AS EN 301 549 Accessibility Declaration of Conformance

# Product Overview

## Product details

Report Date: {{Product.ExpectedReleaseDate}}

Name of Product: {{Product.Name}}

Description of Product: {{Product.Description}}

Platform: {{Product.Platform}}

Product Build: {{Product.ProductBuildNumber}}

Accessibility website:

## Vendor contact information:

Phone: {{Vendor phone}}. Email: {{Vendor contact}}.

For assistance with this report, please email {{Vendor contact}}.

## Testing methodology

**Development evaluation:** {{App/plugin if used}}.

**Automated evaluation:** {{App/plugin if used}}.

**Manual evaluation:** (identify platform and apps used)

I/We confirm that the product/s have been manually tested using the inbuilt accessibility features / assistive technologies found on both Apple and Microsoft OSs. Furthermore if required, a vendor representative will demonstrate to the procurement panel how the product performs using those inbuilt accessibility features / assistive technologies.

Example demonstration to include

1. Windows 10: Narrator, Switch, Keyboard only
2. iOS: Voiceover, Switch,
3. macOS: Voiceover, Switch, Keyboard only

# Section 1 Scope

This [EN 301 549 V3.1.1 (PDF)](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_20/en_301549v030101a.pdf) Accessibility Conformance Report specifies the functional accessibility requirements applicable to {{ Vendor Company name}}ICT products and services.

# Section 2 References

Insert as required

# Section 3 Definitions and abbreviations

Insert as required

# Section 4 Functional Statements

### 4.2.1 Usage without vision

Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.

### 4.2.2 Usage with limited vision

Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.

### 4.2.3 Usage without perception of colour

Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of colour. This is essential for users with limited colour perception and benefits many more users in different situations.

### 4.2.4 Usage without hearing

Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This is essential for users without hearing and benefits many more users in different situations.

### 4.2.5 Usage with limited hearing

Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.

### 4.2.6 Usage with no or limited vocal capability

Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations.

### 4.2.7 Usage with limited manipulation or strength

Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.

### 4.2.8 Usage with limited reach

Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.

### 4.2.9 Minimize photosensitive seizure triggers

Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.

### 4.2.10 Usage with limited cognition, language or learning

The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.

### 4.2.11 Privacy

Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.

# Functional Accessibility Requirements

## Section 5 Generic Requirements

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 5.1.2.2 Assistive technology Where ICT has closed functionality, that closed functionality shall be operable without requiring the user to attach, connect or install assistive technology and shall conform to the generic requirements of clauses 5.1.3 to 5.1.6 as applicable. Personal headsets and induction loops shall not be classed as assistive technology for the purpose of this clause. | {{5.1.2.2-Value}} | {{5.1.2.2-Text}} |
| 5.1.3.1 General Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions. | {{5.1.3.1-Value}} | {{5.1.3.1-Text}} |
| 5.1.3.2 Auditory output delivery including speech Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered:  a) either directly by a mechanism included in or provided with the ICT; or  b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision. | {{5.1.3.2-Value}} | {{5.1.3.2-Text}} |
| 5.1.3.3 Auditory output correlation Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. | {{5.1.3.3-Value}} | {{5.1.3.3-Text}} |
| 5.1.3.4 Speech output user control Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being interrupted and repeated when requested by the user, where permitted by security requirements. | {{5.1.3.4-Value}} | {{5.1.3.4-Text}} |
| 5.1.3.5 Speech output automatic interruption Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins. | {{5.1.3.5-Value}} | {{5.1.3.5-Text}} |
| 5.1.3.6 Speech output for non-text content Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. | {{5.1.3.6-Value}} | {{5.1.3.6-Text}} |
| 5.1.3.7 Speech output for video information Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content. | {{5.1.3.7-Value}} | {{5.1.3.7-Text}} |
| 5.1.3.8 Masked entry Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output. | {{5.1.3.8-Value}} | {{5.1.3.8-Text}} |
| 5.1.3.9 Private access to personal data Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user. | {{5.1.3.9-Value}} | {{5.1.3.9-Text}} |
| 5.1.3.10 Non-interfering audio output Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds. | {{5.1.3.10-Value}} | {{5.1.3.10-Text}} |
| 5.1.3.11 Private listening volume Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume. | {{5.1.3.11-Value}} | {{5.1.3.11-Text}} |
| 5.1.3.12 Speaker volume Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA). | {{5.1.3.12-Value}} | {{5.1.3.12-Text}} |
| 5.1.3.13 Volume reset Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user. | {{5.1.3.13-Value}} | {{5.1.3.13-Text}} |
| 5.1.3.14 Spoken languages Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except:  a) 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;  b) where the content is generated externally and not under the control of the ICT vendor, clause 5.1.3.14 shall not be required to apply for languages not supported by the ICT’s speech synthesizer;  c) for displayed languages that cannot be selected using non-visual access;  d) where the user explicitly selects a speech language that is different from the language of the displayed content. | {{5.1.3.14-Value}} | {{5.1.3.14-Text}} |
| 5.1.3.15 Non-visual error identification Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error. | {{5.1.3.15-Value}} | {{5.1.3.15-Text}} |
| 5.1.3.16 Receipts, tickets, and transactional outputs Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible. | {{5.1.3.16-Value}} | {{5.1.3.16-Text}} |
| 5.1.4 Functionality closed to text enlargement Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital “H” subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier.  The subtended angle, in degrees, may be calculated from:  Ψ = (180 x H) / (π x D)  Where:  Ψ is the subtended angle  H is the height of the text  D is the viewing distance.  D and Hare expressed in the same units | {{5.1.4-Value}} | {{5.1.4-Text}} |
| 5.1.5 Visual output for auditory information Where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the pre-recorded auditory output. | {{5.1.5-Value}} | {{5.1.5-Text}} |
| 5.1.6.1 Closed functionality Where ICT functionality is closed to keyboards or keyboard interfaces, all functionality shall be operable without vision as required by clause 5.1.3. | {{5.1.6.1-Value}} | {{5.1.6.1-Text}} |
| 5.1.6.2 Input focus Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus. | {{5.1.6.2-Value}} | {{5.1.6.2-Text}} |
| 5.1.7 Access without speech Where speech is needed to operate closed functions of ICT, the ICT shall provide at least one mode of operation using an alternative input mechanism that does not require speech. | {{5.1.7-Value}} | {{5.1.7-Text}} |
| 5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need. | {{5.2-Value}} | {{5.2-Text}} |
| 5.3 Biometrics Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT. | {{5.3-Value}} | {{5.3-Text}} |
| 5.4 Preservation of accessibility information during conversion Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format. | {{5.4-Value}} | {{5.4-Text}} |
| 5.5.1 Means of operation Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided. | {{5.5.1-Value}} | {{5.5.1-Text}} |
| 5.5.2 Operable parts discernibility Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part. | {{5.5.2-Value}} | {{5.5.2-Text}} |
| 5.6.1 Tactile or auditory status Where ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control. | {{5.6.1-Value}} | {{5.6.1-Text}} |
| 5.6.2 Visual status When ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented. | {{5.6.2-Value}} | {{5.6.2-Text}} |
| 5.7 Key repeat Where ICT with key repeat is provided and the key repeat cannot be turned off:  a) the delay before the key repeat shall be adjustable to at least 2 seconds; and  b) the key repeat rate shall be adjustable down to one character per 2 seconds. | {{5.7-Value}} | {{5.7-Text}} |
| 5.8 Double-strike key acceptance Where a keyboard or keypad is provided, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds. | {{5.8-Value}} | {{5.8-Text}} |
| 5.9 Simultaneous user actions Where ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT. | {{5.9-Value}} | {{5.9-Text}} |

