

Voluntary Product Accessibility Template® (VPAT®)

Version 2.0 Beta 2

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About This Document

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT to complete Accessibility Conformance Report
- The Accessibility Conformance Report Template

Please review the Essential Requirements and Best Practices sections before completing the Accessibility Conformance Report.

The Accessibility Conformance Report Template includes criteria from WCAG 2.0, EN 301 549 and 2017 Section 508. The 2017 Section 508 is also called the Revised Section 508.

Pegasystems Accessibility Conformance Report

Based on Voluntary Product Accessibility Template® (VPAT®)¹

VPAT Version 2.0 Beta 2

Name of Product: Pega Infinity (Pega 8.1+)

Date: Feb 12 2019

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Notes:

Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A <input checked="" type="checkbox"/> Level AA <input checked="" type="checkbox"/> Level AAA <input type="checkbox"/>
Section 508 as published in 2017, at http://www.Section508.gov	<input checked="" type="checkbox"/>



Table Information

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

- By default the table information is showing. This information can be hidden by clicking “Click to show or hide table data”. This allows users to hide information so they see only the sections they need.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

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 criteria without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criteria.
- **Does Not Support:** Majority of functionality of the product does not meet the criteria.
- **N/A:** The criteria are not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criteria. This can be used only with WCAG 2.0 Level AAA.

WCAG 2.0 Report -

Click to show or hide WCAG table data (section headings will remain)

Tables 1 and 2 also documents conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).

Table 4 documents the WCAG conformance statements:

- WCAG
- EN 304 549: Chapter 9 - Web

Table 1: Conformance Criteria, Level A - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.2.1 (Web)• 10.2.1 (non-web document)• 11.2.1.1 (Software)• 11.2.2.1 (Closed Functionality Software) 2017 Section 508 <ul style="list-style-type: none">• 501 (Web)(Software)• 504.2 (Authoring Tool)• 602.3 (Support Docs)	Supports	All product images/icons/buttons provide a tooltip option, which in turn creates the 'alt' tag. Inputs have labels - with label for associations. We currently don't offer multimedia as part of the auto-generated UI. Any custom UI created by a developer would need to be made accessible by the developer. We do not have frames in the product. iFrames do not need to have a title, unless the content is completely different from the page it is embedded in.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none">• 9.2.2 (Web)• 10.2.2 (non-web document)	N/A	Media is currently not offered as part of the base product.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.2 (Software) • 11.2.2.2 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Media is currently not offered as part of the base product.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Media is currently not offered as part of the base product.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) 	Supports with Exceptions	We offer Heading Tags. We currently do not build lists that generate ul/ol/dl.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Fully configurable to support
<p>1.3.3 Sensory Characteristics (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Fully configurable to support
<p>1.4.1 Use of Color (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) 	Supports	Fully configurable to support

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Audio controls not part of product
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All controls accessible via keyboard
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) 	Supports	Fully supported

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product has configurable timeout sessions
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Current out of the box functionality does not include anything that automatically blinks and/or updates
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) 	N/A	Current out of the box functionality does not include any page content that flashes

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Product has full skip navigation functionality
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All pages have proper and compliant titles
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) 	Supports	Fully compliant focus order in product

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.4 Link Purpose (In Context) (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Fully configurable to support
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product generates the html tag with the lang attribute
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) 	Supports	Product does not generate or cause any disruption to this feature

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product does not generate or cause any disruption to this. We ensure in cases such as the dropdown control that selecting an option doesn't inadvertently cause screen refresh. A 'Go' button is added for the user to explicitly take action when a change can cause screen changes.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product has a number of configurable, accessible error identification and recovery options
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) 	Supports	Full range of configurable controls to provide this ability

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>4.1.1 Parsing (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No known parsing errors
<p>4.1.2 Name, Role, Value (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Compliant

Table 2: Conformance Criteria, Level AA - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Media is currently not offered as part of the base product.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	N/A	Media is currently not offered as part of the base product.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Wide range of configurable and accessible options to ensure contrast via CSS

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product does not prevent text resizing via browser or other means
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Product does not prevent this configuration
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Multiple configurable and accessible options to ensure compliance

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Multiple configurable and accessible options to ensure compliance
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Provided via CSS
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Provided with language packs vs. text lang settings

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.2.3 Consistent Navigation</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Multiple configurable and accessible options to ensure compliance
<p><u>3.2.4 Consistent Identification</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Multiple configurable and accessible options to ensure compliance
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Compliant. Up to the developer to provide the correct error message

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.36 (Web) 10.2.36 (non-web document) 11.2.1.36 (Software) 11.2.2.36 (Closed Software) – Does not apply 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Fully configurable

Table 3: Conformance Criteria, Level AAA - *Click to show or hide table data*

Notes: Not supported

Table 4: WCAG Conformance Requirements - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
1. Conformance Level Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partial support of Level A and AA	Some criteria for these levels is supported with exceptions or requires the use of the Pega-WAI supplemental ruleset
2. Full pages Also applies to:	Partial support of Level A and AA	Some criteria for these levels is supported with exceptions or requires the use of the Pega-WAI

