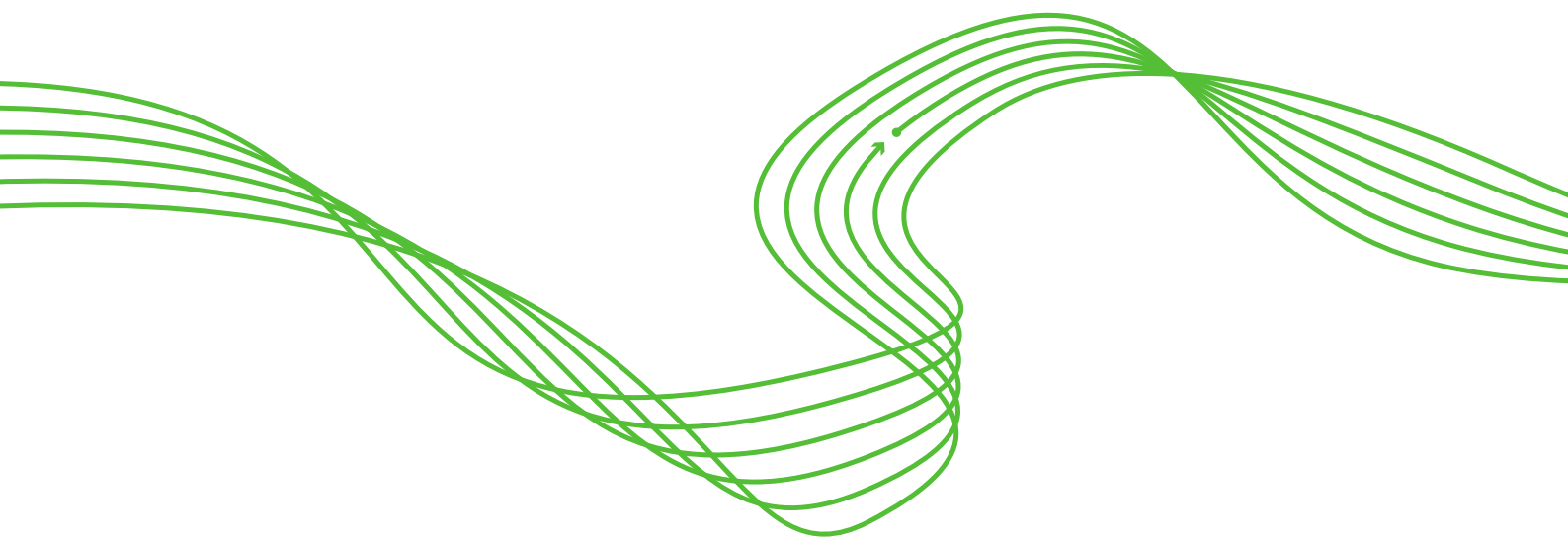QMATIC

QMATIC ACCESSIBILITY CONFORMANCE REPORT

VPAT® Version 3.0 – January 2026

Name of Product/Version	Orchestra 7
Product Description	Software
Date	January 15, 2026
Contact Information	Paul Paez, paul.paez@qmatic.com, +1 470-865-8324 Shundri Morgan, shundri.morgan@qmatic.com, +1 470-774-2128 Dasha Leijon, dasha.leijon@qmatic.com, +1 470-559-0005 John Schwartz, john.schwartz@qmatic.com, +1 470-955-6459 Zach Straley, zach.straley@qmatic.com, +1 470-955-1951
Notes	
Evaluation Methods Used	Testing is based on general product knowledge

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 2.2, at *https://www.w3.org/TR/WCAG22/*	Level A: **Yes** Level AA: **Yes** Level AAA: **No**
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	**YES**
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at *http://mandate376.standards.eu/standard*	**No**

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Contents

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.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.2 Level AAA.

WCAG 2.2 Report

Tables 1 and 2 also document 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).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.2 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: Orchestra is software with four distinct user interface (UI) types. All are browser-based.

The primary UI is generally kept in out-of-the-box or slightly modified form; this is the interface with staff members, which has a number of secondary types (e.g., Reception, Counter/Serving, Management, Admin). In preparing responses to the WCAG 2.2 criteria, Qmatic has identified these UIs with **Software**.

