

IES Ltd Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: The Virtual Environment (VE) 2023

Report Date: 01/06/2023

Product Description: Integrated analysis tools for the design and retrofit of buildings

Contact Information: +44 141 945 8500 (sales@iesve.com)

Notes:

Evaluation Methods Used: Testing is based on general product knowledge

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web:</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Partially Support</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: There are some instances in which a graphic is used to help support a text-based description of a concept. Graphics are not generally used as the primary method to communicate concepts. However, there may be instances in which a graphic does not have a text alternative.</p> <p>Software: Menu items and application selectors have text labels. Controls and IES elements have tool tips.</p> <p>Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: There are no known cases of audio or video-only and one instance of video-only. The video-only case has a text equivalent describing the action in the video.</p> <p>Software: There is one video-only case in the VE, no audio only. In this case, it is used as part of the tool tip system for placing elements within one hub (partner) application - this also has a text description.</p> <p>Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web:</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: Full help documentation provided in support of hub partner video.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		Software: There is no known prerecorded audio Authoring Tool:
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Electronic Docs: Partially Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Descriptive text/guide provided for video. Software: Video is positioned with descriptive text alternatives. Authoring Tool:
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Partially Support Authoring Tool:	Web: Electronic Docs: Software: Most dialogs do not use visual cues to relate information. There are some cases in which positional visual cues are used, but text labels are provided for the user, e.g. prefix, suffix, above, below. Tables are often used for user input. Colors, text size, and position are rarely used in the User Interface. Sound is not used except for error prompts. Additionally, many dialogs contain “information balloons”, an image that when hovered over expands to descriptive text. Authoring Tool:
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Page content is in a linear format progressing from top to bottom. Software: Text content created by the user as part of the VE model is generally for the purpose of model /

Criteria	Conformance Level	Remarks and Explanations
		<p>room identification and is situated in-line with the relevant elements. As part of the user workflows, they can annotate various work actions as they see fit which, again, will be sited in-line with said action.</p> <p>Authoring Tool:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Buttons and controls should not rely solely on shape, size, visual location, orientation, or sound. Buttons, controls, and objects created in the VE have tool tips to assist the user. These tool tips can be read by screen reader.</p> <p>Authoring Tool:</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The VE does not depend on colour as the only visual means of conveying information.</p> <p>Authoring Tool:</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Audio is not used in the VE.</p> <p>Authoring Tool:</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Partially Supports Software: Does not Support Authoring Tool:</p>	<p>Electronic Docs: Software: Placement of elements in the model depend on using the mouse. Authoring Tool:</p>
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:</p>	<p>Web: Electronic Docs: Software: The VE makes use of standard Microsoft key tip accelerators to navigate the menu items. Dialogs make use of tab order to navigate the dialog as well as alt+key accelerators. Authoring Tool:</p>
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: There are no time limits in Help documentation. Software: There are no known cases in which the VE will change context unexpectedly based on a time limit. Authoring Tool:</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Partially Supports Software: Not Applicable Authoring Tool:</p>	<p>Web: Electronic Docs: All videos do not start automatically, but there are some animated gifs that help to graphically describe certain topics start automatically with no way to pause, stop, or hide them. Software: There are no known places in the VE in which</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>moving, blinking, or scrolling is started automatically. Auto-updating does occur for background processes, but it is part of an activity that is essential to the software.</p> <p>Authoring Tool:</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web:</p> <p>Electronic Docs: Supports</p> <p>Software: Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: There are no known cases.</p> <p>Software: There are no known places within the VE that flash consecutively 3 times within a 1 second period.</p> <p>Authoring Tool:</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	<p>Web:</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: The VE start page contains navigation blocks that are repeated on each page. It will collapse when the browser window is made smaller. Once collapsed, it can be expanded.</p> <p>Software:</p> <p>Authoring Tool:</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web:</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Views are labelled within the User Interface with tabs to help orient the user without needing to interpret content. They are also highlighted in the projects model browser and show in the window title bar.</p>