## Section 6 ICT with two-way voice communication

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 6.1 Audio bandwidth for speech (informative recommendation) Where ICT provides two-way voice communication, in order to provide good audio quality, that ICT should be able to encode and decode two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz. | {{6.1-Value}} | {{6.1-Text}} |
| 6.2.1.1 RTT communication Where ICT supports two-way voice communication in a specified context of use, the ICT shall allow a user to communicate with another user by RTT. | {{6.2.1.1-Value}} | {{6.2.1.1-Text}} |
| 6.2.1.2 Concurrent voice and text Where the ICT, or set of ICT, provided to a user, supports two-way voice communication and enables a user to communicate with another user by RTT, it shall provide a mechanism to select a mode of operation allowing concurrent voice and text. | {{6.2.1.2-Value}} | {{6.2.1.2-Text}} |
| 6.2.2.1 Visually distinguishable display Where ICT has RTT send and receive capabilities, displayed sent text shall be visually differentiated from and separated from received text. | {{6.2.2.1-Value}} | {{6.2.2.1-Text}} |
| 6.2.2.2 Programmatically determinable send and receive direction Where ICT has RTT send and receive capabilities, the send/receive direction of transmitted text shall be programmatically determinable, unless the RTT has closed functionality. | {{6.2.2.2-Value}} | {{6.2.2.2-Text}} |
| 6.2.2.3 Speaker identification Where ICT has RTT capabilities, and provides speaker identification for voice, the ICT shall provide speaker identification for RTT. | {{6.2.2.3-Value}} | {{6.2.2.3-Text}} |
| 6.2.2.4 Visual indicator of audio with RTT Where ICT provides two-way voice communication, and has RTT capabilities, the ICT shall provide a real-time visual indicator of audio activity on the display. | {{6.2.2.4-Value}} | {{6.2.2.4-Text}} |
| 6.2.3 Interoperability Where ICT with RTT functionality interoperates with other ICT with RTT functionality (as required by 6.2.1.1) they shall support at least one of the four RTT interoperability mechanisms described below:  a) ICT interoperating over the Public Switched Telephone Network (PSTN), with other ICT that directly connects to the PSTN as described in Recommendation ITU-T V.18 [i.23] or any of its annexes for text telephony signals at the PSTN interface;  b) ICT interoperating with other ICT using VOIP with Session Initiation Protocol (SIP) and using real-time text that conforms to RFC 4103;  c) ICT interoperating with other ICT using RTT that conforms with the IP Multimedia Sub-System (IMS) set of protocols specified in TS 126 114, TS 122 173 and TS 134 229;  d) ICT interoperating with other ICT using a relevant and applicable common specification for RTT exchange that is published and available. This common specification shall include a method for indicating loss or corruption of characters. | {{6.2.3-Value}} | {{6.2.3-Text}} |
| 6.2.4 Real-time text responsiveness Where ICT utilises RTT input, that RTT input shall be transmitted to the ICT network supporting RTT within 1 second of the input entry. | {{6.2.4-Value}} | {{6.2.4-Text}} |
| 6.3 Caller ID Where ICT provides caller identification and similar telecommunications functions are provided, the caller identification and similar telecommunications functions shall be available in text form and in at least one other modality. | {{6.3-Value}} | {{6.3-Text}} |
| 6.4 Alternatives to voice-based services Where ICT provides real-time voice-based communication and also provides voice mail, auto-attendant, or interactive voice response facilities, the ICT should offer users a means to access the information and carry out the tasks provided by the ICT without the use of hearing or speech. | {{6.4-Value}} | {{6.4-Text}} |
| 6.5.2 Resolution Where ICT that provides two-way voice communication includes real time video functionality, the ICT:  a) shall support at least QCIF resolution;  b) should preferably support at least CIF resolution. | {{6.5.2-Value}} | {{6.5.2-Text}} |
| 6.5.3 Frame rate Where ICT that provides two-way voice communication includes real-time video functionality, the ICT:  a) shall support a frame rate of at least 12 frames per second (FPS);  b) should preferably support a frame rate of at least 20 frames per second (FPS) with or without sign language in the video stream. | {{6.5.3-Value}} | {{6.5.3-Text}} |
| 6.5.4 Synchronization between audio and video Where ICT that provides two-way voice communication includes real-time video functionality, the ICT should ensure a maximum time difference of 100 ms between the speech and video presented to the user. | {{6.5.4-Value}} | {{6.5.4-Text}} |
| 6.5.5 Visual Indicator of Audio with Video Where ICT provides two-way voice communication, and includes real-time video functionality, the ICT shall provide a real-time visual indicator of audio activity. | {{6.5.5-Value}} | {{6.5.5-Text}} |
| 6.5.6 Speaker Identification with Video (Sign Language) Communication Where ICT provides speaker identification for voice users, it shall provide a means for speaker identification for real-time signing and sign language users once the start of signing has been indicated. | {{6.5.6-Value}} | {{6.5.6-Text}} |
| 6.6 Alternatives to video-based services Where ICT provides real-time video-based communication and also provides answering machine, auto attendant or interactive response facilities, the ICT should offer users a means to access the information and carry out the tasks related to these facilities:  a) for audible information, without the use of hearing;  b) for spoken commands, without the use of speech;  c) for visual information, without the use of vision. | {{6.6-Value}} | {{6.6-Text}} |

## Section 7 ICT with video capabilities

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 7.1.1 Captioning playback Where ICT displays video with synchronized audio, it shall have a mode of operation to display the available captions. Where closed captions are provided as part of the content, the ICT shall allow the user to choose to display the captions. | {{7.1.1-Value}} | {{7.1.1-Text}} |
| 7.1.2 Captioning synchronisation Where ICT displays captions, the mechanism to display captions shall preserve synchronization between the audio and the corresponding captions. | {{7.1.2-Value}} | {{7.1.2-Text}} |
| 7.1.3 Preservation of captioning Where ICT transmits, converts or records video with synchronized audio, it shall preserve caption data such that it can be displayed in a manner consistent with clauses 7.1.1 and 7.1.2. Additional presentational aspects of the text such as screen position, text colours, text style and text fonts may convey meaning, based on regional conventions. Altering these presentational aspects could change the meaning and should be avoided wherever possible. | {{7.1.3-Value}} | {{7.1.3-Text}} |
| 7.1.4 Captions characteristics Where ICT displays captions, it shall provide a way for the user to adapt the displayed characteristics of captions to their individual requirements, except where the captions are displayed as unmodifiable characters. | {{7.1.4-Value}} | {{7.1.4-Text}} |
| 7.1.5 Spoken subtitles Where ICT displays video with synchronized audio, it shall have a mode of operation to provide a spoken output of the available captions, except where the content of the displayed captions is not programmatically determinable. | {{7.1.5-Value}} | {{7.1.5-Text}} |
| 7.2.1 Audio description playback Where ICT displays video with synchronized audio, it shall provide a mechanism to select and play available audio description to the default audio channel.  Where video technologies do not have explicit and separate mechanisms for audio description, an ICT is deemed to satisfy this requirement if the ICT enables the user to select and play several audio tracks. | {{7.2.1-Value}} | {{7.2.1-Text}} |
| 7.2.2 Audio description synchronisation Where ICT has a mechanism to play audio description, it shall preserve the synchronization between the audio/visual content and the corresponding audio description. | {{7.2.2-Value}} | {{7.2.2-Text}} |
| 7.2.3 Preservation of audio description Where ICT transmits, converts, or records video with synchronized audio, it shall preserve audio description data such that it can be played in a manner consistent with clauses 7.2.1 and 7.2.2. | {{7.2.3-Value}} | {{7.2.3-Text}} |
| 7.3 User controls for captions and audio description Where ICT primarily displays materials containing video with associated audio content, user controls to activate subtitling and audio description shall be provided to the user at the same level of interaction (i.e. the number of steps to complete the task) as the primary media controls. | {{7.3-Value}} | {{7.3-Text}} |