A second interface type is the screens used to interact with customers; these may appear on single-purpose kiosks or tablets, the customers' own mobile devices, or traditional web pages. These are almost exclusively process-driven pages guiding users through the steps to make an appointment, check in to a queue, identify the service(s) they have come to get, etc. The majority of these screens are configurable and configured to Qmatic's client's specifications. Thus, although Qmatic personnel are involved in the configuration effort and can to some extent influence the specifications, final decisions are beyond Qmatic's control.

The third UI type is a set of web-based screens within the Appointments module; these are served directly by Orchestra to Orchestra-generated web pages. For these pages, accessibility is within Qmatic's control. Any other content on web pages would be information provided by Orchestra but presented on client-defined web pages, and thus accessibility is out of Qmatic's control. The second and third UI types are considered **Web** interfaces for the purpose of the VPAT. Specific answers are limited to the small number of pages actually controlled by Orchestra; we offer more general information as to Orchestra's ability to support the standards elsewhere if our client chooses to follow accessibility guidelines.

Within Orchestra is a module called Surface Editor. This module is used to edit existing screens and create new ones as needed. Our reading of the WCAG 2.2 suggests this is essentially an **Authoring Tool**.

Finally, there are the **Electronic Docs**: User Guides, exported reports, configuration records, training materials, etc. The default format for these materials is PDF.

Orchestra has no **Closed** functionality.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Web**: Supports with exceptions **Electronic Docs**: Does not support **Software**: Supports with exceptions **Closed**: Not applicable	**Web**: Public-facing content can be presented compliantly, depending on decisions made by the (non-Qmatic) system administrator using Surface Editor. Staff-facing content can be considered as comprised of several modules: reception, counter/service, management dashboard, reporting,

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Authoring Tool**: (Surface Editor) Does not support	and administration (including Surface Editor). Concierge and Counter/Service are compliant. Dashboard is noncompliant out of the box but can be configured to be compliant. Reporting and Administration are not compliant. **Electronic Docs**: PDFs of supporting documentation are not currently accessible. **Software**: Public-facing content can be presented compliantly, depending on decisions made by the (non-Qmatic) system administrator using Surface Editor. Staff-facing content can be considered as comprised of several modules: concierge, counter/service, management dashboard, reporting, and administration (including Surface Editor). Concierge and Counter/Service are compliant. Dashboard is noncompliant out of the box but can be configured to be compliant. Reporting and Administration are not compliant. **Closed**: **Authoring Tool**:
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.2 (Web)	**Web**: Not applicable **Electronic Docs**: Not applicable	Orchestra has no audio-only or video-only (prerecorded) content/functionality. Web:

Criteria	Conformance Level	Remarks and Explanations
10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Software**: Not applicable **Closed**: Not applicable **Authoring Tool**: Not applicable	Electronic Docs: Software: Closed: Authoring Tool:
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not applicable **Electronic Docs**: Not applicable **Software**: Not applicable **Authoring Tool**: Not applicable	Web: Electronic Docs: Software: Authoring Tool:
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not applicable **Electronic Docs**: Not applicable **Software**: Not applicable **Closed**: Not applicable **Authoring Tool**: Not applicable	Web: Electronic Docs: Software: Closed: Authoring Tool:
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.2.7 (Web) 10.2.7 (non-web document)	**Web**: Does not support **Electronic Docs**: Does not support	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Software**: Does not support **Closed**: Not applicable **Authoring Tool**: Does not support	
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Does not support **Electronic Docs**: Does not support **Software**: Supports with exceptions **Authoring Tool**: Does not support	**Web**: **Electronic Docs**: **Software**: The Concierge, Counter and Appointment booking modules comply with this requirement. Qmatic Web Booking and Mobile ticket also complies with this requirement **Authoring Tool**:
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Not applicable **Electronic Docs**: Not applicable **Software**: Not applicable **Authoring Tool**: Not applicable	Web: Electronic Docs: Software: Authoring Tool:
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software)	**Web**: Supports **Electronic Docs**: Supports **Software**: Supports	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
11.2.2.10 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Authoring Tool**: Supports	
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not applicable **Electronic Docs**: Not applicable **Software**: Not applicable **Authoring Tool**: Not applicable	Web: Electronic Docs: Software: Authoring Tool:
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not applicable **Software**: Supports with exceptions **Closed**: Not applicable **Authoring Tool**: Does not support	**Web**: **Electronic Docs**: **Software**: Administrative modules and public facing modules are noncompliant. All staff applications are compliant. **Closed**: **Authoring Tool**:
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software)	**Web**: Does not support **Electronic Docs**: Not applicable **Software**: Supports with exceptions	**Web**: **Electronic Docs**: **Software**: Administrative modules are not compliant. All other modules are either compliant or can be configured to be compliant. **Authoring Tool**:

