TMASYSTEMS

Section 508 (Revised) Report

Date: April 1, 2022

Name of Product: WebTMA v7.x

Description of Product: WebTMA is a cloud-based Computerized Maintenance Management System (CMMS). This is a mission-critical tool for organizations that need to effectively manage their assets and maintenance operations. Using WebTMA, these organizations account for, maintain, and extend the useful life of their physical assets throughout their entire life cycle - from purchase through disposal - using multiple, optional, integrated software modules including work orders, preventive maintenance, inventory control, project management, contract management, asset management, multiple repair/cost centers and many other modules.

Platform: Web

Conformance to accessibility standards has been evaluated by TMA Systems, LLC

Website: WebTMA by TMA Systems, LLC

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Chapter 1 Application and Administration
Section 508 (ICT Refresh)

Chapter 2 Scoping Requirements

Criteria
E207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for web pages in WCAG 2.0.

Web Content Accessibility Guidelines (WCAG) 2.0 (updated to 2.1)

Principle 1: Perceivable
Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives
Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Criteria	Supporting Feature	Remarks and Explanations
1.1.1 Non-text Content: All non-text content that is presented to the user has a text alternative that serves the	Supported	

Criteria	Supporting Feature	Remarks and Explanations
equivalent purpose, except in situations listed in WCAG 2.0 1.1.1.		

Guideline 1.2 Time-based Media
Provide alternatives for time-based media.

Criteria	Supporting Feature	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.2 Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.3 Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.4 Captions (Live): Captions are provided for all live audio content in synchronized media.	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
1.2.5 Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.6 Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audion content synchronized media.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.7 Extended Audion Description (Prerecorded): Where pauses in foreground audion are sufficient to allow audion descriptions to convey the sense of the video, extended audion description is provided for all prerecorded video content in synchronized media.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.8 Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media.	Not Applicable	This requirement is not applicable to WebTMA.
1.2.9 Audio-only (Live): An alternative for time-based media that presents equivelnent information for live audion-only content is provided.	Not Applicable	This requirement is not applicable to WebTMA.

Guideline 1.3 Adaptable
Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Criteria	Supporting Feature	Remarks and Explanations
1.3.1 Info and Relationships: Information, structure, and relationships conveyed through	Supported	

Criteria	Supporting Feature	Remarks and Explanations
presentation can be programmatically determined or are available in text.		
1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supported	
1.3.3 Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.	Supported	
1.3.4 Orientation: Content does not restrict its view and operation to a single display orientation, sucha as portrait or landscape, unless a specific display orientation is essential.	Supported	
1.3.5. Identify Input Purpose: The purpose of each input field collectiong information about the user can be programmatiacaaly determined: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	Supported	
1.3.6 Identify Purpose: If content implemented using markup languages, the purpose of User Interface Componenents, icons, and regions can be programmatically determined.	Supported	

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Criteria	Supporting Feature	Remarks and Explanations
1.4.1 Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	
1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.	Not Applicable	This requirement is not applicable to WebTMA.
1.4.3 Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for situations listed in WCAG 2.0 1.4.3.	Supported	
1.4.4 Resize Text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supported	WebTMA requires a monitor large enough to accommodate the zoomed pages in their entirety for proper functionality.
1.4.5 Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Supported	
1.4.6 Contrast (Enhanced): The visual presentation of text and images of text has a contrast ration of aleast 7:1, except for the following:	Supported	

Criteria	Supporting Feature	Remarks and Explanations
• Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.		
1.4.7 Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: Show Hide full description. • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. Per the definition of "decibel," background sound that meets this requirement will be approximately four times quieter than the foreground speech content.	Not Applicable	This requirement is not applicable to WebTMA.
1.4.8 Visual Presentation: For the visual presntation of blocks of text, a mechanism is available to achieve the following:	Supported	

Criteria	Supporting Feature	Remarks and Explanations
1. Foreground and background colors can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. 5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.		
1.4.9 Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed.	Supported	
1.4.10 Reflow: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require two-dimensional layout for usage or meaning.	Supported	
1.4.11 Non-text Contrast: The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):	Supported	

Criteria	Supporting Feature	Remarks and Explanations
• <u>User Interface Components:</u> Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • <u>Graphical Objects:</u> Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.		
1.4.12 Text Spacing: In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	Supported	
1.4.13 Content on Hover or Focus: Where receiving and then removing pointer hover or keyboard focus triggers additional content to become	Supported	

Criteria	Supporting Feature	Remarks and Explanations
visible and then hidden, the following are true: • Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.		

Principle 2: Operable
User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible
Make all functionality available from a keyboard.

