VPAT™

CORE IMPACT

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology" products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., "equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Section 1194.21 Software Applications and Operating Systems – Detail				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Yes	This applies to QWERTY keyboards.	___ Fully ✔ Partially ___ No	With one exception, all commands can be performed using a keyboard. There is a workaround available by request
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Yes		✔ Fully ___ Partially ___ No	
(c) A well defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Yes		✔ Fully ___ Partially ___ No	
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Yes		✔ Fully ___ Partially ___ No	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Yes	In this requirement, the term "bitmap" refers to a broad number of image formats, such as .bmp, .gif, .jpeg, .tif and .svg.	✔ Fully ___ Partially ___ No	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Yes		✔ Fully ___ Partially ___ No	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Yes		✔ Fully	

			___ Partially ___ No	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Yes	Self-scrolling and moving text are considered animation.	✔Fully ___ Partially ___ No	
(i) Color coding shall not be used as the only means of conveying information, indicating anaction, prompting a response, or distinguishing a visual element.	Yes	This requirement is also addressed in provision 1194.25(g)	✔Fully ___ Partially ___ No	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Yes	This requirement is also addressed in provision 1194.25(h).	✔Fully ___ Partially ___ No	
(k) Software shall not use flashing or blinking text, objects, or otherelements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Yes	Other elements include turning graphics on and off or changing between images. This requirement is also addressed in provisions 1194.22(j) and 1194.25(i)	✔ Fully ___ Partially ___ No	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including alldirections and cues.	Yes	This requirement is also addressed in provision 1194.22(n)	✔Fully ___ Partially ___ No	

Section 1194.22 Web‑based intranet and internet information and applications				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) A text equivalent for every non‑text element shall be provided (e.g., via "alt", "longdesc", or in element content).	No		___ Fully ___ Partially ___ No	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	No		___ Fully ___ Partially ___ No	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from	No		___ Fully	

context or markup.			___ Partially ___ No
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	No		___ Fully ___ Partially ___ No
(e) Redundant text links shall be provided for each active region of a server-side image map.	No		___ Fully ___ Partially ___ No
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	No		___ Fully ___ Partially ___ No
(g) Row and column headers shall be identified for data tables.	No		___ Fully ___ Partially ___ No
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	No		___ Fully ___ Partially ___ No
(i) Frames shall be titled with text that facilitates frame identification and navigation	No		___ Fully ___ Partially ___ No
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	No	This requirement is also addressed in provisions 1194.21(k) and 1194.25(i)	___ Fully ___ Partially ___ No
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	No	This should only be used as a last resort.	___ Fully ___ Partially ___ No
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	No		___ Fully ___ Partially ___ No
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	No		___ Fully ___ Partially ___ No

(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	No		___ Fully ___ Partially ___ No	
(o) A method shall be provided that permits users to skip repetitive navigation links.	No		___ Fully ___ Partially ___ No	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	No	This requirement is also addressed in provision 1194.25(b)	___ Fully ___ Partially ___ No	

Section 1194.23 Telecommunications products				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	No		___ Fully ___ Partially ___ No	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross manufacturer non-proprietary standard TTY signal protocols.	No		___ Fully ___ Partially ___ No	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	No		___ Fully ___ Partially ___ No	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	No		___ Fully ___ Partially ___ No	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs,	No		___ Fully	

and for users who cannot see displays.			___ Partially ___ No	
(f) For transmitted voice signals, telecommunicationsproducts shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	No		___ Fully ___ Partially ___ No	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	No		___ Fully ___ Partially ___ No	
(h) Where a telecommunications product delivers output by an audiotransducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	No		___ Fully ___ Partially ___ No	
(i) Interference to hearing technologies (including hearing aids,cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	No		___ Fully ___ Partially ___ No	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	No		___ Fully ___ Partially ___ No	
(k)(1) Products which have mechanically operated controls or keys, shall comply with the following: Controls and keys shall be tactilely discernible without activating the controls or keys.	No		___ Fully ___ Partially ___ No	
(k)(2) Products which have mechanically operated controls or keys, shall comply with the following: Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.	No		___ Fully ___ Partially ___ No	
(k)(3) Products which have mechanically operated controls or keys, shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	No		___ Fully ___ Partially ___ No	

| (k)(4) Products which have mechanically operated controls or keys, shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | No | | ___ Fully
___ Partially
___ No | |