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Authoring Tool**: Does not support	
2.1.4 Character Key Shortcuts(Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not applicable **Electronic Docs**: Not applicable **Software**: Not applicable **Authoring Tool**: Not applicable	**Web**: **Electronic Docs**: **Software**: **Authoring Tool**:
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports with exceptions **Electronic Docs**: Not applicable **Software**: Supports **Authoring Tool**: Supports	**Web**: Compliance depends on how system administrators configure individual screens and functions. **Electronic Docs**: **Software**: **Authoring Tool**:
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions	**Web**: **Electronic Docs**: **Software**: Two types of displayed content may fit this requirement. The first is on the Counter screen, which includes an automatic display of current transaction times, updated

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Authoring Tool**: Not Applicable	every second. Should it be necessary, an admin could shut the function off, but the information presented is central to the user function. The second type of display is information like the number of people in the queue(s). If a user is on a screen displaying this information in real time, the numbers will change as various triggering events (e.g., customer takes a ticket) occur. These displays cannot currently be either hidden or stopped by individual users, but could be suppressed by an admin. This would be considered a minor configuration. **Authoring Tool**:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	Orchestra contains no flashing elements, unless intentionally configured by a system administrator.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2017 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: **Software**: All pre-configured browser-based information displays have titles. Authoring Tool:
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Does Not Support **Software**: Supports with Exceptions **Authoring Tool**: Does Not Support	Web: Electronic Docs: **Software**: Primary screens for staff users (e.g., Counter, Concierge) support focus order. However, on opening a modal window, it is not yet always possible to return using a keystroke command. Qmatic Web Booking and Mobile Ticket complies with this requirement. No other screens support the requirement. Authoring Tool:
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	**Web**: All preconfigured or standard locations are named logically, and a link would meet the requirement. Locations created by a system administrator would rely on the creator to provide informative names. **Electronic Docs**: **Software**: All preconfigured or standard locations are named logically, and a link would meet the

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		requirement. Locations created by a system administrator would rely on the creator to provide informative names. **Authoring Tool**:
2.5.1 Pointer Gestures (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	**Web**: **Electronic Docs**: **Software**: **Authoring Tool**:
2.5.2 Pointer Cancellation (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	**Web**: All events are triggered by the up event. **Electronic Docs**: **Software**: All events are triggered by the up event. **Authoring Tool**:
2.5.3 Label in Name (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with exceptions **Authoring Tool**: Not Applicable	**Web**: All components are labeled with name. **Electronic Docs**: **Software**: Components of staff facing applications are labeled. But the system admin user interfaces are not supported. **Authoring Tool**:

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Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.5.4 Motion Actuation (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	**Web**: **Electronic Docs**: **Software**: **Authoring Tool**:
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Closed**: Not Applicable **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Closed: Authoring Tool:
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:
3.2.6 Consistent Help (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Support with exceptions **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Can be customized in a way so that applications are consistent. Electronic Docs: Software: The help button is always located at the same location. Top right corner of all applications. Authoring Tool:
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Does not Support **Closed**: Not Applicable **Authoring Tool**: Not Applicable	**Web**: Failure to complete a required field results in both a visual and a text notification of the missing information. Electronic Docs: **Software**: Orchestra requires very few forms, and few of those have required fields. (Our VPAT team could only identify one such instance in a standard implementation.) However, if a required field is skipped, there is no text warning; the field is outlined in red. This shortcoming could be corrected with customization.