Criteria	Supporting Feature	Remarks and Explanations
2.1.1 Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Supported	
2.1.2 No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard	Supported	

Criteria	Supporting Feature	Remarks and Explanations
interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.		
2.1.3 Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes.	Supported	
2.1.4 Character Key Shortcuts: If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	Not Applicable	All keyboard short cuts use modifier keys.

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Criteria	Supporting Feature	Remarks and Explanations
2.2.1 Timing Adjustable: For each time limit that is set by the content, at least one of the instances is true. • Turn off: The user is allowed to turn off the time limit before encountering it; or	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
• <u>Adjust:</u> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • <u>Extend:</u> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • <u>Real-time Exception:</u> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • <u>Essential Exception:</u> The time limit is essential and extending it would invalidate the activity; or • <u>20 Hour Exception:</u> The time limit is longer than 20 hours.		
2.2.2 Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: • <u>Moving, blinking, scrolling:</u> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • <u>Auto-updating:</u> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause,	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.		
2.2.3 No Timing: Timing is not an essential part of the event or activity presented by the continent, except for non-interactive synchronized media and real-time events.	Not Applicable	This requirement is not applicable to WebTMA.
2.2.4 Interruptions: Interruptions can be postponed or suppressed by the user, except interuptions involving emergencies.	Supported	
2.2.5 Re-authenticating: When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Supported with exceptions	Session continues as long as you are actively working in the application. So re-authentication should not be required.
2.2.6 Timeouts – Level: Users are warned of the duration of any user inactivity that could cause data loss, unless the data is preserved for more than 20 hours when the user does not take any actions.	Supported	

Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

Criteria	Supporting Feature	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Supported	
2.3.2 Three Flashes – Level: Web pages do not contain anything that flashes more than three times in any one second period.	Supported	
2.3.3 Animation from Interaction: Three Flashes or Below Threshold: Motion animation triggered by interaction can be disabled, unless the animation is essential to the	Supported	

Criteria	Supporting Feature	Remarks and Explanations
functionality or the information being conveyed.		

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

Criteria	Supporting Feature	Remarks and Explanations
2.4.1 Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Not Applicable	This requirement is not applicable to WebTMA.
2.4.2 Page Titled: Web pages have titles that describe topic or purpose.	Supported	
2.4.3 Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supported	
2.4.4 Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supported	
2.4.5 Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supported	
2.4.6 Headings and Labels: Headings and labels describe topic or purpose.	Supported	
2.4.7 Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supported	
2.4.8 Location: Information about the user's location within a set of Web pages is available.	Supported	

Criteria	Supporting Feature	Remarks and Explanations
2.4.9 Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general.	Supported	
2.4.10 Section Heading: Section headings are used to organize the content. Note 1: "Heading" is used in its general sense and includes titles and other ways to add a heading to different types of content.	Supported	

Guideline 2.5 Input Modalities
Make it easier for users to operate functionality through various inputs beyond keyboard.

Criteria	Supporting Feature	Remarks and Explanations
2.5.1 Pointer Gestures: All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.	Not Applicable	This requirement is not applicable to WebTMA.
2.5.2 Pointer Cancellation: For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential.	Supported	

Criteria	Supporting Feature	Remarks and Explanations
2.5.3 Label in Name: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supported	
2.5.4 Motion Actuation: Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity.	Not Applicable	This requirement is not applicable to WebTMA.
2.5.5 Target Size: The size of the target for pointer inputs is at least 44 by 44 CSS pixels except when: • Equivalent: The target is available through an equivalent link or control on the same page that is at least 44 by 44 CSS pixels; • Inline: The target is in a sentence or block of text; • User Agent Control: The size of the target is determined by the user agent and is not modified by the author; • Essential: A particular presentation of the target is essential to the information being conveyed.	Supported	
2.5.6 Concurrent Input Mechanisms: Web content does not restrict use of input modalities available on a platform except where the restriction is essential, required to ensure the security of the content, or required to respect user settings.	Supported	

Principle 3: Understandable

Information and the operation of user interface must be understandable.

Guideline 3.1 Readable
Make text content readable and understandable.

Criteria	Supporting Feature	Remarks and Explanations
3.1.1 Language of Page: The default human language of each Web page can be programmatically determined.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
3.1.2 Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Not Applicable	This requirement is not applicable to WebTMA.
3.1.3 Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
3.1.4 Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
3.1.5 Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
3.1.6 Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.

Guideline 3.2 Predictable
Make Web pages appear and operate in predictable ways.