## Section 8 Hardware

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 8.1.2 Standard connections Where an ICT provides user input or output device connection points, the ICT shall provide at least one input and/or output connection that conforms to an industry standard non-proprietary format, directly or through the use of commercially available adapters. | {{8.1.2-Value}} | {{8.1.2-Text}} |
| 8.1.3 Colour Where the ICT has hardware aspects that use colour, colour shall not be used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | {{8.1.3-Value}} | {{8.1.3-Text}} |
| 8.2.1.1 Speech volume range Where ICT hardware has speech output, it shall provide a means to adjust the speech output volume level over a range of at least 18 dB. | {{8.2.1.1-Value}} | {{8.2.1.1-Text}} |
| 8.2.1.2 Incremental volume control Where ICT hardware has speech output and its volume control is incremental, it shall provide at least one intermediate step of 12 dB gain above the lowest volume setting. | {{8.2.1.2-Value}} | {{8.2.1.2-Text}} |
| 8.2.2.1 Fixed-line devices Where ICT hardware is a fixed-line communication device with speech output and which is normally held to the ear and which carries the “T” symbol specified in ETS 300 381, it shall provide a means of magnetic coupling which meets the requirements of ES 200 381-1. | Not Applicable |  |
| 8.2.2.2 Wireless communication devices Where ICT hardware is a wireless communication device with speech output which is normally held to the ear, it shall provide a means of magnetic coupling to hearing technologies which meets the requirements of ES 200 381-2. | {{8.2.2.2-Value}} | {{8.2.2.2-Text}} |
| 8.3.2.1 Unobstructed high forward reach Where no part of the stationary ICT obstructs the forward reach, at least one of each type of operable part shall be located no higher than 1 220 mm (48 inches) above the floor of the access space. | {{8.3.2.1-Value}} | {{8.3.2.1-Text}} |
| 8.3.2.2 Unobstructed low forward reach Where no part of the stationary ICT obstructs the forward reach, at least one of each type of operable part shall be located no lower than 380 mm (15 inches) above the floor of the access space. | {{8.3.2.2-Value}} | {{8.3.2.2-Text}} |
| 8.3.2.3.1 Clear space Where an obstruction is an integral part of the stationary ICT and hinders the access to any type of operable part, the ICT shall provide a clear space which extends beneath the obstructing element for a distance not less than the required reach depth over the obstruction. | {{8.3.2.3.1-Value}} | {{8.3.2.3.1-Text}} |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach Where the stationary ICT has an obstruction which is an integral part of the ICT and which is less than 510 mm (20 inches), the forward reach to at least one of each type of operable part shall be no higher than 1 220 mm (48 inches) above the floor contact of the ICT. | {{8.3.2.3.2-Value}} | {{8.3.2.3.2-Text}} |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach Where the stationary ICT has an obstruction which is an integral part of the ICT and which is not less than 510 mm (20 inches) but is less than 635 mm (25 inches) maximum, the forward reach to at least one of each type of operable part shall be no higher than 1 120 mm (44 inches) above the floor contact of the ICT. | {{8.3.2.3.3-Value}} | {{8.3.2.3.3-Text}} |
| 8.3.2.4 Knee and toe clearance width Where the space under an obstacle that is an integral part of the stationary ICT is part of access space, the clearance should be at least 760 mm (30 inches) wide. | {{8.3.2.4-Value}} | {{8.3.2.4-Text}} |
| 8.3.2.5 Toe clearance Where an obstacle is integral to the ICT, a space under the obstacle that is less than 230 mm (9 inches) above the floor is considered toe clearance and shall:  a) extend 635 mm (25 inches) maximum under the whole obstacle;  b) provide a space at least 430 mm (17 inches) deep and 230 mm above the floor under the obstacle;  c) extend no more than 150 mm (6 inches) beyond any obstruction at 230mm (9 inches) above the floor. | {{8.3.2.5-Value}} | {{8.3.2.5-Text}} |
| 8.3.2.6 Knee clearance Where an obstacle is an integral of the stationary ICT, the space under the obstacle that is between 230 mm and 685 mm above the floor is considered knee clearance and should:  a) extend no more than 635 mm (25 inches) under the obstacle at a height of 230 mm (9 inches) above the floor;  b) extend at least 280 mm (11 inches) under the obstacle at a height of 230 mm (9 inches) above the floor;  c) extend at least 205 mm (8 inches) under the obstacle at a height of 685 mm (27 inches) above the floor;  d) be permitted to be reduced in depth at a rate of 25 mm (1 inch) for each 150 mm (6 inches) in height. | {{8.3.2.6-Value}} | {{8.3.2.6-Text}} |
| 8.3.3.1 Unobstructed high side reach Where the side reach is unobstructed or obstructed by an element that is an integral part of the stationary ICT and which is less than 255 mm (10 inches), at least one of each type of operable part shall be within a high side reach which is less than or equal to 1 220 mm (48 inches) above the floor of the access space. | {{8.3.3.1-Value}} | {{8.3.3.1-Text}} |
| 8.3.3.2 Unobstructed low side reach Where the side reach is unobstructed or obstructed by an element that is an integral part of the stationary ICT and which is less than 255 mm (10 inches), at least one of each type of operable part shall be within a low side reach which is greater than or equal to 380 mm (15 inches) above the floor of the access space. | {{8.3.3.2-Value}} | {{8.3.3.2-Text}} |
| 8.3.3.3.1 Obstructed (<= 255 mm) side reach Where stationary ICT has an obstruction which is an integral part of the ICT, the height of the obstruction shall be less than 865 mm (34 inches). Where the depth of the obstruction is less than or equal to 255 mm (10 inches), the high side reach to at least one of each type of operable part shall be no higher than 1 220 mm (48 inches) above the floor of the access space. | {{8.3.3.3.1-Value}} | {{8.3.3.3.1-Text}} |
| 8.3.3.3.2 Obstructed (<= 610 mm) side reach Where stationary ICT has an obstruction which is an integral part of the ICT, the height of the obstruction shall be less than 865 mm (34 inches). Where the depth of the obstruction is greater than 255 mm (10 inches) with a maximum depth of 610 mm (24 inches), the high side reach to at least one of each type of operable part shall be no higher than 1 170 mm (46 inches) above the floor of the access space. | {{8.3.3.3.2-Value}} | {{8.3.3.3.2-Text}} |
| 8.3.4.1 Change in level Where stationary ICT has a floor within it, then any change of floor level within it or entering it shall be ramped with a slope no steeper than 1:48.  Exceptions:  a) If the change in floor level is less than or equal to 6,4 mm (¼ inch) the change may be vertical.  b) If the change in floor level is less than or equal to 13 mm (½ inch) the change may have a slope not steeper than 1:2. | {{8.3.4.1-Value}} | {{8.3.4.1-Text}} |
| 8.3.4.2 Clear floor or ground space Where stationary ICT has an operating area within it, it shall provide a clear floor area that has the minimum dimensions of 760 mm (30 inches) by 1 220 mm (48 inches) from which to operate the ICT. | {{8.3.4.2-Value}} | {{8.3.4.2-Text}} |
| 8.3.4.3.1 General Where stationary ICT has an access space inside it, at least one full side of the space shall be unobstructed. | {{8.3.4.3.1-Value}} | {{8.3.4.3.1-Text}} |
| 8.3.4.3.2 Forward approach Where the operating area is inside an alcove within the stationary ICT, the alcove is deeper than 610 mm (24 inches), and where a forward approach is necessary, the dimension of the access space shall be a minimum of 915 mm (36 inches) wide. | {{8.3.4.3.2-Value}} | {{8.3.4.3.2-Text}} |
| 8.3.4.3.3 Parallel approach Where the operating area is inside an alcove within the stationary ICT, the alcove is deeper than 380 mm (15 inches), and where a parallel approach is possible, the dimension of the access space shall be a minimum of 1 525 mm (60 inches) wide. | {{8.3.4.3.3-Value}} | {{8.3.4.3.3-Text}} |
| 8.3.5 Visibility Where stationary ICT provides one or more display screens , at least one of each type of display screen shall be positioned such that the information on the screen is legible from a point located 1 015 mm (40 inches) above the centre of the floor of the operating area). | {{8.3.5-Value}} | {{8.3.5-Text}} |
| 8.3.6 Installation instructions Installation instructions shall be made available for all stationary ICT. These instructions shall give guidance on how to install the ICT in a manner that takes into account applicable requirements for accessibility of the built environment as they apply to the installation of the ICT. Where there are no such requirements the instructions should require that the dimensions of the installed ICT conform to clauses 8.3.2 to 8.3.5 of the present document. | {{8.3.6-Value}} | {{8.3.6-Text}} |
| 8.4.1 Numeric keys Where provided, physical numeric keys arranged in a rectangular keypad layout shall have the number five key tactilely distinct from the other keys of the keypad. | {{8.4.1-Value}} | {{8.4.1-Text}} |
| 8.4.2.1 Means of operation of mechanical parts Where a control requires grasping, pinching, or twisting of the wrist to operate it, an accessible alternative means of operation that does not require these actions shall be provided. | {{8.4.2.1-Value}} | {{8.4.2.1-Text}} |
| 8.4.2.2 Force of operation of mechanical partsWhere a control requires a force greater than 22,2 N to operate it, an accessible alternative means of operation that requires a force less than 22,2 N shall be provided. | {{8.4.2.2-Value}} | {{8.4.2.2-Text}} |
| 8.4.3 Keys, tickets and fare cards Where ICT provides keys, tickets or fare cards, and their orientation is important for further use, they shall have an orientation that is tactilely discernible. | Not Applicable |  |
| 8.5 Tactile indication of speech mode Where ICT is designed for shared use and speech output is available, a tactile indication of the means to initiate the speech mode of operation shall be provided. | {{8.5-Value}} | {{8.5-Text}} |