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Criteria	Conformance Level	Remarks and Explanations
		Closed: Authoring Tool:
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:
3.3.7 Redundant Entry (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	Web: The user does not need to enter the same information in the same process Electronic Docs: Software: The user does not need to enter the same information in the same process Authoring Tool:
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Closed**: Not Applicable **Authoring Tool**: Does not support	Web: Electronic Docs: Software: Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Does not Support **Electronic Docs**: Not Applicable **Software**: Does not Support **Closed**: Not Applicable **Authoring Tool**: Does not Support	**Web**: Not all properties are always present at this time. Electronic Docs: **Software**: Not all properties are always present at this time. Closed: Authoring Tool:

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 • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: **Software**: Voice announcements are typically synchronized to visual prompts, although this is configurable. (Pertains solely to public announcements in waiting areas.) Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	Description possible on prerecorded audio files. Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.4 Orientation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: **Software**: Support with Exceptions **Authoring Tool**: Not Applicable	Web: Public booking interface and mobile booking supports both landscape and portrait mode. Electronic Docs: **Software**: The staff and admin application only support one orientation, landscape. The surfaces on media displays and kiosks can be configured to support both orientations. Authoring Tool:
1.3.5 Identify Input Purpose (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: **Software**: Support with Exceptions **Authoring Tool**: Not Applicable	Web: Electronic Docs: **Software**: Only exceptions are admin tools that do not have purpose of the input fields. Authoring Tool:
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Supports	**Web**: All content served directly to the Web passes in the standard configuration. However, the system admin building new screens can configure them with wide latitude; Qmatic cannot ensure that customer-developed screens will meet the standard. **Electronic Docs**:

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Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**Software**: Some screens in "straight-out-of-the-box" Orchestra do not meet this standard. However, the appearance of the screens is configurable by a system admin. **Authoring Tool**: Surface Editor meets this standard.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Supports **Software**: Supports **Closed**: Not Applicable **Authoring Tool**: Supports	Web: Electronic Docs: Software: Closed: Authoring Tool:
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Does not Support **Software**: Supports **Closed**: Not Applicable **Authoring Tool**: Supports	Web: Electronic Docs: Software: Closed: Authoring Tool:
1.4.10 Reflow (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Does Not Support	Web: Public facing applications do reflow correctly with different windows size. Electronic Docs: Software: Staff facing application do reflow correctly with different window sizes. But for admin applications do not reflow and require scrolling in two dimensions. Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.11 Non-text Contrast (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Does Not Support	Web: All public interfaces do comply with this requirement by default. But Qmatic provides customization that could go outside of 3:1 contrast range Electronic Docs: Software: All staff and admin user interfaces comply with the requirement but surfaces on media displays and kiosk can be customized that can go outside of 3:1 contrast ratio Authoring Tool:
1.4.12 Text Spacing (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Does Not Support	Web: The default views of public booking interface are spaced according to requirements. But customizations are allowed to adjust the spacing. Electronic Docs: Software: All staff and admin user interfaces comply with the requirement but surfaces on media displays and kiosk can be customized. Authoring Tool:
1.4.13 Content on Hover or Focus (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with exceptions **Authoring Tool**: Does Not Support	Web: Electronic Docs: Software: Staff applications support this requirement but not admin tools. Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	**Web**: Support **Electronic Docs**: Not Applicable **Software**: Support **Authoring Tool**: Support	Web: Electronic Docs: Software: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Support **Electronic Docs**: Not Applicable **Software**: Support **Authoring Tool**: Support	Web: Electronic Docs: Software: Authoring Tool:
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	**Web**: Supports with Exceptions **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Does Not Support	**Web**: A visible focus indicator is used. **Electronic Docs**: **Software**: A visible focus indicator is used. **Authoring Tool**:

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.11 Focus Not Obscured (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Does Not Support	**Web**: Supports **Electronic Docs**: **Software**: Counter, Concierge and appointment booking supports. But not admin tools. **Authoring Tool**:
2.4.13 Focus Appearance (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Does Not Support	**Web**: Supports **Electronic Docs**: **Software**: Counter, Concierge and appointment booking supports. But not admin tools. **Authoring Tool**:
2.5.7 Dragging Movements (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Does Not Support	**Web**: Supports **Electronic Docs**: **Software**: Only the calendar application use dragging movement and the same action can be done by a single pointer without dragging **Authoring Tool**:

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.5.8 Target Size (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Does Not Support	**Web**: Support by default but CSS can be changed by the customer to match their branding. **Electronic Docs**: **Software**: **Authoring Tool**:
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Does Not Support **Software**: Supports **Authoring Tool**: Supports	**Web**: A visible focus indicator is used. **Electronic Docs**: **Software**: A visible focus indicator is used. **Authoring Tool**:
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Supports with Exceptions **Authoring Tool**: Not Applicable	**Web**: **Electronic Docs**: **Software**: The only recurring navigational element is a Home, logout and help button on each (non-Home) screen. These buttons are in the same place on all screens but one. **Authoring Tool**:

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Web**: Supports **Electronic Docs**: Not Applicable **Software**: Supports **Authoring Tool**: Supports	Web: Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web)	**Web**: Not Applicable **Electronic Docs**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
• 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Software**: Not Applicable **Authoring Tool**: Not Applicable	
3.3.8 Accessible Authentication (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) 602.3 (Support Docs)	**Web**: Not Applicable **Electronic Docs**: Not Applicable **Software**: Not Applicable **Authoring Tool**: Not Applicable	Web: Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA
Notes: Qmatic has elected not to respond to the Level AAA criteria at this time.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to:	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.4.12 Focus Not Obscured (Enhanced) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
2.4.13 Focus Appearance (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
3.3.9 Accessible Authentication (Enhanced) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web:	Web:

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Notes:

Chapter 3: Functional Performance Criteria (FPC)
Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Supports** through Assistive Technology products	Orchestra supports the use of screen readers such as Jaws or Windows accessibility.
302.2 With Limited Vision	**Supports with exceptions**	The magnification requirement is supported through standard Windows screen zoom or screen readers. Color contrast does not meet the requirement.
302.3 Without Perception of Color	**Supports**	Orchestra represents a very limited amount of information using color keys (only in the Operations Panel). Where such keys are used, alternate text is available.
302.4 Without Hearing	**Supports**	Only audible announcements use a hearing-based component, and alternatives are included. Audio announcement of ticket calls is supplemented by visual presentation of the same information and can be further augmented by text or app-based notifications directly to individuals' mobile devices.

Criteria	Conformance Level	Remarks and Explanations
		Note that Orchestra does not directly create these announcements. Auditory announcements are produced through a separate piece of hardware, and the visual information is processed through a different device (Media Player and/or LED displays).
302.5 With Limited Hearing	**Not Applicable**	No Orchestra function uses audio cues in an individualizable fashion. Only public announcements (next ticket calls, for instance) use audio prompts. While alternatives exist as described in 302.4, none of these are specifically designed for persons with limited hearing as opposed to no hearing.
302.6 Without Speech	**Not Applicable**	Orchestra does not have any functions which require or natively accept verbal input.
302.7 With Limited Manipulation	**Does Not Support**	Public facing interfaces could be designed to require minimal or no fine motor skills. Staff-facing screens cannot currently be adapted to use without some degree of fine motor skills.

Note that public facing screens may be displayed on a variety of devices, including both Qmatic-manufactured and those sourced through third parties. Support for this requirement is thus somewhat dependent on the hardware on which public-facing screens are displayed. |
| 302.8 With Limited Reach and Strength | **Not applicable** | All inputs require at most only minimal reach and |

Criteria	Conformance Level	Remarks and Explanations
		strength (e.g., button press or mouse movement). Actual requirements will be determined by devices rather than the Orchestra software.
302.9 With Limited Language, Cognitive, and Learning Abilities	**Supports with Exceptions**	Orchestra interfaces are largely defined by the System Administrator or others at the organization using the application. These interfaces can be designed to facilitate use by individuals with a wide range of language, cognition, and learning abilities. However, there are lower limits to the system's ability to accommodate such facilitation. For instance, while user interfaces can be written to require only very basic language skills, and will support multiple languages, some ability to read and understand language is inherently required. Interfaces intended to face the public are generally far more flexible in this regard than are interfaces facing staff. For instance, a kiosk interface could be created using only pictographs or icons (with alternative text). Staff screens could not be modified to use solely pictographs.