Criteria	Supporting Feature	Remarks and Explanations
3.2.1 On Focus: When any component receives focus, it does not initiate a change of context.	Supported	
3.2.2 On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component	Supported	
3.2.3 Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supported	
3.2.4 Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently.	Supported	
3.2.5 Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes.	Supported	

Guideline 3.3 Input Assistance
Help users avoid and correct mistakes.

Criteria	Supporting Feature	Remarks and Explanations
3.3.1 Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supported	
3.3.2 Labels or Instructions: Labels or instructions are provided when content requires user input.	Supported	
3.3.3 Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Not Applicable	This requirement is not applicable to WebTMA.
3.3.5 Help: Context-sensitive help is available.	Supported	
3.3.6 Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Supported	

Principle 4: Robust
Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible
Maximize compatibility with current and future user agents, including assistive technologies.

Criteria	Supporting Feature	Remarks and Explanations
4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Supported	
4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
4.1.3 Status Messages: In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	Supported	

Chapter 3 Functional Performance Criteria

301 General

301.1 Scope The requirements of Chapter 3 shall apply to ICT where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

302 Functional Performance Criteria

Criteria
302.1 Without vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.
302.2 With limited vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.

Criteria
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.

Chapter 4 Hardware

401 General

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402 Closed Functionality

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

Criteria	Supporting Feature	Remarks and Explanations
402.2 Speech-Output Enabled. ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.	Not Applicable	This requirement is not applicable to WebTMA.
402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.	Not Applicable	This requirement is not applicable to WebTMA.
402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
402.2.3 Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Not Applicable	This requirement is not applicable to WebTMA.
402.2.4 User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Not Applicable	This requirement is not applicable to WebTMA.
402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided.	Not Applicable	This requirement is not applicable to WebTMA.
402.3 Volume. ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3.	Not Applicable	This requirement is not applicable to WebTMA.
402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	This requirement is not applicable to WebTMA.
402.3.2 Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
402.4 Characters. At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	Not Applicable	This requirement is not applicable to WebTMA.
402.5 Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	This requirement is not applicable to WebTMA.

403 Biometrics

Criteria	Supporting Feature	Remarks and Explanations
403.1 General. Biometrics shall not be the only means for user identification or control.	Not Applicable	This requirement is not applicable to WebTMA.

404 Preservation of Information Provided for Accessibility

Criteria	Supporting Feature	Remarks and Explanations
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Not Applicable	This requirement is not applicable to WebTMA.

405 Privacy

Criteria	Supporting Feature	Remarks and Explanations
405.1 General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
enabled, the screen shall not blank automatically.		

406 Standard Connections

Criteria	Supporting Feature	Remarks and Explanations
406.1 General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Not Applicable	This requirement is not applicable to WebTMA.

407 Operable Parts
407.1 General. Where provided, operable parts used in the normal operation of ICT shall conform to 407.

Criteria	Supporting Feature	Remarks and Explanations
407.2 Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Not Applicable	This requirement is not applicable to WebTMA.
407.3 Input Controls. At least one input control conforming to 407.3 shall be provided for each function.	Not Applicable	This requirement is not applicable to WebTMA.
407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	Not Applicable	This requirement is not applicable to WebTMA.
407.3.2 Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys.	Not Applicable	This requirement is not applicable to WebTMA.
407.3.3 Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).		
407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not Applicable	This requirement is not applicable to WebTMA.
407.5 Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not Applicable	This requirement is not applicable to WebTMA.
407.6 Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Not Applicable	This requirement is not applicable to WebTMA.
407.7 Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not Applicable	This requirement is not applicable to WebTMA.
407.8 Reach Height and Depth. At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
with 407.8 unless that part is the only operable part of its type.		
407.8.1 Vertical Reference Plane. Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.1.1 Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.1.2 Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.2 Side Reach. Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.2.1 Unobstructed Side Reach. Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.2.2 Obstructed Side Reach. Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane,	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.		
407.8.3 Forward Reach. Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.3.1 Unobstructed Forward Reach. Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable	This requirement is not applicable to WebTMA.
407.8.3.2 Obstructed Forward Reach. Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	Not Applicable	This requirement is not applicable to WebTMA.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach. The height of the operable part shall conform to Table 407.8.3.2.1. <table><tr><td>**Reach Depth**</td><td>**Operable Part**</td></tr><tr><td>Less than 20</td><td>48 inches (1220</td></tr><tr><td>20 inches (510 mm) to 25</td><td>44 inches (1120 mm) maximum</td></tr></table>	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.	Not Applicable	This requirement is not applicable to WebTMA.