| **Criteria** | **Supporting Features** | **Remarks** |
| 8.1.2 Standard connections Where an ICT provides user input or output device connection points, the ICT shall provide at least one input and/or output connection that conforms to an industry standard non-proprietary format, directly or through the use of commercially available adapters. | {{8.1.2-Value}} | {{8.1.2-Text}} |
| 8.1.3 Colour Where the ICT has hardware aspects that use colour, colour shall not be used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | {{8.1.3-Value}} | {{8.1.3-Text}} |
| 8.2.1.1 Speech volume range Where ICT hardware has speech output, it shall provide a means to adjust the speech output volume level over a range of at least 18 dB. | {{8.2.1.1-Value}} | {{8.2.1.1-Text}} |
| 8.2.1.2 Incremental volume control Where ICT hardware has speech output and its volume control is incremental, it shall provide at least one intermediate step of 12 dB gain above the lowest volume setting. | {{8.2.1.2-Value}} | {{8.2.1.2-Text}} |
| 8.2.2.1 Fixed-line devices Where ICT hardware is a fixed-line communication device with speech output and which is normally held to the ear and which carries the “T” symbol specified in ETS 300 381, it shall provide a means of magnetic coupling which meets the requirements of ES 200 381-1. | Not Applicable |  |
| 8.2.2.2 Wireless communication devices Where ICT hardware is a wireless communication device with speech output which is normally held to the ear, it shall provide a means of magnetic coupling to hearing technologies which meets the requirements of ES 200 381-2. | {{8.2.2.2-Value}} | {{8.2.2.2-Text}} |
| 8.3.2.1 Change in level Where there is a change in floor level that is integral to the ICT then it shall be ramped with a slope no steeper than 1:48. Exceptions:  a) If the change in floor level is less than or equal to 6,4 mm (-frac14; inch) the change may be vertical as shown in Figure 1: Vertical change in level.  b) If the change in floor level is less than or equal to 13 mm (-frac12; inch) the change may have a slope not steeper than 1:2 as shown in Figure 2: Bevelled change in level. | {{8.3.2.1-Value}} | {{8.3.2.1-Text}} |
| 8.3.2.2 Clear floor or ground space Where the operating area is integral to the ICT, it should provide a clear floor area that has the minimum dimensions of 760 mm (30 inches) by 1 220 mm (48 inches) from which to operate the ICT. | {{8.3.2.2-Value}} | {{8.3.2.2-Text}} |
| 8.3.4.3.1 General Where the access space is integral to the ICT, at least one full side of the space shall be unobstructed. | {{8.3.4.3.1-Value}} | {{8.3.4.3.1-Text}} |
| 8.3.4.3.2 Forward approach Where the operating area is inside an alcove integral to the ICT, the alcove is deeper than 610 mm (24 inches), and where a forward approach is necessary, the dimension of the access space should be a minimum of 915 mm (36 inches) wide. | {{8.3.4.3.2-Value}} | {{8.3.4.3.2-Text}} |
| 8.3.4.3.3 Parallel approach Where the operating area is inside an alcove integral to the ICT, the alcove is deeper than 380 mm (15 inches), and where a parallel approach is possible, the dimension of the access space should be a minimum of 1 525 mm (60 inches) wide. | {{8.3.4.3.3-Value}} | {{8.3.4.3.3-Text}} |
| 8.3.2.4 Knee and toe clearance width Where the space under an obstacle that is integral to the ICT is part of access space, the clearance should be at least 760 mm (30 inches) wide. | {{8.3.2.4-Value}} | {{8.3.2.4-Text}} |
| 8.3.2.5 Toe clearance Where an obstacle is integral to the ICT, a space under the obstacle that is less than 230 mm (9 inches) above the floor is considered toe clearance and should:  a) extend 635 mm (25 inches) maximum under the whole obstacle;  b) provide a space at least 430 mm (17 inches) deep and 230 mm above the floor under the obstacle;  c) extend no more than 150 mm (6 inches) beyond any obstruction at 230mm (9 inches) above the floor. | {{8.3.2.5-Value}} | {{8.3.2.5-Text}} |
| 8.3.2.6 Knee clearance Where an obstacle is integral to the ICT, the space under the obstacle that is between 230 mm and 685 mm above the floor is considered knee clearance and should:  a) extend no more than 635 mm (25 inches) under the obstacle at a height of 230 mm (9 inches) above the floor;  b) extend at least 280 mm (11 inches) under the obstacle at a height of 230 mm (9 inches) above the floor;  c) extend at least 205 mm (8 inches) under the obstacle at a height of 685 mm (27 inches) above the floor;  d) be between 230mm (9 inches) and 685mm (27 inches) above the floor be permitted to be reduced in depth at a rate of 25 mm (1 inch) for each 150 mm (6 inches) in height. | {{8.3.2.6-Value}} | {{8.3.2.6-Text}} |
| 8.3.4.1 Unobstructed high forward reach Where the access space is integral to the ICT and the forward reach is unobstructed, the essential controls should be located no higher than 1 220 mm (48 inches) above the floor of the access space. | {{8.3.4.1-Value}} | {{8.3.4.1-Text}} |
| 8.3.4.2 Unobstructed low forward reach When the access space is integral to the ICT and the forward reach is unobstructed, the essential controls shall be located no lower than 380 mm (15 inches) above the floor of the access space. | {{8.3.4.2-Value}} | {{8.3.4.2-Text}} |
| 8.3.2.3.1 Clear floor space Where the access space is integral to the ICT and has an obstruction which is integral to the ICT which hinders the access to any essential controls, the ICT should provide a clear floor space which extends beneath the obstructing element for a distance not less than the required reach depth over the obstruction. | {{8.3.2.3.1-Value}} | {{8.3.2.3.1-Text}} |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach Where the access space is integral to the ICT and has an obstruction which is integral to the ICT and which is less than 510 mm (20 inches), the forward reach to all essential controls should be no higher than 1 220 mm (48 inches) above the floor contact of the ICT. | {{8.3.2.3.2-Value}} | {{8.3.2.3.2-Text}} |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach Where the access space is integral to the ICT and has an obstruction which is integral to the ICT and which is greater than 510 mm (20 inches) and less than 635 mm (25 inches) maximum, the forward reach to all essential controls should be no higher than 1 120 mm (44 inches) above the floor contact of the ICT. | {{8.3.2.3.3-Value}} | {{8.3.2.3.3-Text}} |
| 8.3.3.1 Unobstructed high side reach Where the access space is integral to the ICT, allows a parallel approach, and the side reach is unobstructed or obstructed by an element integral to the ICT which is less than 255 mm (10 inches), all essential controls should be within a high side reach which is less than or equal to 1 220 mm (48 inches) above the floor of the access space. | {{8.3.3.1-Value}} | {{8.3.3.1-Text}} |
| 8.3.3.2 Unobstructed low side reach Where the access space is integral to the ICT, allows a parallel approach, and the side reach is unobstructed or obstructed by an element integral to the ICT which is less than 255 mm (10 inches), all essential controls should be within a low side reach which is greater than or equal to 380 mm (15 inches) above the floor of the access space. | {{8.3.3.2-Value}} | {{8.3.3.2-Text}} |
| 8.3.3.3.1 Obstructed (<= 255 mm) side reach Where the access space is integral to the ICT, allows a parallel approach and has an obstruction which is integral to the ICT, the height of the obstruction should be less than 865 mm (34 inches). Where the depth of the obstruction is less than or equal to 255 mm (10 inches), the high side reach to all essential controls should be no higher than 1 220 mm (48 inches) above the floor of the access space. | {{8.3.3.3.1-Value}} | {{8.3.3.3.1-Text}} |
| 8.3.3.3.2 Obstructed (<= 610 mm) side reach Where the access space is integral to the ICT, allows a parallel approach and has an obstruction which is integral to the ICT, the height of the obstruction should be less than 865 mm (34 inches). Where the depth of the obstruction is greater than 255 mm (10 inches) and 610 mm (24 inches) maximum, the high side reach to all essential controls should be no higher than 1 170 mm (46 inches) above the floor of the access space. | {{8.3.3.3.2-Value}} | {{8.3.3.3.2-Text}} |
| 8.3.5 Visibility Where the operating area is integral to the ICT, and a display screen is provided, information on the screen should be legible from a point located 1 015 mm (40 inches) above the centre of the floor of the operating area (as defined in clause 8.3.2.2). | {{8.3.5-Value}} | {{8.3.5-Text}} |
| 8.3.6 Installation instructions Where an ICT is intended to be installed, instructions should be made available which outline a method to install the ICT in a manner that ensures that the dimensions of the integral spaces of the ICT conform to clauses 8.3.2 to 8.3.4. | {{8.3.6-Value}} | {{8.3.6-Text}} |
| 8.4.1 Numeric keys Where provided, physical numeric keys arranged in a rectangular keypad layout shall have the number five key tactilely distinct from the other keys of the keypad. | {{8.4.1-Value}} | {{8.4.1-Text}} |
| 8.4.2.1 Means of operation of mechanical parts Where a control requires grasping, pinching, or twisting of the wrist to operate it, an accessible alternative means of operation that does not require these actions shall be provided. | {{8.4.2.1-Value}} | {{8.4.2.1-Text}} |
| 8.4.2.2 Force of operation of mechanical partsWhere a control requires a force greater than 22,2 N to operate it, an accessible alternative means of operation that requires a force less than 22,2 N shall be provided. | {{8.4.2.2-Value}} | {{8.4.2.2-Text}} |
| 8.4.3 Keys, tickets and fare cards Where ICT provides keys, tickets or fare cards, and their orientation is important for further use, they shall have an orientation that is tactilely discernible. | Not Applicable |  |
| 8.5 Tactile indication of speech mode Where ICT is designed for shared use and speech output is available, a tactile indication of the means to initiate the speech mode of operation shall be provided. | {{8.5-Value}} | {{8.5-Text}} |