Chapter 4: Hardware

Notes: Orchestra 7 is software with no specific hardware required for implementation or use. Users access the system via web browser, either across their local network or, if using a cloud

implementation, across the Web to the cloud server. Accessibility for hardware is thus not a function of Orchestra.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	**Not Applicable**	
402.2.2 Transactional Outputs	**Not Applicable**	
402.2.3 Speech Delivery Type and Coordination	**Not Applicable**	
402.2.4 User Control	**Not Applicable**	
402.2.5 Braille Instructions	**Not Applicable**	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	**Not Applicable**	
402.3.2 Non-private Listening	**Not Applicable**	
402.4 Characters on Display Screens	**Not Applicable**	
402.5 Characters on Variable Message Signs	**Not Applicable**	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	**Not Applicable**	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	**Not Applicable**	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	**Not Applicable**	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	**Not Applicable**	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	**Not Applicable**	Orchestra interfaces can be configured to accept input from tactilely discernible sources as well as point-and-click devices.
407.3.2 Alphabetic Keys	**Not Applicable**	
407.3.3 Numeric Keys	**Not Applicable**	
407.4 Key Repeat	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	**Not Applicable**	
407.6 Operation	**Not Applicable**	
407.7 Tickets, Fare Cards, and Keycards	**Not Applicable**	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	**Not Applicable**	
407.8.1.1 Vertical Plane for Side Reach	**Not Applicable**	
407.8.1.2 Vertical Plane for Forward Reach	**Not Applicable**	
407.8.2 Side Reach	**Not Applicable**	
407.8.2.1 Unobstructed Side Reach	**Not Applicable**	
407.8.2.2 Obstructed Side Reach	**Not Applicable**	
407.8.3 Forward Reach	**Not Applicable**	
407.8.3.1 Unobstructed Forward Reach	**Not Applicable**	
407.8.3.2 Obstructed Forward Reach	**Not Applicable**	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	**Not Applicable**	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	**Not Applicable**	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	**Not Applicable**	
408.3 Flashing	**Not Applicable**	Orchestra does not use flashing display components.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	**Not Applicable**	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	**Not Applicable**	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	**Not Applicable**	All audible signals in Orchestra can be paired with visual signaling.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	**Not Applicable**	
412.2.2 Volume Gain for Non-Wireline ICT	**Not Applicable**	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	**Not Applicable**	
412.3.2 Wireline Handsets	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
412.4 Digital Encoding of Speech	**Not Applicable**	
412.5 Real-Time Text Functionality	**Reserved for future**	Reserved for future
412.6 Caller ID	**Not Applicable**	
412.7 Video Communication	**Not Applicable**	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	**Not Applicable**	
412.8.2 Voice and Hearing Carry Over	**Not Applicable**	
412.8.3 Signal Compatibility	**Not Applicable**	
412.8.4 Voice Mail and Other Messaging Systems	**Not Applicable**	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	**Not Applicable**	
413.1.2 Pass-Through of Closed Caption Data	**Not Applicable**	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	**Not Applicable**	
414.1.2 Other ICT	**Not Applicable**	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	**Not Applicable**	
415.1.2 Audio Description Controls	**Not Applicable**	

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	**Supports with Exceptions**	Orchestra includes some accessibility features (e.g., font size controls). These continue to have effect as the user moves from screen to screen. Some user interfaces (e.g., public waiting room display screens and kiosks) do not typically have user-accessible controls. They can be configured by an

Criteria	Conformance Level	Remarks and Explanations
		administrator to be compliant, but the decision must be made to do so. Some functions provide individualized functionality in parallel with public functionalities, such as optional SMS text messaging for status changes (such as ticket calls). These are of course adjustable by the user on their own devices.
502.2.2 No Disruption of Accessibility Features	**Supports**	Orchestra does not interfere with platform accessibility settings.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.2 Modification of Object Information	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.3 Row, Column, and Headers	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.4 Values	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.5 Modification of Values	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design.

