

# 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.

---

**Date:** July 15<sup>th</sup>, 2017

**Name of Product:** Pega v7.3

**Contact for more Information (name/phone/email):**

Baruch Sachs

617.866.6545

Baruch.sachs@pega.com

### ***Summary Table***

# VPAT™

## Voluntary Product Accessibility Template®

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports	Supports where applicable
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports	Supports where applicable
Section 1194.23 <a href="#">Telecommunications Products</a>	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).	
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).	
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports	Supports where applicable
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports	Supports where applicable

[Return to the top of the page.C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](#)

## **Section 1194.21 Software Applications and Operating Systems – Detail**

### **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.	Supports	The System supports the use of keyboard to navigate the application. In addition, access keys for submit buttons are provided as keyboard shortcuts.
(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.	Supports	The System does not disrupt or disable accessibility features of Windows operating systems or assistive technology software (e.g., screen readers such as JAWS).
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as	Supports	The System works best using Microsoft's Internet

the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.

Explorer (Version 11+, Edge), Mozilla's Firefox (52+), Google Chrome (58+), and Apple Safari (OSX)

All browser products provide on-screen indication of current focus.

A well-defined on-screen indication of the current focus (e.i., cursor) is provided that moves among interactive interface elements as the input focus changes.

The System relies on the browser's capabilities to provide an on-screen indication of current focus.

There is evident change in on-screen focus as a user navigates through one or more components of an application.

(d) Sufficient information about a

Supports

The System

<p>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.</p>		<p>uses standard Web page elements that are known to screen readers. In addition, most meaningful images have alt text defined or can be defined to convey their meanings.</p>
<p>(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.</p>	<p>Supports</p>	<p>Wherever icons that represent actionable elements appear, their meanings are consistent throughout the delivered system.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>The information in the System is presented through Web browsers. Textual information is generally coded as HTML text, which is available to the browser, operating system, and assistive technologies. Images (including images containing text) have alternate</p>

		text coded and available to the operating system and assistive technologies.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The System uses Cascading Style Sheets that can be turned off or replaced with a user's own CSS based on the options allowed by browser software being used.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	The System's report processing and file upload pages utilize an animated GIF to convey that the application is processing the request. A text message accompanies this GIF.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with Exceptions	Most information is still meaningful if color is removed. Information that loses meaning is accompanied by methods that indicate to the user that the text requires

		<p>special consideration.</p> <p><b>For instance:</b>  1. Error and Informational messages are displayed using red text. Furthermore, these messages are preceded by a keyword “Error” or “Attention” to allow low vision users to identify application errors and/or warnings messages respectively.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>The System does not provide a way to adjust color and contrast settings. Users may adjust color and contrast settings using the browser’s and/or operating system’s built-in settings.</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>The System report processing and file upload pages utilize an animated GIF to convey that</p>

		<p>the application is processing the request. The animated GIF operates within the allowed range of less than 2 Hz or greater than 55 Hz.</p>
<p>(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 all directions and cues.</p>	<p>Supports</p>	<p>Electronic forms can be used with assistive technologies. Explicit labels are placed on pages to help identify form elements. Required field indicators (*), formatting guidance and/or field instructions (e.g., MM/DD/YYYY) are also a part of field labels.</p> <p>A keyboard can be used to navigate and follow links and forms.</p> <p>A screen reading program can read all prompts, directions, explanations, or instructions on the form and understand the purpose of each field and the functionality</p>



		required for completion and submission of the form.
--	--	---

[Return to the top of the page.C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

**Section 1194.22 Web-based Internet information and applications – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Text Equivalents are able to be configured.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Not provided as part of core product functionality.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Information can be designed to convey meaning without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents do not requires CSS to be readable.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Product does not use server-side image

		maps.
(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.	Not Applicable	Product does not use server-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are identified.
(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.	Supports	Web Standards-based markup is used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	All Frames are titled.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Pega does not prevent this design standard.
(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.	Supports	Pega provides the ability to configure this.
(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.	Not Applicable	Pega does not use scripting languages to display content.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content,	Supports	Pega does not use applets, plug-ins, or other