Section 1194.24 Video and multimedia products				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	No		___ Fully ___ Partially ___ No	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	No		___ Fully ___ Partially ___ No	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	No	Applications sometimes include video productions.	___ Fully ___ Partially ___ No	
(d) All training and informational video and multimedia productions that support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. interval is about to run out, and shall provide	No	Applications sometimes include video productions.	___ Fully ___ Partially ___ No	

sufficient time for the user to indicate more time is required.				
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	No	Applications sometimes include video productions.	___ Fully ___ Partially ___ No	

Section 1194.25 Self-contained, closed products				
Provision Text	*Applicable*	Notes	How does the EIT meet this requirement?	Please Explain
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.	No		___ Fully ___ Partially ___ No	
(b) When a timed response is required, the user shall be alerted and Person on phone receiving audio message "You have 15 seconds to finish your message."given sufficient time to indicate more time is required.	No		___ Fully ___ Partially ___ No	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	No		___ Fully ___ Partially ___ No	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	No		___ Fully ___ Partially ___ No	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	No		___ Fully ___ Partially ___ No	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every	No		___ Fully ___ Partially ___ No	

use.			
(g) Color coding shall not be used as the only means of conveying information, indicating anaction, prompting a response, or distinguishing a visual element.	No	___ Fully ___ Partially ___ No	
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	No	___ Fully ___ Partially ___ No	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	No	___ Fully ___ Partially ___ No	
(j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length (see Figure 1 of this part).	No	___ Fully ___ Partially ___ No	
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	No	___ Fully ___ Partially ___ No	
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the referenc plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	No	___ Fully ___ Partially ___ No	
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).	No	___ Fully ___ Partially ___ No	

1194.26 Desktop and portable computers.				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through(4).	No		___ Fully ___ Partially ___ No	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	No		___ Fully ___ Partially ___ No	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	No		___ Fully ___ Partially ___ No	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	No		___ Fully ___ Partially ___ No	

Subpart C-- Functional Performance Criteria Section 1194.31 Functional performance criteria				
Provision Text	**Applicable**	Notes	How does the EIT meet this requirement?	Please Explain
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Yes		___ Fully ___ Partially ___ No	Yes, in fully. Works with assistive technology programs.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Yes		___ Fully ___ Partially ___ No	Yes, in fully. Works with assistive technology programs.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	No		___ Fully ___ Partially ✔ No	Audio not required for fucntionality

			How does the EIT meet this requirement?	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	No		___ Fully ___ Partially ✔ No	Audio not required for fucntionality
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilitiesshall be provided.	Yes		✔ Fully ___ Partially ___ No	We never require user's speech. For operational information retrieval.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Yes		✔ Fully ___ Partially ___ No	Product can be run without simul actions or fine motor control.

Subpart D --Information, Documentation, and Support Section 1194.41 Information, documentation, and support				
Provision Text	*Applicable*	Notes	How does the EIT meet this requirement?	Please Explain
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Yes		✔ Fully ___ Partially ___ No	Fully
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Yes		✔ Fully ___ Partially ___ No	Upon request
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Yes		✔ Fully ___ Partially ___ No	

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About HelpSystems

HelpSystems is a people-first software company focused on helping exceptional organizations Build a Better IT™. Our holistic suite of security and automation solutions create a simpler, smarter, and more powerful IT. With customers in over 100 countries and across all industries, organizations everywhere trust HelpSystems to provide peace of mind. Learn more at www.helpsystems.com.