## Section 9 Web

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 9.1.1.1 Non-text content Where ICT is a web page, it shall satisfy the Success Criterion in [WCAG 2.1 Success Criterion 1.1.1 Non-text content.](https://www.w3.org/TR/WCAG21/#non-text-content) | {{9.1.1.1-Value}} | {{9.1.1.1-Text}} |
| 9.1.2.1 Audio-only and video-only (pre-recorded) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded). | {{9.1.2.1-Value}} | {{9.1.2.1-Text}} |
| 9.1.2.2 Captions (pre-recorded) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).](https://www.w3.org/TR/WCAG21/#captions-prerecorded) | {{9.1.2.2-Value}} | {{9.1.2.2-Text}} |
| 9.1.2.3 Audio description or media alternative (pre-recorded) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded). | {{9.1.2.3-Value}} | {{9.1.2.3-Text}} |
| 9.1.2.4 Captions (live) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.4 Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live). | {{9.1.2.4-Value}} | {{9.1.2.4-Text}} |
| 9.1.2.5 Audio description (pre-recorded) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded). | {{9.1.2.5-Value}} | {{9.1.2.5-Text}} |
| 9.1.3.1 Info and relationships Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships). | {{9.1.3.1-Value}} | {{9.1.3.1-Text}} |
| 9.1.3.2 Meaningful sequence Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningful-sequence). | {{9.1.3.2-Value}} | {{9.1.3.2-Text}} |
| 9.1.3.3 Sensory characteristics Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics). | {{9.1.3.3-Value}} | {{9.1.3.3-Text}} |
| 9.1.3.4 Orientation Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation). | {{9.1.3.4-Value}} | {{9.1.3.4-Text}} |
| 9.1.3.5 Identify Input Purpose Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose). | {{9.1.3.5-Value}} | {{9.1.3.5-Text}} |
| 9.1.4.1 Use of colour Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.1 Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color). | {{9.1.4.1-Value}} | {{9.1.4.1-Text}} |
| 9.1.4.2 Audio control Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.2 Audio Control](https://www.w3.org/TR/WCAG21/#audio-control). | {{9.1.4.2-Value}} | {{9.1.4.2-Text}} |
| 9.1.4.3 Contrast (minimum) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum). | {{9.1.4.3-Value}} | {{9.1.4.3-Text}} |
| 9.1.4.4 Resize text Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.4 Resize text](https://www.w3.org/TR/WCAG21/#resize-text). | {{9.1.4.4-Value}} | {{9.1.4.4-Text}} |
| 9.1.4.5 Images of text Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.5 Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text). | {{9.1.4.5-Value}} | {{9.1.4.5-Text}} |
| 9.1.4.10 Reflow Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.10 Reflow](https://www.w3.org/TR/WCAG21/#reflow). | {{9.1.4.10-Value}} | {{9.1.4.10-Text}} |
| 9.1.4.11 Non-text contrast Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast). | {{9.1.4.11-Value}} | {{9.1.4.11-Text}} |
| 9.1.4.12 Text spacing Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](https://www.w3.org/TR/WCAG21/#text-spacing). | {{9.1.4.12-Value}} | {{9.1.4.12-Text}} |
| 9.1.4.13 Content on hover or focus Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus). | {{9.1.4.13-Value}} | {{9.1.4.13-Text}} |
| 9.2.1.1 Keyboard Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.1 Keyboard](https://www.w3.org/TR/WCAG21/#keyboard). | {{9.2.1.1-Value}} | {{9.2.1.1-Text}} |
| 9.2.1.2 No keyboard trap Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap). | {{9.2.1.2-Value}} | {{9.2.1.2-Text}} |
| 9.2.1.4 Character key shortcuts Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts). | {{9.2.1.4-Value}} | {{9.2.1.4-Text}} |
| 9.2.2.1 Timing adjustable Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable](https://www.w3.org/TR/WCAG21/#timing-adjustable). | {{9.2.2.1-Value}} | {{9.2.2.1-Text}} |
| 9.2.2.2 Pause, stop, hide Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide](https://www.w3.org/TR/WCAG21/#pause-stop-hide). | {{9.2.2.2-Value}} | {{9.2.2.2-Text}} |
| 9.2.3.1 Three flashes or below threshold Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold). | {{9.2.3.1-Value}} | {{9.2.3.1-Text}} |
| 9.2.4.1 Bypass blocks Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks). | {{9.2.4.1-Value}} | {{9.2.4.1-Text}} |
| 9.2.4.2 Page titled Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.2 Page Titled](https://www.w3.org/TR/WCAG21/#page-titled). | {{9.2.4.2-Value}} | {{9.2.4.2-Text}} |
| 9.2.4.3 Focus Order Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.3 Focus Order](https://www.w3.org/TR/WCAG21/#focus-order). | {{9.2.4.3-Value}} | {{9.2.4.3-Text}} |
| 9.2.4.4 Link purpose (in context) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context). | {{9.2.4.4-Value}} | {{9.2.4.4-Text}} |
| 9.2.4.5 Multiple ways Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.5 Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways). | {{9.2.4.5-Value}} | {{9.2.4.5-Text}} |
| 9.2.4.6 Headings and labels Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels). | {{9.2.4.6-Value}} | {{9.2.4.6-Text}} |
| 9.2.4.7 Focus visible Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible). | {{9.2.4.7-Value}} | {{9.2.4.7-Text}} |
| 9.2.5.1 Pointer gestures Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures). | {{9.2.5.1-Value}} | {{9.2.5.1-Text}} |
| 9.2.5.2 Pointer cancellation Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation](https://www.w3.org/TR/WCAG21/#pointer-cancellation). | {{9.2.5.2-Value}} | {{9.2.5.2-Text}} |
| 9.2.5.3 Label in name Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name). | {{9.2.5.3-Value}} | {{9.2.5.3-Text}} |
| 9.2.5.4 Motion actuation Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation). | {{9.2.5.4-Value}} | {{9.2.5.4-Text}} |
| 9.3.1.1 Language of page Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.1 Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page). | {{9.3.1.1-Value}} | {{9.3.1.1-Text}} |
| 9.3.1.2 Language of parts Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.1.2 Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts). | {{9.3.1.2-Value}} | {{9.3.1.2-Text}} |
| 9.3.2.1 On focus Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.1 On Focus](https://www.w3.org/TR/WCAG21/#on-focus). | {{9.3.2.1-Value}} | {{9.3.2.1-Text}} |
| 9.3.2.2 On input Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.2 On Input](https://www.w3.org/TR/WCAG21/#on-input). | {{9.3.2.2-Value}} | {{9.3.2.2-Text}} |
| 9.3.2.3 Consistent navigation Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation). | {{9.3.2.3-Value}} | {{9.3.2.3-Text}} |
| 9.3.2.4 Consistent identification Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.2.4 Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification). | {{9.3.2.4-Value}} | {{9.3.2.4-Text}} |
| 9.3.3.1 Error identification Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.1 Error Identification](https://www.w3.org/TR/WCAG21/#error-identification). | {{9.3.3.1-Value}} | {{9.3.3.1-Text}} |
| 9.3.3.2 Labels or instructions Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions). | {{9.3.3.2-Value}} | {{9.3.3.2-Text}} |
| 9.3.3.3 Error suggestion Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion). | {{9.3.3.3-Value}} | {{9.3.3.3-Text}} |
| 9.3.3.4 Error prevention (legal, financial, data) Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legal-financial-data). | {{9.3.3.4-Value}} | {{9.3.3.4-Text}} |
| 9.4.1.1 Parsing Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.1 Parsing](https://www.w3.org/TR/WCAG21/#parsing). | {{9.4.1.1-Value}} | {{9.4.1.1-Text}} |
| 9.4.1.2 Name, role, value Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value). | {{9.4.1.2-Value}} | {{9.4.1.2-Text}} |
| 9.4.1.3 Status messages Where ICT is a web page, it shall satisfy [WCAG 2.1 Success Criterion 4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages). | {{9.4.1.3-Value}} | {{9.4.1.3-Text}} |

