label relationships 115.2.9 Parent-child relationships 11.5.2.12 Execution of available actions

		11.5.2.13 Tracking of focus and selection attributes 11.5.2.14 Modification of focus and selection attributes 11.8.1 Content technology 11.8.2 Accessible content creation 11.8.3 Preservation of accessibility information in transformations
4.2.2 Usage with limited vision	Partially Supports	The software's features mostly allow people with vision loss to interact with user interface elements. Except: 11.1.1.1 Non-Text Content 11.1.4.1 Use of Color 11.1.4.11 Non-text contrast 11.2.1.2 No keyboard trap 11.2.4.6 Headings and Labels 11.2.4.7 Focus visible 11.3.3.2 Labels or instructions 11.4.1.3 Status messages 11.5.2.3 Use of accessibility services 11.5.2.9 Parent-child relationships 11.5.2.12 Execution of available actions 11.5.2.13 Tracking of focus and selection attributes 11.5.2.14 Modification of focus and selection attributes 11.7 User preferences 11.8.1 Content technology 11.8.2 Accessible content creation 11.8.3 Preservation of accessibility information in transformations 11.8.4 Repair assistance 11.8.5 Templates

4.2.3 Usage without perception of colour	Partially Supports	The software's features allow users without perception of color to interact with user interface elements. Except: 11.1.4.1 Use of Color 11.1.4.11 Non-text contrast 11.7 User preferences 11.8.2 Accessible content creation 11.8.3 Preservation of accessibility information in transformations 11.8.4 Repair assistance 11.8.5 Templates
4.2.4 Usage without hearing	Supports	The software is usable by people without hearing.
4.2.5 Usage with limited hearing	Supports	The software is usable by people with limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	The software is usable by people without speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The software features mostly allow people with limited manipulation to interact with user interface elements. Except: 11.2.1.1 Keyboard 11.2.1.2 No keyboard trap 11.2.4.3 Focus order 11.2.4.7 Focus visible 11.2.5.2 Pointer cancellation 11.4.1.3 Status messages 11.5.2.8 Label relationships 11.5.2.13 Tracking of focus and selection attributes 11.5.2.14 Modification of focus and selection attributes 11.8.1 Content technology 11.8.2 Accessible content creation

		11.8.3 Preservation of accessibility information in transformations 11.8.4 Repair assistance 11.8.5 Templates
4.2.8 Usage with limited reach	Supports	The software's features allow people with limited reach or strength to interact with the user interface.
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition, language or learning	Partially Supports	The software's features mostly allow people with limited language, cognition, and learning abilities to interact with the user interface. Except: 11.2.4.3 Focus order 11.2.4.7 Focus visible 11.2.5.2 Pointer cancellation 11.3.2.1 On focus 11.4.1.3 Status messages 11.8.1 Content technology 11.8.2 Accessible content creation 11.8.3 Preservation of accessibility information in transformations
4.2.11 Privacy	Supports	

Clause 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.1.3.1 Audio output of visual information	Not Applicable	The product does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The product does not have closed functionality.
5.1.3.3 Auditory output correlation	Not Applicable	The product does not have closed functionality.
5.1.3.4 Speech output user control	Not Applicable	The product does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not Applicable	The product does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not Applicable	The product does not have closed functionality.
5.1.3.7 Speech output for video information	Not Applicable	The product does not have closed functionality.
5.1.3.8 Masked entry	Not Applicable	The product does not have closed functionality.
5.1.3.9 Private access to personal data	Not Applicable	The product does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not Applicable	The product does not have closed functionality.
5.1.3.11 Private listening volume	Not Applicable	The product does not have closed functionality.
5.1.3.12 Speaker volume	Not Applicable	The product does not have closed functionality.
5.1.3.13 Volume reset	Not Applicable	The product does not have closed functionality.
5.1.3.14 Spoken languages	Not Applicable	The product does not have closed functionality.
5.1.3.15 Non-visual error identification	Not Applicable	The product does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The product does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.4 Functionality closed to text enlargement	Not Applicable	The product does not have closed functionality.
5.1.5 Visual output for auditory information	Not Applicable	The product does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	The product does not have closed functionality.
5.1.7 Access without speech	Not Applicable	The product does not have closed functionality.
5.2 Activation of accessibility features	Supports	
5.3 Biometrics	Not Applicable	Biometrics is not included in the product.
5.4 Preservation of accessibility information during conversion	Does Not Support	Accessibility information is not preserved upon converting PDF to other formats.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Not require grasping, pinching, or twisting of the wrist to operate.
5.5.2 Operable parts discernibility	Supports	Has only non-mechanical operable parts, such as on-screen buttons.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	No tactile or auditory status
5.6.2 Visual status	Supports	
5.7 Key repeat	Not Applicable	No key repeat functionality
5.8 Double-strike key acceptance	Not Applicable	No double -strike key acceptance
5.9 Simultaneous user actions	Supports	No simultaneous user actions to achieve any functionality.

Clause 6: ICT with Two-Way Voice Communication

Notes: Not Applicable

Clause 7: ICT with Video Capabilities

Notes: Not Applicable

Clause 8: Hardware

Notes: Not Applicable

Clause 9: Web *(see WCAG 2.2 section)*

Notes:

Clause 10: Non-Web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.2 section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	No caption
10.6 Audio description timing	Not Applicable	No prerecorded video content that would require audio description

Clause 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.2 section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	Not assistive technology
11.5.2.5 Object information	Partially Supports	In most cases, object information can be programmatically determined by assistive technologies. Except: some custom components in the pages of "Home", "Edit", "Comment", "Convert", "Tool", "Organize", "File", "Format", "AI".
11.5.2.6 Row, column, and headers	Supports	The software allows assistive technology to programmatically determine the properties of the tables.
11.5.2.7 Values	Supports	The software allows assistive technology to programmatically determine the values of user interface elements.
11.5.2.8 Label relationships	Partially Supports	Most visual structure and relationship information is provided. Except: The group label is not associated with its checkboxes or radio buttons on the pages of "Home".
11.5.2.9 Parent-child relationships	Partially Supports	The software exposes most of the parent-child relationships to assistive technology.
11.5.2.10 Text	Supports	The software's text objects, text attributes, and on-screen text boundaries are exposed to assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.11 List of available actions	Supports	The controls in the software expose programmatic role information and actions which can be taken on objects to assistive technology.
11.5.2.12 Execution of available actions	Partially Supports	The software allows the programmatic execution of the most actions exposed by assistive technology.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	
11.5.2.14 Modification of focus and selection attributes	Partially Supports	Most of the related functions meet this requirement except one input in the page of "Home-login"
11.5.2.15 Change notification	Supports	
11.5.2.16 Modifications of states and properties	Supports	
11.5.2.17 Modifications of values and text	Supports	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Not platform software
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Partially Supports	Permit part of user preferences from platform settings
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.2 section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Does Not support	Accessibility information is not preserved upon converting PDF to Word, PowerPoint and Excel.
11.8.4 Repair assistance	Does Not support	No accessibility check function
11.8.5 Templates	Does Not support	Provide templates but no accessible template

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	See [WCAG 2.2](#) 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	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See [WCAG 2.2](#) section	See information in WCAG 2.x section

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

Notes: Not Applicable

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