Criteria	Conformance Level	Remarks and Explanations
		However, this requires some customization to activate.
502.3.6 Label Relationships	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.7 Hierarchical Relationships	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.8 Text	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.9 Modification of Text	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.10 List of Actions	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.11 Actions on Objects	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.12 Focus Cursor	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.3.13 Modification of Focus Cursor	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and

Criteria	Conformance Level	Remarks and Explanations
		Responsive Design. However, this requires some customization to activate.
502.3.14 Event Notification	**Supports with Exceptions**	Orchestra is coded with accessibility compliance in mind, using HTML 5 and Responsive Design. However, this requires some customization to activate.
502.4 Platform Accessibility Features	**Supports with Exceptions**	A. Supports. B. Orchestra relies upon the operating system for this capability. C. Orchestra relies upon the operating system for this capability. D. The only audio output in a typical Orchestra implementation is a voice announcement when a new ticket is called. This announcement is almost always paired with a visual display of the same information on one or more wall monitors (TVs). The system can also be configured to give individuals the option to have information about their status (e.g., changes to their place in queue, notification that they have been called) sent to their smart phone or other mobile device via either SMS text messaging or a downloadable app. E. Orchestra allows audio equivalent synchronization with visual events for ticket calls. Other visual events do not typically have an audio equivalent. F. For PC-based users, Orchestra relies on the hardware (e.g., staff member's PC or check-in kiosk for guests) to provide

Criteria	Conformance Level	Remarks and Explanations
		this interface. For some other hardware (e.g., kiosks), the functionality can be supported directly with customization. G. Not applicable. Orchestra does not use any output format which would require captioning.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Supports with Exceptions**	When used locally (on a PC, tablet, or other networked device) Orchestra does not interfere with user preferences from platform settings. Note that in a small number of places, Orchestra does not fully support this requirement for contrast and focus cursor. In some installations, Orchestra provides limited information directly across the Web. According to 503.2, these instances are not required to conform.
503.3 Alternative User Interfaces	**Not Applicable**	Orchestra does not include native alternative user interfaces to function as assistive technology, but relies on supporting external assistive technologies (as described in this VPAT).
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**	Orchestra does not use any output format which would require captioning.
503.4.2 Audio Description Controls	**Not Applicable**	Orchestra does not use any output format which would require captioning.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section **NOTE: Orchestra in general is not an authoring tool. However, our reporting tools and Business Intelligence module include the ability to export reports into Excel (.xls) or comma delimited (.csv) file formats, and is thus relevant to 504.1. The Surface Editor module allows users with the proper rights to modify or create new screens for various user interfaces, and is thus covered by 504.4..**
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Supports**	To the extent that Excel supports a particular assistive technology or other accessibility technique, a .xls file exported from Orchestra will support that technique. Similarly, to the extent a program reading an exported .csv file will support assistive technology, the file should be accessible using that technology.
504.2.2 PDF Export	**Supports**	Appointment booking can export PDF the list of appointments.
504.3 Prompts	**Not Applicable**	Users are not actually authoring anything; they are merely exporting reporting data.
504.4 Templates	**Not Applicable**	Surface Editor does not use templates.

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	**Does Not Support**	Current generation Orchestra documentation does not have explicit descriptions of accessibility features or supported assistive technologies, nor does it have instructions on how to access these capabilities.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	**Does Not Support**	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Does Not Support**	
603.3 Accommodation of Communication Needs	**Does Not Support**	

EN 301 549 Report

Notes: Qmatic has elected not to respond to the EN 301 549 criteria at this time.

Chapter 4: [4.2 Functional Performance Statements](#) (FPS)
Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		
4.2.3 Usage without perception of color		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage without vocal capability		
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers		

Criteria	Conformance Level	Remarks and Explanations
4.2.10 Usage with limited cognition		
4.2.11 Privacy		

Chapter 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
5.1.3.1 General		
5.1.3.2 Auditory output delivery including speech		
5.1.3.3 Auditory output correlation		
5.1.3.4 Speech output user control		
5.1.3.5 Speech output automatic interruption		
5.1.3.6 Speech output for non-text content		
5.1.3.7 Speech output for video information		
5.1.3.8 Masked entry		
5.1.3.9 Private access to personal data		
5.1.3.10 Non-interfering audio output		
5.1.3.11 Private listening		
5.1.3.12 Speaker volume		
5.1.3.13 Volume reset		
5.1.3.14 Spoken languages		
5.1.3.15 Non-visual error identification		
5.1.3.16 Receipts, tickets, and transactional outputs		
5.1.4 Functionality closed to text enlargement		
5.1.5 Visual output for auditory information		
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		