## Section 10 Non-web documents

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 10.1.1.1 Non-text content Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.1.1 Non-text Content](https://www.w3.org/TR/WCAG21/#non-text-content).  NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate. | {{10.1.1.1-Value}} | {{10.1.1.1-Text}} |
| 10.1.2.1 Audio-only and video-only (pre-recorded) Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded). | {{10.1.2.1-Value}} | {{10.1.2.1-Text}} |
| 10.1.2.2 Captions (pre-recorded) Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded). | {{10.1.2.2-Value}} | {{10.1.2.2-Text}} |
| 10.1.2.3 Audio description or media alternative (pre-recorded) [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded). | {{10.1.2.3-Value}} | {{10.1.2.3-Text}} |
| 10.1.2.4 Captions (live) Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.4 Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live). | {{10.1.2.4-Value}} | {{10.1.2.4-Text}} |
| 10.1.2.5 Audio description (pre-recorded) Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded). | {{10.1.2.5-Value}} | {{10.1.2.5-Text}} |
| 10.1.3.1 Info and relationships Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships). | {{10.1.3.1-Value}} | {{10.1.3.1-Text}} |
| 10.1.3.2 Meaningful sequence Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningful-sequence). | {{10.1.3.2-Value}} | {{10.1.3.2-Text}} |
| 10.1.3.3 Sensory characteristics Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics). | {{10.1.3.3-Value}} | {{10.1.3.3-Text}} |
| 10.1.3.4 Orientation Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation). | {{10.1.3.4-Value}} | {{10.1.3.4-Text}} |
| 10.1.3.5 Identify input purpose Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose). | {{10.1.3.5-Value}} | {{10.1.3.5-Text}} |
| 10.1.4.1 Use of colour Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.1 Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color). | {{10.1.4.1-Value}} | {{10.1.4.1-Text}} |
| 10.1.4.2 Audio control If any audio in a document 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. | {{10.1.4.2-Value}} | {{10.1.4.2-Text}} |
| 10.1.4.3 Contrast (minimum) Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum). | {{10.1.4.3-Value}} | {{10.1.4.3-Text}} |
| 10.1.4.4 Resize text Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.4 Resize Text](https://www.w3.org/TR/WCAG21/#resize-text). | {{10.1.4.4-Value}} | {{10.1.4.4-Text}} |
| 10.1.4.5 Images of text Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.5 Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text). | {{10.1.4.5-Value}} | {{10.1.4.5-Text}} |
| 10.1.4.10 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. | {{10.1.4.10-Value}} | {{10.1.4.10-Text}} |
| 10.1.4.11 Non-text contrast Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast). | {{10.1.4.11-Value}} | {{10.1.4.11-Text}} |
| 10.1.4.12 Text spacing Where ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](https://www.w3.org/TR/WCAG21/#text-spacing). | {{10.1.4.12-Value}} | {{10.1.4.12-Text}} |
| 10.1.4.13 Content on hover or focus Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus). | {{10.1.4.13-Value}} | {{10.1.4.13-Text}} |
| 10.2.1.1 Keyboard Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.1.1 Keyboard](https://www.w3.org/TR/WCAG21/#keyboard). | {{10.2.1.1-Value}} | {{10.2.1.1-Text}} |
| 10.2.1.2 No keyboard trap If keyboard focus can be moved to a component of the document using a keyboard 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. | {{10.2.1.2-Value}} | {{10.2.1.2-Text}} |
| 10.2.1.4 Character key shortcuts Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts). | {{10.2.1.4-Value}} | {{10.2.1.4-Text}} |
| 10.2.2.1 Timing adjustable For each time limit that is set by the document, at least one of the following is true:  • Turn off: The user is allowed to turn off the time limit before encountering it; or  • Adjust: 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  • Extend: 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  • Real-time Exception: 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  • Essential Exception: The time limit is essential and extending it would invalidate the activity; or  • 20 Hour Exception: The time limit is longer than 20 hours. | {{10.2.2.1-Value}} | {{10.2.2.1-Text}} |
| **10.2.2.2 Pause, stop, hide**  For moving, blinking, scrolling, or auto-updating information, all of the following are true:  • Moving, blinking, scrolling: 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  • Auto-updating: 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, 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. | {{10.2.2.2-Value}} | {{10.2.2.2-Text}} |
| 10.2.3.1 Three flashes or below threshold Documents 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. | {{10.2.3.1-Value}} | {{10.2.3.1-Text}} |
| 10.2.4.2 Document titled Documents have titles that describe topic or purpose. | {{10.2.4.2-Value}} | {{10.2.4.2-Text}} |
| 10.2.4.3 Focus order If a document can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | {{10.2.4.3-Value}} | {{10.2.4.3-Text}} |
| 10.2.4.4 Link purpose (in context) Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context). | {{10.2.4.4-Value}} | {{10.2.4.4-Text}} |
| 10.2.4.6 Headings and labels Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels). | {{10.2.4.6-Value}} | {{10.2.4.6-Text}} |
| 10.2.4.7 Focus visible Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible). | {{10.2.4.7-Value}} | {{10.2.4.7-Text}} |
| 10.2.5.1 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. | {{10.2.5.1-Value}} | {{10.2.5.1-Text}} |
| 10.2.5.2 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. | {{10.2.5.2-Value}} | {{10.2.5.2-Text}} |
| 10.2.5.3 Label in name Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name). | {{10.2.5.3-Value}} | {{10.2.5.3-Text}} |
| 10.2.5.4 Motion actuation Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation). | {{10.2.5.4-Value}} | {{10.2.5.4-Text}} |
| 10.3.1.1 Language of page The default human language of each document can be programmatically determined. | {{10.3.1.1-Value}} | {{10.3.1.1-Text}} |
| 10.3.1.2 Language of parts The human language of each passage or phrase in the document 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. | {{10.3.1.2-Value}} | {{10.3.1.2-Text}} |
| 10.3.2.1 On focus Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.1 On Focus](https://www.w3.org/TR/WCAG21/#on-focus). | {{10.3.2.1-Value}} | {{10.3.2.1-Text}} |
| 10.3.2.2 On input Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.2 On Input](https://www.w3.org/TR/WCAG21/#on-input). | {{10.3.2.2-Value}} | {{10.3.2.2-Text}} |
| 10.3.3.1 Error identification Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.1 Error Identification](https://www.w3.org/TR/WCAG21/#error-identification). | {{10.3.3.1-Value}} | {{10.3.3.1-Text}} |
| 10.3.3.2 Labels or instructions Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions). | {{10.3.3.2-Value}} | {{10.3.3.2-Text}} |
| 10.3.3.3 Error suggestion Where ICT is a non-web document, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion). | {{10.3.3.3-Value}} | {{10.3.3.3-Text}} |
| 10.3.3.4 Error prevention (legal, financial, data) For documents 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:  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. | {{10.3.3.4-Value}} | {{10.3.3.4-Text}} |
| 10.4.1.1 Parsing For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, 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. | {{10.4.1.1-Value}} | {{10.4.1.1-Text}} |
| 10.4.1.2 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. | {{10.4.1.2-Value}} | {{10.4.1.2-Text}} |
| 10.4.1.3 Status messages Where ICT is a non-web document, it shall satisfy [WCAG 2.1 Success Criterion 4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages). | {{10.4.1.3-Value}} | {{10.4.1.3-Text}} |
| 10.5 Caption positioning Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media. | {{10.5-Value}} | {{10.5-Text}} |
| 10.6 Audio description timing Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media. | {{10.6-Value}} | {{10.6-Text}} |