<p>the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>		<p>applications on the end user interface to interpret page content when using out of the box functionality.</p>
<p>(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.</p>	<p>Supports</p>	<p>Electronic forms can be used with assistive technologies. Explicit labels are placed on pages to help identify form elements. Required field indicators (*), formatting guidance and/or field instructions (e.g., MM/DD/YYYY) are also a part of field labels.</p> <p>A keyboard can be used to navigate and follow links and forms.</p> <p>A screen reading program can read all prompts, directions, explanations, or instructions on the form and understand the purpose of each field and the functionality required for completion and submission of</p>

		the form.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Jump to links can be provided.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Pega does not use timed responses by default.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

## **Section 1194.23 Telecommunications**

### **Products – Detail**

## **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).

speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(f) For transmitted voice signals, telecommunications products 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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(g) If the telecommunications	Not Applicable	These criteria

<p>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.</p>		<p>do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section</p>

		1194.22).
(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, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

## ***Section 1194.24 Video and Multi-media***

### ***Products – Detail***

## **VPAT™**

## **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b><i>Supporting Features</i></b>	<b><i>Remarks and explanations</i></b>
------------------------	-----------------------------------	--

<p>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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>



(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

## ***Section 1194.25 Self-Contained, Closed Products – Detail***

### **VPAT™**

## **Voluntary Product Accessibility Template®**

<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
------------------------	----------------------------	---------------------------------

<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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).</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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,</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>

pause, and restart the audio at anytime.		
(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 use.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(j) (1) Products which are freestanding, non-	Not Applicable	These criteria do not apply to PEGA as the

<p>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 on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		<p>product is a web-based application (Section 1194.22).</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>
<p>(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 reference</p>	<p>Not Applicable</p>	<p>These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).</p>

plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(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.	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

## **Section 1194.26 Desktop and Portable Computers – Detail**

### **VPAT™**

### **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(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).	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).
(c) When biometric	Not Applicable	These criteria do not

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.		apply to PEGA as the product is a web-based application (Section 1194.22).
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	These criteria do not apply to PEGA as the product is a web-based application (Section 1194.22).

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

## **Section 1194.31 Functional Performance**

### **Criteria – Detail**

## **VPAT™**

## **Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.	Supports	<p>Compatibility with assistive technology:</p> <ul style="list-style-type: none"> <li>• Screen Reader - Provides output via audio and Braille display</li> <li>• Screen Magnification- Provides magnification and manipulates the</li> </ul>

		<p>look of the screen</p> <ul style="list-style-type: none"> <li>• Speech To Text</li> </ul>
<p>(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.</p>	<p>Supports</p>	<p>Compatibility with assistive technology:</p> <ul style="list-style-type: none"> <li>• Screen Reader - Provides output via audio and Braille display</li> <li>• Screen Magnification- Provides magnification and manipulates the look of the screen</li> <li>• Speech To Text</li> </ul>
<p>(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</p>	<p>Supports</p>	<p>Compatibility with assistive technology:</p> <ul style="list-style-type: none"> <li>• Screen Reader - Provides output via audio and Braille display</li> <li>• Screen Magnification- Provides magnification and manipulates the look of the screen</li> <li>• Speech To Text</li> </ul>
<p>(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</p>	<p>Not Applicable</p>	

assistive hearing devices shall be provided.		
(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 disabilities shall be provided.	Not Applicable	
(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.	Not Applicable	

[Return to the top of the page. C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html](C:\Local Settings\Temporary Internet Files\OLK42\VPAT.html)

**Section 1194.41 Information, Documentation  
and Support – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional	Supports	Pegasystems Support Organization is capable of providing documentation through a variety of alternative communication channels



charge		including but not limited to online, email, and telephone
(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.	Supports	Pegasystems Support Organization is capable of providing feature information through a variety of alternative communication channels including but not limited to online, email, and telephone
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Pegasystems Support Organization is capable of providing services through a variety of alternative communication channels including but not limited to online forms, email, and telephone

[Return to the top of the page.](#)