Criteria	Conformance Level	Remarks and Explanations
5.2 Activation of accessibility features		
5.3 Biometrics		
5.4 Preservation of accessibility information during conversion		
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation		
5.5.2 Operable parts discernibility		
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status		
5.6.2 Visual status		
5.7 Key repeat		
5.8 Double-strike key acceptance		
5.9 Simultaneous user actions		

Chapter **6: ICT with Two-Way Voice Communication**
Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)	Heading cell – no response required	Heading cell – no response required
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication		
6.2.1.2 Concurrent voice and text		
6.2.2.1 Visually distinguishable display		
6.2.2.2 Programmatically determinable send and receive direction		
6.2.3 Interoperability		
6.2.4 Real-time text responsiveness		
6.3 Caller ID		
6.4 Alternatives to voice-based services		
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution		
6.5.3 Frame rate		
6.5.4 Synchronization between audio and video		
6.6 Alternatives to video-based services		

Chapter 7: ICT with Video Capabilities
Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback		
7.1.2 Captioning synchronization		
7.1.3 Preservation of captioning		
7.2.1 Audio description playback		
7.2.2 Audio description synchronization		
7.2.3 Preservation of audio description		
7.3 User controls for captions and audio description		

Chapter 8: Hardware
Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections		
8.1.3 Color		
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range		
8.2.1.2 Incremental volume control		
8.2.2.1 Fixed-line devices		
8.2.2.2 Wireless communication devices		
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level		
8.3.2.2 Clear floor or ground space		
8.3.2.3.1 General		
8.3.2.3.2 Forward approach		
8.3.2.3.3 Parallel approach		
8.3.2.4 Knee and toe clearance width		
8.3.2.5 Toe clearance		
8.3.2.6 Knee clearance		
8.3.3.1.1 Unobstructed high forward reach		
8.3.3.1.2 Unobstructed low forward reach		
8.3.3.1.3.1 Clear floor space		

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach		
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach		
8.3.3.2.1 Unobstructed high side reach		
8.3.3.2.2 Unobstructed low side reach		
8.3.3.2.3.1 Obstructed (≤255 mm) side reach		
8.3.3.2.3.2 Obstructed (≤610 mm) side reach		
8.3.4 Visibility		
8.3.5 Installation instructions		
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys		
8.4.2.1 Means of Operation of mechanical parts		
8.4.2.2 Force of operation of mechanical parts		
8.4.3 Keys, tickets and fare cards		
8.5 Tactile indication of speech mode		

Chapter 9: Web *(see WCAG 2.0 section)0*
Notes:

Chapter 10: Non-web Documents
Notes:

Criteria	Conformance Level	Remarks and Explanations
10.1 General	Heading cell – no response required	Heading cell – no response required
10.2 Document success criteria	Heading cell – no response required	Heading cell – no response required
10.2.1 through 10.2.38	See WCAG 2.0 section	See information in WCAG section
10.2.39 Caption positioning		
10.2.40 Audio description timing		

Chapter 11: Software
Notes:

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See WCAG 2.0 section	See information in WCAG section
11.3 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.3.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.3.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services		
11.3.2.4 Assistive technology		
11.3.2.5 Object information		
11.3.2.6 Row, column, and headers		
11.3.2.7 Values		
11.3.2.8 Label relationships		
11.3.2.9 Parent-child relationships		
11.3.2.10 Text		
11.3.2.11 List of available actions		
11.3.2.12 Execution of available actions		
11.3.2.13 Tracking of focus and selection attributes		
11.3.2.14 Modification of focus and selection attributes		
11.3.2.15 Change notification		
11.3.2.16 Modifications of states and properties		
11.3.2.17 Modifications of values and text		
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features		
11.4.2 No disruption of accessibility features		
11.5 User preferences		
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations		
11.6.4 Repair assistance		
11.6.5 Templates		

Chapter 12: Documentation and Support Services
Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	See WCAG 2.0 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See WCAG 2.0 section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access
Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services		
13.1.3 Sign relay services		
13.1.4 Lip-reading relay services		
13.1.5 Captioned telephony services		
13.1.6 Speech to speech relay services		
13.2 Access to relay services		
13.3 Access to emergency services		

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