## Section 11 Software

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 11.1.1.1.1 Non-text content (screen reading supported) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy [WCAG 2.1 Success Criterion 1.1.1 Non-text Content](https://www.w3.org/TR/WCAG21/#non-text-content). | {{11.1.1.1.1-Value}} | {{11.1.1.1.1-Text}} |
| 11.1.2.1.1 Audio-only and video-only (pre-recorded) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed functions of ICT, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded). | {{11.1.2.1.1-Value}} | {{11.1.2.1.1-Text}} |
| 11.1.2.2 Captions (pre-recorded) Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded). | {{11.1.2.2-Value}} | {{11.1.2.2-Text}} |
| 11.1.2.3.1 Audio description or media alternative (pre-recorded) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded). | {{11.1.2.3.1-Value}} | {{11.1.2.3.1-Text}} |
| 11.1.2.4 Captions (live) Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.4 Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live). | {{11.1.2.4-Value}} | {{11.1.2.4-Text}} |
| 11.1.2.5 Audio description (pre-recorded) Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded). | {{11.1.2.5-Value}} | {{11.1.2.5-Text}} |
| 11.1.3.1.1 Info and relationships Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.1 Info and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships). | {{11.1.3.1.1-Value}} | {{11.1.3.1.1-Text}} |
| 11.1.3.2.1 Meaningful sequence Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningful-sequence). | {{11.1.3.2.1-Value}} | {{11.1.3.2.1-Text}} |
| 11.1.3.3 Sensory characteristics Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics). | {{11.1.3.3-Value}} | {{11.1.3.3-Text}} |
| 11.1.3.4 Orientation Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.4 Orientation](https://www.w3.org/TR/WCAG21/#orientation). | {{11.1.3.4-Value}} | {{11.1.3.4-Text}} |
| 11.1.3.5.1 Identify input purpose Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose). | {{11.1.3.5.1-Value}} | {{11.1.3.5.1-Text}} |
| 11.1.4.1 Use of colour Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.1 Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color). | {{11.1.4.1-Value}} | {{11.1.4.1-Text}} |
| 11.1.4.2 Audio control If any audio in a software 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. | {{11.1.4.2-Value}} | {{11.1.4.2-Text}} |
| 11.1.4.3 Contrast (minimum) Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum). | {{11.1.4.3-Value}} | {{11.1.4.3-Text}} |
| 11.1.4.4.1 Resize text Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.4 Resize Text](https://www.w3.org/TR/WCAG21/#resize-text). | {{11.1.4.4.1-Value}} | {{11.1.4.4.1-Text}} |
| 11.1.4.5.1 Images of text Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the [WCAG 2.1 Success Criterion 1.4.5 Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text). | {{11.1.4.5.1-Value}} | {{11.1.4.5.1-Text}} |
| 11.1.4.10 Reflow Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, 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. | {{11.1.4.10-Value}} | {{11.1.4.10-Text}} |
| 11.1.4.11 Non-text contrast Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast). | {{11.1.4.11-Value}} | {{11.1.4.11-Text}} |
| 11.1.4.12 Text spacing Where ICT is non-web software that provides a user interface and that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy [WCAG 2.1 Success Criterion 1.4.12 Text spacing](https://www.w3.org/TR/WCAG21/#text-spacing). | {{11.1.4.12-Value}} | {{11.1.4.12-Text}} |
| 11.1.4.13 Content on hover or focus Where ICT is a non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus). | {{11.1.4.13-Value}} | {{11.1.4.13-Text}} |
| 11.2.1.1.1 Keyboard Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the [WCAG 2.1 Success Criterion 2.1.1 Keyboard](https://www.w3.org/TR/WCAG21/#keyboard). | {{11.2.1.1.1-Value}} | {{11.2.1.1.1-Text}} |
| 11.2.1.2 No keyboard trap If keyboard focus can be moved to a component of the software using a keyboard 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. | {{11.2.1.2-Value}} | {{11.2.1.2-Text}} |
| 11.2.1.4.1 Character key shortcuts Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts](https://w3c.github.io/wcag21/guidelines/#character-key-shortcuts). | {{11.2.1.4.1-Value}} | {{11.2.1.4.1-Text}} |
| 11.2.2.1 Timing adjustable For each time limit that is set by the software, at least one of the following is true:  • Turn off: The user is allowed to turn off the time limit before encountering it; or  • Adjust: 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  • Extend: 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  • Real-time Exception: 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  • Essential Exception: The time limit is essential and extending it would invalidate the activity; or  • 20 Hour Exception: The time limit is longer than 20 hours. | {{11.2.2.1-Value}} | {{11.2.2.1-Text}} |
| 11.2.2.2 Pause, stop, hide For moving, blinking, scrolling, or auto-updating information, all of the following are true:  Moving, blinking, scrolling: 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  Auto-updating: 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, 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. | {{11.2.2.2-Value}} | {{11.2.2.2-Text}} |
| 11.2.3.1 Three flashes or below threshold Software does 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. | {{11.2.3.1-Value}} | {{11.2.3.1-Text}} |
| 11.2.4.3 Focus order If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | {{11.2.4.3-Value}} | {{11.2.4.3-Text}} |
| 11.2.4.4 Link purpose (in context) Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context). | {{11.2.4.4-Value}} | {{11.2.4.4-Text}} |
| 11.2.4.6 Headings and labels Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.6 Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels). | {{11.2.4.6-Value}} | {{11.2.4.6-Text}} |
| 11.2.4.7 Focus visible Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 2.4.7 Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible). | {{11.2.4.7-Value}} | {{11.2.4.7-Text}} |
| 11.2.5.1 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. | {{11.2.5.1-Value}} | {{11.2.5.1-Text}} |
| 11.2.5.2 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. | {{11.2.5.2-Value}} | {{11.2.5.2-Text}} |
| 11.2.5.3.1 Label in name Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 2.5.3 Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name). | {{11.2.5.3.1-Value}} | {{11.2.5.3.1-Text}} |
| 11.2.5.4 Motion actuation Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 2.5.4 Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation). | {{11.2.5.4-Value}} | {{11.2.5.4-Text}} |
| 11.3.1.1.1 Language of software Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, the default human language of software can be programmatically determined. | {{11.3.1.1.1-Value}} | {{11.3.1.1.1-Text}} |
| 11.3.2.1 On focus Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.1 On Focus](https://www.w3.org/TR/WCAG21/#on-focus). | {{11.3.2.1-Value}} | {{11.3.2.1-Text}} |
| 11.3.2.2 On input Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 3.2.2 On Input](https://www.w3.org/TR/WCAG21/#on-input). | {{11.3.2.2-Value}} | {{11.3.2.2-Text}} |
| 11.3.3.1.1 Error identification Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.1 Error Identification](https://www.w3.org/TR/WCAG21/#error-identification). | {{11.3.3.1.1-Value}} | {{11.3.3.1.1-Text}} |
| 11.3.3.2 Labels or instructions Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions). | {{11.3.3.2-Value}} | {{11.3.3.2-Text}} |
| 11.3.3.3 Error suggestion Where ICT is non-web software that provides a user interface, it shall satisfy the [WCAG 2.1 Success Criterion 3.3.3 Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion). | {{11.3.3.3-Value}} | {{11.3.3.3-Text}} |
| 11.3.3.4 Error prevention (legal, financial, data) For software 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. | {{11.3.3.4-Value}} | {{11.3.3.4-Text}} |
| 11.4.1.1.1 Parsing For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, 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. | {{11.4.1.1.1-Value}} | {{11.4.1.1.1-Text}} |
| 11.4.1.2.1 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. | {{11.4.1.2.1-Value}} | {{11.4.1.2.1-Text}} |
| 11.4.1.3.1 Status messages Where ICT is non-web software that provides a user interface, it shall satisfy [WCAG 2.1 Success Criterion 4.1.3 Status Messages](https://www.w3.org/TR/WCAG21/#status-messages). | {{11.4.1.3.1-Value}} | {{11.4.1.3.1-Text}} |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology.  Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste. | {{11.5.2.1-Value}} | {{11.5.2.1-Text}} |
| 11.5.2.2 Platform accessibility service support for assistive technologies Platform software shall provide a set of documented platform accessibility services that enable assistive technology to interoperate with software that provides a user interface running on the platform software.  Platform software should support the requirements of clauses 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirement are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste. | {{11.5.2.2-Value}} | {{11.5.2.2-Text}} |
| 11.5.2.3 Use of accessibility services Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface shall use other documented services to interoperate with assistive technology. | See sections 11.5.2.5 through 11.5.2.17 |  |
| 11.5.2.4 Assistive technology Where the ICT is assistive technology it shall use the documented platform accessibility services. | Not Applicable |  |
| 11.5.2.5 Object information Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements’ role, state(s), boundary, name, and description programmatically determinable by assistive technologies. | {{11.5.2.5-Value}} | {{11.5.2.5-Text}} |
| 11.5.2.6 Row, column, and headers Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies. | {{11.5.2.6-Value}} | {{11.5.2.6-Text}} |
| 11.5.2.7 Values Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies. | {{11.5.2.7-Value}} | {{11.5.2.7-Text}} |
| 11.5.2.8 Label relationships Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies. | {{11.5.2.8-Value}} | {{11.5.2.8-Text}} |
| 11.5.2.9 Parent-child relationships Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies. | {{11.5.2.9-Value}} | {{11.5.2.9-Text}} |
| 11.5.2.10 Text Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies. | {{11.5.2.10-Value}} | {{11.5.2.10-Text}} |
| 11.5.2.11 List of available actions Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies. | {{11.5.2.11-Value}} | {{11.5.2.11-Text}} |
| 11.5.2.12 Execution of available actions Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies. | {{11.5.2.12-Value}} | {{11.5.2.12-Text}} |
| 11.5.2.13 Tracking of focus and selection attributes Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies. | {{11.5.2.13-Value}} | {{11.5.2.13-Text}} |
| 11.5.2.14 Modification of focus and selection attributes Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items. | {{11.5.2.14-Value}} | {{11.5.2.14-Text}} |
| 11.5.2.15 Change notification Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13. | {{11.5.2.15-Value}} | {{11.5.2.15-Text}} |
| 11.5.2.16 Modifications of states and properties Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items. | {{11.5.2.16-Value}} | {{11.5.2.16-Text}} |
| 11.5.2.17 Modifications of values and text Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology. | {{11.5.2.17-Value}} | {{11.5.2.17-Text}} |
| 11.6.1 User control of accessibility features Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users. | {{11.6.1-Value}} | {{11.6.1-Text}} |
| 11.6.2 No disruption of accessibility features Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software. | {{11.6.2-Value}} | {{11.6.2-Text}} |
| 11.7 User preferences Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms. | {{11.7-Value}} | {{11.7-Text}} |
| **11.8.2 Accessible content creation**  Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable. | {{11.8.2-Value}} | {{11.8.2-Text}} |
| **11.8.3 Preservation of accessibility information in transformations**  If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. | {{11.8.3-Value}} | {{11.8.3-Text}} |
| **11.8.4 Repair assistance**  If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s). | {{11.8.4-Value}} | {{11.8.4-Text}} |
| **11.8.5 Templates**  When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such. | {{11.8.5-Value}} | {{11.8.5-Text}} |