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool:
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs Supports Software: Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs: Hyperlinks are one of the only items that can have focus within help documentation and increment sequentially in a predictable manner.</p> <p>Software: Dialogs support tab order.</p> <p>Authoring Tool:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The software supports using standard architectural non-editable symbols as links/aids to navigate the model in context. Additionally, workflows provide a hierarchical navigation through a defined set of tasks, which are text descriptions with hyperlinks to invoke a given action. For most hyperlink actions, hovering over will yield a summary description in the status bar of the application.</p> <p>Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Supports Software: Partially Supports Authoring Tool:</p>	<p>Electronic Docs: Software: When an element is selected, contextual tools in the UI may be hidden, disabled etc. Authoring Tool:</p>
<p>3.2.2 On Input (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Supports Authoring Tool:</p>	<p>Web: Electronic Docs: Software: The VE will not change context automatically. Authoring Tool:</p>
<p>3.3.1 Error Identification (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Supports Authoring Tool:</p>	<p>Web: Electronic Docs: There is no error code lookup, however, during simulations, errors are described to the user in textual format at run time. Software: Authoring Tool:</p>
<p>3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Supports Authoring Tool:</p>	<p>Web: Electronic Docs: In many areas of the VE, invalid inputs are highlighted to the user in several ways; pop-up alerts and in-line textual notifications. The VE shall provide remedial guidance where possible. Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Content is not implemented using markup languages, so this item does not apply.</p> <p>Authoring Tool:</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The VE has a robust internal API that facilitates retrieving and setting data in the application and content. Some aspects of the VE are not available to the API.</p> <p>Authoring Tool:</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: No live audio content in the product.</p> <p>Authoring Tool:</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p>	<p>Web: Electronic Docs:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supported Software: Not Applicable Authoring Tool:	Electronic Docs: The videos are narrated in a way that explains in general terms how to complete the task which is what the video is demonstrating but does not include every action or mouse click that is represented in the video. Software: No videos with audio content in the product. Authoring Tool:
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: The minimum contrast requirement can be achieved by using a high contrast theme within the operating system. Software: Nearly all text within the user interface has appropriate minimum contrast. Disabled buttons have insufficient minimum contrast. Authoring Tool:
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Partially Supports Supports Authoring Tool:	Web: Electronic Docs: Software: Although text in primary UI elements resize appropriately, some text is not visible or partially hidden when resized, some options and controls become unavailable due to the UI being too big to see all available options. Some text elements do not resize at all. Not all UI elements are resizable. Authoring Tool:
<u>1.4.5 Images of Text</u> (Level AA) Also applies to:	Web: Electronic Docs: Supports Software: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool:	Electronic Docs: Software: There are no known cases of images of text. Authoring Tool:
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Help documentation can be navigated using the navigation pane, search box, and hyperlinks within pages. Pages also have links to parent topic pages, related tasks, and related topics pages. Software: Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Software: Dialogs group similar information together and have short descriptive labels for the field name. A concise group name is sometimes used to further help the user understand the organization of information. Authoring Tool:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to:	Web: Electronic Docs: Supports Software: Does Not	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Support Authoring Tool:	Electronic Docs: Software: The language of content, e.g. text notes, tags, etc. cannot be programmatically determined. Authoring Tool:
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Web: Electronic Docs: Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Electronic Docs: Not Applicable Software: Supports Authoring Tool:	Web: Electronic Docs: Software: Some areas of the VE will make remedial suggestions to the user, if the input is known to be wrong, for example, out of bounds, then the limits will be displayed to the user. Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508	Web: Electronic Docs: Not Applicable Software: Not Applicable	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool:	Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes: Not Applicable

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes: Not Applicable

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	The VE participates in Accessibility features provided by VE API can be used to gain substantial access to objects and features. Refer to section 502.3 for additional information.
502.2.2 No Disruption of Accessibility Features	Supports	The VE does not disrupt Accessibility features provided by the operating system.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Substantial access, but some objects or features are not supported by the VE internal API or are missing some key access points.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Partially Supports	Refer to 502.3.1
502.3.3 Row, Column, and Headers	Does Not Support	Refer to 502.3.1
502.3.4 Values	Partially Supports	Refer to 502.3.1
502.3.5 Modification of Values	Partially Supports	Refer to 502.3.1
502.3.6 Label Relationships	Does Not Support	Refer to 502.3.1
502.3.7 Hierarchical Relationships	Partially Supports	Refer to 502.3.1
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Partially Supports	Refer to 502.3.1
502.3.11 Actions on Objects	Support	
502.3.12 Focus Cursor	Partially Supports	Refer to 502.3.1
502.3.13 Modification of Focus Cursor	Partially Supports	Refer to 502.3.1
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	Refer to 502.3.1
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Most UI elements participate in setting changes from the platform operating system.
503.3 Alternative User Interfaces	Not Applicable	
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Partially Supports	In some areas, the VE will export data to pdf, conforming to ISO 32000-1:2008
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	There are several features that support accessibility; however, they are not specifically documented as accessibility features. Examples are Key-ins, Tooltips, Keyboard Shortcuts, Keyboard Accelerators, Quick Access Toolbar.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	IES does not provide Non-Electronic Support Documentation for the VE.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	Support services options are available via web page, email, and by phone. Direct, in-person and by way of video conferencing.

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