408 Display Screen

408.1 General. Where provided, display screens shall conform to 408.

Criteria	Supporting Feature	Remarks and Explanations
408.2 Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not Applicable	This requirement is not applicable to WebTMA.
408.3 Flashing Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.	Not Applicable	This requirement is not applicable to WebTMA.

409 Status Indicators

Criteria	Supporting Feature	Remarks and Explanations
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	Not Applicable	This requirement is not applicable to WebTMA.

410 Color Coding

Criteria	Supporting Feature	Remarks and Explanations
410.1 General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	This requirement is not applicable to WebTMA.

411 Audible Signals

Criteria	Supporting Feature	Remarks and Explanations
411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.	Not Applicable	This requirement is not applicable to WebTMA.

412 ICT with Two-Way Voice Communication
412.1 General. ICT that provides two-way voice communication shall conform to 412.

Criteria	Supporting Feature	Remarks and Explanations
412.2 Volume Gain. ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.	Not Applicable	This requirement is not applicable to WebTMA.
412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not Applicable	This requirement is not applicable to WebTMA.
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	This requirement is not applicable to WebTMA.
412.3 Interference Reduction and Magnetic Coupling. Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.	Not Applicable	This requirement is not applicable to WebTMA.
412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1).	Not Applicable	This requirement is not applicable to WebTMA.
412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
412.4 Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	Not Applicable	This requirement is not applicable to WebTMA.
412.5 Real-Time Text Functionality. Reserved.	Not Applicable	This requirement is not applicable to WebTMA.
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Not Applicable	This requirement is not applicable to WebTMA.
412.7 Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Not Applicable	This requirement is not applicable to WebTMA.

413 Closed Caption Processing Technologies

413.1 General. Where ICT displays or processes video with synchronized audio, ICT shall provide closed caption processing technology that conforms to 413.1.1 or 413.1.2.

Criteria	Supporting Feature	Remarks and Explanations
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not Applicable	This requirement is not applicable to WebTMA.
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not Applicable	This requirement is not applicable to WebTMA.

414 Audio Description Processing Technologies

414.1 General. Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.

Criteria	Supporting Feature	Remarks and Explanations
414.1.1 Digital Television Tuners. Digital television tuners shall provide audio description processing that	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.		
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not Applicable	This requirement is not applicable to WebTMA.

415 User Controls for Captions and Audio Descriptions

415.1 General. Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1.

Criteria	Supporting Feature	Remarks and Explanations
415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	This requirement is not applicable to WebTMA.
415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not Applicable	This requirement is not applicable to WebTMA.

Chapter 5 Software

501 General

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502 Interoperability with Assistive Technology

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

Criteria	Supporting Feature	Remarks and Explanations
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	This requirement is not applicable to WebTMA.
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supported	
502.3 Accessibility Services. Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Not Applicable	This requirement is not applicable to WebTMA.
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supported	
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supported with exceptions	WebTMA's publicly facing Request page (for end-user requesters) supports this item.
502.3.4 Values. Any current value(s), and any set or range of allowable	Supported with exceptions	Current values are determinable. Fields with a limited set of allowable values either limit entry

Criteria	Supporting Feature	Remarks and Explanations
values associated with an object, shall be programmatically determinable.		appropriately or respond with detailed messaging.
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supported	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supported	
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supported	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supported	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supported	
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supported	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Supported	
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supported	

Criteria	Supporting Feature	Remarks and Explanations
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supported	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supported	
502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	This requirement is not applicable to WebTMA.

503 Applications
503.1 General. Applications shall conform to 503.

Criteria	Supporting Feature	Remarks and Explanations
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Not Applicable	This requirement is not applicable to WebTMA.
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	This requirement is not applicable to WebTMA.
503.4 User Controls for Captions and Audio Description. Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.	Not Applicable	This requirement is not applicable to WebTMA.
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	This requirement is not applicable to WebTMA.
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	This requirement is not applicable to WebTMA.

504 Authoring Tools

504.1 General. Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.

Criteria	Supporting Feature	Remarks and Explanations
504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.		
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	This requirement is not applicable to WebTMA.
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	This requirement is not applicable to WebTMA.
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This requirement is not applicable to WebTMA.
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This requirement is not applicable to WebTMA.

Chapter 6 Support Documentation and Services

602 Support Documentation
602.1 General. Documentation that supports the use of ICT shall conform to 602.

Criteria	Supporting Feature	Remarks and Explanations
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Not Applicable	This requirement is not applicable to WebTMA.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supported	
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	This requirement is not applicable to WebTMA.

603 Support Services
603.1 General. ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.

Criteria	Supporting Feature	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	This requirement is not applicable to WebTMA.

Criteria	Supporting Feature	Remarks and Explanations
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supported	

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