## Section 11 Software – Closed Functionality

| **Criteria** | **Supporting Features** | | **Remarks** | |
| --- | --- | --- | --- | --- |
| 11.1.1.1.2 Non-text content Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.6 (Speech output for non-text content). | | {{11.1.1.1.2-Value}} | | {{11.1.1.1.2-Text}} | |
| 11.1.2.1.2.1 Pre-recorded audio-only Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the functionality of software that provides a user interface shall meet requirement 5.1.5 (Visual output for auditory information). | | {{11.1.2.1.2.1-Value}} | | {{11.1.2.1.2.1-Text}} | |
| 11.1.2.1.2.2 Pre-recorded video-only Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information). | | {{11.1.2.1.2.2-Value}} | | {{11.1.2.1.2.2-Text}} | |
| 11.1.2.3.2 Audio description or media alternative (pre-recorded) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information). | | {{11.1.2.3.2-Value}} | | {{11.1.2.3.2-Text}} | |
| 11.1.3.1.2 Info and relationships Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. | | {{11.1.3.1.2-Value}} | | {{11.1.3.1.2-Text}} | |
| 11.1.3.2.2 Meaningful sequence Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. | | {{11.1.3.2.2-Value}} | | {{11.1.3.2.2-Text}} | |
| 11.1.3.5.2 Identify Input Purpose Where ICT is non-web software that provides a user interface and is closed to assistive technologies, in at least one mode of operation the ICT shall present to the user, in an audio form, the purpose of each input field collecting information about the user when the input field serves a purpose identified in the WCAG 2.1 Input Purposes for User Interface Components section. | | {{11.1.3.5.2-Value}} | | {{11.1.3.5.2-Text}} | |
| 11.1.4.4.2 Resize text Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement). | | {{11.1.4.4.2-Value}} | | {{11.1.4.4.2-Text}} | |
| **11.1.4.5.2 Images of text**  Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it does not need to meet the [WCAG 2.1 Success Criterion 1.4.5 Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) because there is no need to impose a requirement on all closed functionality that text displayed on the screen actually be represented internally as text (as defined by WCAG 2.1), given that there is no interoperability with assistive technology. | | {{11.1.4.5.2-Value}} | | {{11.1.4.5.2-Text}} | |
| 11.1.4.10.2 Reflow Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement). | | {{11.1.4.10.2-Value}} | | {{11.1.4.10.2-Text}} | |
| 11.2.1.1.2 Keyboard Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality). | | {{11.2.1.1.2-Value}} | | {{11.2.1.1.2-Text}} | |
| 11.2.1.4.2 Character key shortcuts Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality). | | {{11.2.1.4.2-Value}} | | {{11.2.1.4.2-Text}} | |
| 11.2.5.3.2 Label in name Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it should meet requirement 5.1.3.3 (Auditory output correlation). | | {{11.2.5.3.2-Value}} | | {{11.2.5.3.2-Text}} | |
| 11.3.1.1.2 Language of software Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.14 (Spoken languages). | | {{11.3.1.1.2-Value}} | | {{11.3.1.1.2-Text}} | |
| 11.3.3.1.2 Error Identification Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.15 (Non-visual error identification). | | {{11.3.3.1.2-Value}} | | {{11.3.3.1.2-Text}} | |

## Section 12 Documentation and support services

| **Criteria** | **Supporting Features** | **Remarks** |
| --- | --- | --- |
| 12.1.1 Accessibility and compatibility features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. | {{12.1.1-Value}} | {{12.1.1-Text}} |
| 12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats:  a) a Web format that conforms to clause 9, or  b) a non-web format that conforms to clause 10. | {{12.1.2-Value}} | {{12.1.2-Text}} |
| 12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. | {{12.2.2-Value}} | {{12.2.2-Text}} |
| 12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point. | Supported | [Disability Answer Desk](https://support.microsoft.com/answerdesk/accessibility) |
| 12.2.4 Accessible documentation Documentation provided by support services shall be made available in at least one of the following electronic formats:  a) a Web format that conforms to clause 9, or  b) a non-web format that conforms to clause 10. | {{12.2.4-Value}} | {{12.2.4-Text}} |

## Section 13 ICT providing relay or emergency service access

This section does not apply to {{Product.Name}}.