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		supplemental ruleset
<u>3. Complete processes</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • E207.3 (Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partial support of Level A and AA	Some criteria for these levels is supported with exceptions or requires the use of the Pega-WAI supplemental ruleset
<u>4. Only Accessibility-Supported Ways of Using Technologies</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partial support of Level A and AA	Some criteria for these levels is supported with exceptions or requires the use of the Pega-WAI supplemental ruleset
<u>5. Non-Interference</u> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3 (Web) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partial support of Level A and AA	Some criteria for these levels is supported with exceptions or requires the use of the Pega-WAI supplemental ruleset

2017 Section 508 Report -

Click to show or hide 2017 Section 508 tables (section headings will remain)

Notes:

Chapter 3: Functional Performance Criteria - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Use of non-visual software aids such as screen readers or speech to text is fully supported
302.2 With Limited Vision	Supports	Use of non-visual software aids such as screen readers or speech to text is fully supported
302.3 Without Perception of Color	Supports	<p>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 special consideration.</p> <p>For instance: 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>
302.4 Without Hearing	Supports	The System does not disrupt or disable accessibility features related to audio
302.5 With Limited Hearing	Supports	The System does not disrupt or disable accessibility features related to audio
302.6 Without Speech	Supports	The System does not disrupt or disable accessibility features related to speech
302.7 With Limited Manipulation	Supports	The System does not disrupt or disable accessibility features related to manual operation
302.8 With Limited Reach and Strength	Supports	The System does not disrupt or disable accessibility features related to manual operation
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The System does not disrupt or disable accessibility features related to manual operation

Chapter 4: Hardware - *Click to show or hide table data*

Notes: Not applicable to System

Chapter 5: Software - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
501 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	Product can be configured to give user full control over accessibility features
502.2.2 No Disruption of Accessibility Features	Supports	The System does not disrupt or disable accessibility features of operating systems or assistive technology software (e.g., screen readers such as JAWS).
502.3 Accessibility Services		
502.3.1 Object Information	Supports	All object information is programmatically determinable
502.3.2 Modification of Object Information	Supports	All determined objects that are user configurable are able to be set programmatically
502.3.3 Row, Column, and Headers	Supports	All determined objects that are user configurable are able to be set programmatically
502.3.4 Values	Supports	All determined objects that are user configurable are able to be set programmatically
502.3.5 Modification of Values	Supports	All determined objects that are user configurable are able to be set programmatically
502.3.6 Label Relationships	Supports	All determined objects that are user configurable are able to be set programmatically
502.3.7 Hierarchical Relationships	Supports	All hierarchical components are able to be set programmatically
502.3.8 Text	Supports	All determined objects are able to be set programmatically
502.3.9 Modification of Text	Supports	All text that is user configurable is able to be set programmatically
502.3.10 List of Actions	Supports	All determined objects are able to be set

Criteria	Conformance Level	Remarks and Explanations
		programmatically
502.3.11 Actions on Objects	Supports	All determined objects are able to be set programmatically and use assistive technology to do so
502.3.12 Focus Cursor	Supports	Product has fully compliant focus, insertion, and selection capabilities
502.3.13 Modification of Focus Cursor	Supports	Product has fully compliant focus, insertion, and selection capabilities
502.3.14 Event Notification	Supports	Product has multiple accessible configuration options for notifications
502.4 Platform Accessibility Features	Supports	Compliant
503 Applications		
503.2 User Preferences	Supports	Product allows for user preferences to be set for these items
503.3 Alternative User Interfaces	Supports	Product uses Platform and Industry Standards
503.4 User Controls for Captions and Audio Description.		
503.4.1 Caption Controls	N/A	Media is currently not offered as part of the base product
503.4.2 Audio Description Controls	N/A	Media is currently not offered as part of the base product
504 Authoring Tools		
504.2 Content Creation or Editing	See WCAG 2.0 section	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	Product does not make changes to content or actively disrupt the format during conversion unless configured to do so
504.2.2 PDF Export	Supports with Exceptions	PDFs are generated to standards but can be configured to not generate according to mentioned standards
504.3 Prompts	Supports	Authoring tool provides these modes and framework within the base configuration
504.4 Templates	Supports	Templates where provided conform to this success criteria

Chapter 6: Support Documentation and Services - *Click to show or hide table data*

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	Product is fully documented for accessibility through a variety of channels including but not limited to online, email, and telephone
602.3 Electronic Support Documentation	See WCAG 2.0 section	Product is fully documented for accessibility through a variety of channels including but not limited to online, email, and telephone
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product is fully documented for accessibility through a variety of channels including but not limited to online, email, and telephone
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	Product is fully documented for accessibility through a variety of channels including but not limited to online, email, and telephone
603.3 Accommodation of Communication Needs	Supports	Pegasystems Support Organization is capable of providing documentation through a variety of alternative communication channels including but not limited to online, email, and telephone. They serve as a primary point of contact.